



Municipal Government of Maribojoc

CITIZEN'S CHARTER

2023 (1st Edition)



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2023 (1st Edition)



I. Mandate:

The Local Government Unit of Maribojoc exercises the powers granted, appropriate or incidental, for its efficient and effective governance and those which are essential to the promotion of the general welfare. It shall also exercise powers as a political subdivision of the National Government as a corporate entity representing the inhabitants of its territory (Sec. 15 and 16 of RA 7160).

II. Vision:

“A socially vibrant, economically efficient and ecologically sustainable community.”

III. Mission:

To educate, unite and mobilize the people towards urbanization and modernizing agriculture, protecting and improving the natural resources and ecological system, its historical and cultural heritage, developing its human resources and promoting participatory governance, safety and health.

IV. Pledge:

We, the officials and employees of the Municipal Government of Maribojoc, Bohol, do hereby pledge to bring forth the highest possible service performance and commit to complete the work delegated to us on time with accuracy and precision with our clients' utmost cooperation.

As promised in this Citizen's Charter, we will manage our work as if we are the client.



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MUNICIPAL ACCOUNTING OFFICE

External and Internal Services



INTERNAL SERVICE

1. CERTIFY AS TO COMPLETENESS OF SUPPORTING DOCUMENTS OF DISBURSEMENT VOUCHERS PRESENTED FOR PAYMENT AND ISSUANCE OF ACCOUNTANT'S ADVICE

Review of documents for disbursements transactions is a service provided to all claimants of payments, aids and other dues to settle the LGU accounts payable and other fiscal responsibilities.

| | | | | |
|--|--|--|------------------------|---|
| Office or Division: | Municipal Accounting Office | | | |
| Classification: | Simple and / or Highly Technical | | | |
| Type of Transaction: | G2C – Government to Citizens, G2G – Government to Government | | | |
| Who may avail: | Individuals, Services & Goods providers, LGUs, NGAs | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Disbursement Voucher, Billings, OBR, PR, PO, RFQ, Certificate of Acceptance, Inspection Report, Delivery Receipts & other pertinent documents depending on the mode of procurement & transaction | | from General Service Office & from other concerned departments | | |
| CLIENT'S STEP | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE |
| 1. Claim payment/ check | 1.1 Evaluate, certify and issue Accountant's advice | None | 3 days | <i>Accounting Staff</i> Municipal Accountant |
| | 1.2 Issue check on approved DVS | None | 1 day | <i>Municipal Treasurer</i> Municipal Treasury Office |



EXTERNAL SERVICES

1. RELEASE OF FUNDS DUE TO THE BARANGAYS (SHARE OF RPT & COMMUNITY TAX COLLECTION, MUNICIPAL AID)

This service is provided to the barangay treasurers and other authorized officers to supplement their financial resources.

| | | | | |
|---|--|-----------------------------|------------------------|---|
| Office or Division: | Municipal Accounting Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G – Government to Government | | | |
| Who may avail: | Barangay Treasurer, Barangay Captain | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Official Receipt of the concerned barangay | | from the Barangay Treasurer | | |
| CLIENT'S STEP | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE |
| 1. Claim the check and issue Official Receipt | 1.1 Prepare the DV and Supporting documents and process for approval | None | 2 days | <i>Barangay Bookkeeper</i> Concerned Barangay |
| | 1.2 Issuance of check | None | 1 day | <i>Municipal Treasurer</i> Municipal Treasury Office |



2. UPDATE THE BARANGAY OFFICIALS OF THE FINANCIAL OPERATION STATUS OF THEIR RESPECTIVE BARANGAYS

Providing data on the financial status of the barangays is a service provided to the barangay officials which are essential for them to be guided in the safe utilization of their public funds.

| | | | | |
|--|--|-----------------------------|------------------------|--|
| Office or Division: | Municipal Accounting Office | | | |
| Classification: | Simple and / or Highly Technical | | | |
| Type of Transaction: | G2G – Government to Government | | | |
| Who may avail: | All Barangay Officials | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Cash book DVS and collection vouchers with complete supporting documents | | from the Barangay Treasurer | | |
| CLIENT'S STEP | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE |
| 1. Request the updated balances of the barangay funds and appropriations both current and continuing | 1. Prepare the detailed computation of fund and appropriation balances | None | 1 day | <i>Barangay Bookkeeper</i> Concerned Barangay |



MUNICIPAL BUDGET OFFICE

External and Internal Services



INTERNAL SERVICES

1. PREPARATION OF ANNUAL BUDGET

It is a service provided to the entire municipality wherein the proposed Programs, Projects and Activities for the ensuing year shall be consolidated after a thorough budget process.

| Office or Division: | Municipal Budget Office | | | |
|--------------------------------------|---|---|-----------------|--|
| Classification: | Highly Technical | | | |
| Type of transaction: | G2C - Government to Citizens | | | |
| Who may avail: | The entire constituents of Maribojoc | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Annual Investment Program (AIP) | | Executive Department Municipal Planning and Development Office Department/Section Heads | | |
| 2. Certified Annual Estimated Income | | Municipal Treasurer Local Finance Committee | | |
| 3. Budget Proposals | | Department/Section Heads | | |
| 4. Budget Hearing | | Executive Department Municipal Budget Office Local Finance Committee | | |
| 5. Budget Message | | Executive Department Municipal Budget Office Local Finance Committee | | |
| 6. Appropriation Ordinance | | Legislative Department Executive Department | | |
| CLIENT'S STEP | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE |
| 1. Prepare Annual Budget Proposals | 1.1 Prepare AIP per Department/Sections | NONE | Six (6) Months | <i>MUNICIPAL MAYOR</i> Office of the Municipal Mayor <i>MUNICIPAL PLANNING DEVELOPMENT COORDINATOR</i> MPDC Office <i>DEPARTMENT/SECTION HEADS</i> |



| | | | | |
|--|--|--|--|--|
| | | | | Different Offices |
| | 1.2 Prepare Budget Proposals | | | <i>DEPARTMENT/SECTION HEADS</i> |
| | 1.3 Collect Budget Proposals | | | |
| | 1.4 Review Budget Proposals | | | <i>MUNICIPAL BUDGET OFFICER</i> Mun. Budget Office |
| | 1.5 Consolidate Budget Proposals | | | |
| | 1.6 Conduct Budget Hearing | | | <i>MUNICIPAL MAYOR</i> Office of the Municipal Mayor <i>MUNICIPAL BUDGET OFFICER</i> Mun. Budget Office <i>LOCAL FINANCE COMMITTEE</i> |
| | 1.7 Prepare the Executive Budget | | | <i>MUNICIPAL MAYOR</i> Office of the Municipal Mayor <i>MUNICIPAL BUDGET OFFICER</i> Mun. Budget Office <i>LOCAL FINANCE COMMITTEE</i> |
| | 1.8 Prepare the Budget Message | | | |
| | 1.9 Submit Executive Budget to the Sanggunian | | | <i>MUNICIPAL MAYOR</i> Office of the Municipal Mayor |
| | 1.10 SB enact Appropriations Ordinance for the Annual Budget | | | <i>MUNICIPAL VICE MAYOR</i> Office of the Municipal Vice Mayor SANGGUNIANG-BAYAN MEMBERS SB Office |



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|--|---|--|--|--|
| | | | | <p><i>SECRETARY TO THE SANGGUNIAN</i> Office of the SB Secretary</p> |
| | <p>1.11 Local Chief Executive approves the Appropriations Ordinance for the Annual Budget</p> | | | <p><i>MUNICIPAL MAYOR</i> Office of the Municipal Mayor</p> |

2. PREPARATION OF SUPPLEMENTAL BUDGET

It is a service provided to the entire municipality where there are Projects, Programs and Activities not originally included in the Annual Budget or there are new PPAs requiring funds, thus, Supplemental Budgets are prepared.

| | |
|---|--|
| Office or Division: | Municipal Budget Office |
| Classification: | Highly Technical |
| Type of transaction: | G2C – Government to Citizens |
| Who may avail: | The entire constituents of Maribojoc |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| 1. Supplemental Investment Plan (SIP) | Executive Department Municipal Planning and Development Office Department/Sections Concerned |
| 2. Certified Statement of Funding Sources | Municipal Treasurer Office Municipal Accounting Office Local Finance Committee |
| 3. Certified Statement of Supplemental Appropriations | Executive Department Municipal Budget Office Local Finance Committee |
| 4. Appropriation Ordinance | Legislative Department Executive Department |



| CLIENT'S STEP | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE |
|--|---|-----------------|-----------------|---|
| 1. Prepare Supplemental Budget Proposals | 1.1 Recognize Supplemental Budget Proposals from concerned Department/ Sections | NONE | One (1) Month | DEPARTMENT/SECTION HEADS |
| | 1.2 Spot Funding Sources | | | MUNICIPAL TREASURER Mun. Treasurer Office MUNICIPAL ACCOUNTANT Mun. Accounting Office LOCAL FINANCE COMMITTEE |
| | 1.3 Prepare Certification of Funding Sources | | | MUNICIPAL TREASURER Mun. Treasurer Office MUNICIPAL BUDGET OFFICER Mun. Budget Office |
| | 1.4 Prepare Statement of Supplemental Appropriations | | | MUNICIPAL BUDGET OFFICER Mun. Budget Office |
| | 1.5 Submit request for Supplemental Budget to SB with SIP | | | MUNICIPAL MAYOR Office of the Municipal Mayor MUNICIPAL BUDGET OFFICER Mun. Budget Office LOCAL FINANCE COMMITTEE |



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|--|--|--|--|---|
| | 1.6 SB enact Appropriation Ordinance for the Supplemental Budget | | | <i>MUNICIPAL VICE MAYOR</i> Office of the Municipal Vice Mayor <i>SANGGUNIANG-BAYAN MEMBERS</i> <i>SB Office</i> <i>SECRETARY TO THE SANGGUNIAN</i> Office of the SB Secretary |
| | 1.7 LCE approves the Appropriation Ordinance | | | <i>MUNICIPAL MAYOR</i> Office of the Municipal Mayor |

3. RECEIVED FROM INDIVIDUAL LGU OFFICES THEIR PROJECT PROCUREMENT MANAGEMENT PLANS (PPMPs)

It is a service provided to the individual offices by receiving their PPMPs for review & recommended to the BAC Secretariat the preparation of the Annual Procurement Plan (APP) derived from these PPMPs.

| | | | | |
|---|--|------------------------|------------------------|----------------------------|
| Office or Division: | Municipal Budget Office | | | |
| Classification: | Simple and / or Highly Technical | | | |
| Type of transaction: | G2G – Government to Government | | | |
| Who may avail: | The different LGU Department & Section Heads | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Project Procurement Management Plan (PPMP) | | Department/Sections | | |
| CLIENT'S STEP | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE |



| | | | | |
|---|---|------|---------------|---|
| 1. Prepare Project Procurement Management Plan (PPMP) | 1.1 Receive and review the PPMP | NONE | One (1) Month | MUNICIPAL BUDGET OFFICER Mun. Budget Office |
| | 1.2 Submit the PPMP to the BAC Secretariat for Consolidation to APP | | | BUDGET STAFF Mun. Budget Office |
| | 1.3 Submit APP to the Commission on Audit Office | | | MUNICIPAL BUDGET OFFICER Mun. Budget Office BAC SECRETARIAT |
| | | | | BAC SECRETARIAT |

4. RECEIVED PURCHASE REQUEST AND OBLIGATION REQUESTS

It is a service provided to the individual offices within the LGU & the Dep-Ed personnel for them to secure the availability of appropriations to their purchase requisitions & the corresponding Obligation Requests.

| | | | | |
|----------------------------------|--|---|--|--|
| Office or Division: | | Municipal Budget Office | | |
| Classification: | | Highly Technical | | |
| Type of transaction: | | G2G – Government to Government | | |
| Who may avail: | | LGU Department & Section Heads/Dep-ed Personnel | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| 1. Purchase Request | | | Department/Sections | |
| 2. Obligation Request | | | General Services Office | |
| CLIENT'S STEP | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE |
| 1. Prepare Purchase Request | 1.1 Verify and confirm the availability of funds for the requested items/ procurement/expenses to be incurred at estimated costs | NONE | Ten (10) minutes for each Purchase Request | MUNICIPAL BUDGET OFFICER Mun. Budget Office BUDGET STAFF Mun. Budget Office |



| | | | | |
|-------------------------------|--|--|--|--|
| 2. Prepare Obligation Request | 2.1 Verify and confirm the availability of funds for the requested items/ procurement/expenses to be incurred at final costs | | | MUNICIPAL BUDGET OFFICER Mun. Budget Office BUDGET STAFF Mun. Budget Office |
|-------------------------------|--|--|--|--|

EXTERNAL SERVICES

1. REVIEW & RECOMMEND APPROVAL OF THE BARANGAY ANNUAL BUDGET TO THE SANGGUNIAN-BAYAN

It is a service provided to the individual Barangays & their constituents wherein their Annual Budgets are reviewed & recommended for approval to the Sangguniang Bayan.

| | | | | |
|--|--|---------------------------------------|------------------------|---|
| Office or Division: | | Municipal Budget Office | | |
| Classification: | | Highly Technical | | |
| Type of transaction: | | G2G – Government to Government | | |
| Who may avail: | | Barangay Officials | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Barangay Annual Budget with complete supporting documents | | Barangay Local Government Unit (BLGU) | | |
| CLIENT'S STEP | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE |
| 1. Prepare Barangay Annual Budget | 1.1 Receive the Barangay Annual Budget | NONE | Two (2) Months | PUNONG BARANGAY BARANGAY TRESURER BARANGAY SECRETARY BARANGAY COUNCIL |
| 2. Submit the Barangay Annual Budget to the Sangguniang Bayan for review and approval thru | 2.1 Review the Barangay Annual Budget | | | MUNICIPAL BUDGET OFFICER Mun. Budget Office MUNICIPAL ACCOUNTANT Mun. Accounting Office MUNICIPAL PLANNING |



| | | | | |
|------------------------------|---|--|--|--|
| the Municipal Budget Officer | | | | <i>DEVELOPMENT COORDINATOR</i> MPDC Office |
| | 2.2 Recommend corrections on errors observed on the Barangay Annual Budget | | | <i>MUNICIPAL BUDGET OFFICER</i> Mun. Budget Office <i>MUNICIPAL ACCOUNTANT</i> Mun. Accounting Office <i>MUNICIPAL PLANNING DEVELOPMENT COORDINATOR</i> MPDC Office |
| | 2.3 Demand for submission the incomplete supporting documents on the Barangay Annual Budget | | | <i>MUNICIPAL BUDGET OFFICER</i> Mun. Budget Office |
| | 2.4 Submit & recommend approval to the Sangguniang-Bayan the Barangay Annual Budget | | | <i>MUNICIPAL BUDGET OFFICER</i> Mun. Budget Office <i>SANGGUNANG-BAYAN MEMBERS</i> SB Office |

2. REVIEW & RECOMMEND APPROVAL OF THE BARANGAY SUPPLEMENTAL BUDGET TO THE SANGGUNIANG-BAYAN

It is a service provided to the individual Barangays & their constituents wherein their Supplemental Budgets are reviewed & recommended for approval to the Sangguniang Bayan.

| | |
|----------------------------------|--------------------------------|
| Office or Division: | Municipal Budget Office |
| Classification: | Highly Technical |
| Type of transaction: | G2G – Government to Government |
| Who may avail: | Barangay Officials |
| CHECKLIST OF REQUIREMENTS | |
| WHERE TO SECURE | |



| 1. Barangay Supplemental Budget with complete supporting documents | | Barangay Local Government Unit (BLGU) | | |
|---|--|---------------------------------------|-----------------|--|
| CLIENT'S STEP | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE |
| 1. Prepare Barangay Supplemental Budget | 1.1 Receive the Barangay Supplemental Budget | NONE | One (1) Month | PUNONG BARANGAY BARANGAY TRESURER BARANGAY SECRETARY <i>MUNICIPAL BUDGET OFFICER</i> Mun. Budget Office |
| 2. Submit the Barangay Supplemental Budget to the Sangguniang Bayan for review and approval thru the Municipal Budget Officer | 2.1 Review the Barangay Supplemental Budget | | | <i>MUNICIPAL BUDGET OFFICER</i> Mun. Budget Office <i>MUNICIPAL ACCOUNTANT</i> Mun. Accounting Office <i>MUNICIPAL PLANNING DEVELOPMENT COORDINATOR</i> MPDC Office |
| | 2.2 Recommend corrections on errors observed on the Barangay Supplemental Budget | | | <i>MUNICIPAL BUDGET OFFICER</i> Mun. Budget Office <i>MUNICIPAL ACCOUNTANT</i> Mun. Accounting Office <i>MUNICIPAL PLANNING DEVELOPMENT COORDINATOR</i> MPDC Office |
| | 2.3 Demand for submission the incomplete supporting documents on the | | | <i>MUNICIPAL BUDGET OFFICER</i> Mun. Budget Office |



| | | | | |
|--|---|--|--|---|
| | Barangay Supplemental Budget | | | |
| | 2.4 Submit & recommend approval to the Sangguniang-Bayan the Barangay Supplemental Budget | | | MUNICIPAL BUDGET OFFICER Mun. Budget Office SANGGUNIANGBAYAN MEMBERS SB Office |

3. REVIEW & RECOMMEND APPROVAL OF THE SANGGUNIANGBAYAN ANNUAL BUDGET TO THE SANGGUNIANGBAYAN

It is a service provided to the Sangguniang Kabataan wherein their Annual Budgets are reviewed & recommended for approval to the Sangguniang-Bayan.

| | | | | |
|--|----------------------------------|-----------------------------|------------------------|--|
| Office or Division: | Municipal Budget Office | | | |
| Classification: | Highly Technical | | | |
| Type of transaction: | G2G – Government to Government | | | |
| Who may avail: | SK Officials | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. SK Annual Budget with complete supporting documents | | SK Office in every Barangay | | |
| CLIENT'S STEP | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE |
| 1. Prepare SK Annual Budget | 1.1 Receive the SK Annual Budget | NONE | Two(2) Months | SK CHAIRMAN SK TREASURER SK SECRETARY MUNICIPAL BUDGET OFFICER Mun. Budget Office |
| 2. Submit the Barangay SK Annual Budget to the Sangguniang | 2.1 Review the SK Annual Budget | | | MUNICIPAL BUDGET OFFICER Mun. Budget Office MUNICIPAL PLANNING DEVELOPMENT COORDINATOR |



| | | | | |
|---|---|--|--|---|
| Bayan for review and approval thru the Municipal Budget Officer | | | | MPDC Office |
| | 2.2 Recommend corrections on errors observed on the SK Annual Budget | | | <i>MUNICIPAL BUDGET OFFICER</i> Mun. Budget Office <i>MUNICIPAL PLANNING DEVELOPMENT COORDINATOR</i> MPDC Office |
| | 2.3 Demand for submission the incomplete supporting documents on the SK Annual Budget | | | <i>MUNICIPAL BUDGET OFFICER</i> Mun. Budget Office |
| | 2.4 Submit & recommend approval to the Sangguniang-Bayan the SK Annual Budget | | | <i>MUNICIPAL BUDGET OFFICER</i> Mun. Budget Office <i>SANGGUNIANG-BAYAN MEMBERS</i> SB Office |

4. REVIEW & RECOMMEND APPROVAL OF THE SANGGUNIANG-KABATAAN SUPPLEMENTAL BUDGET TO THE SANGGUNIANG-BAYAN

It is a service provided to the Sangguniang Kabataan wherein their supplemental Budgets are reviewed & recommended for approval to the Sangguniang-Bayan.

| | | | | |
|--|--------------------------------|-----------------------------|------------------------|----------------------------|
| Office or Division: | Municipal Budget Office | | | |
| Classification: | Highly Technical | | | |
| Type of transaction: | G2G – Government to Government | | | |
| Who may avail: | SK Officials | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. SK Supplemental Budget with complete supporting documents | | SK Office in every Barangay | | |
| CLIENT'S STEP | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE |



| | | | | |
|--|---|------|---------------|---|
| 1. Prepare the SK Supplemental Budget | 1.1 Receive the SK Supplemental Budget | NONE | One (1) Month | SK CHAIRMAN SK TREASURER SK SECRETARY <i>MUNICIPAL BUDGET OFFICER</i> Mun. Budget Office |
| 2. Submit the Barangay SK Supplemental Budget to the Sangguniang-Bayan for review and approval thru the Municipal Budget Officer | 2.1 Review the SK Supplemental Budget | | | <i>MUNICIPAL BUDGET OFFICER</i> Mun. Budget Office <i>MUNICIPAL PLANNING DEVELOPMENT COORDINATOR</i> MPDC Office |
| | 2.2 Recommend corrections on errors observed on the SK Supplemental Budget | | | <i>MUNICIPAL BUDGET OFFICER</i> Mun. Budget Office <i>MUNICIPAL PLANNING DEVELOPMENT COORDINATOR</i> MPDC Office |
| | 2.3 Demand for submission the incomplete supporting documents on the SK Supplemental Budget | | | <i>MUNICIPAL BUDGET OFFICER</i> Mun. Budget Office |
| | 2.4 Submit & recommend approval to the Sangguniang-Bayan the SK Supplemental Budget | | | <i>MUNICIPAL BUDGET OFFICER</i> Mun. Budget Office <i>SANGGUNANG-BAYAN MEMBERS</i> SB Office |



5. REVIEW & RECOMMEND APPROVAL OF THE SPECIAL EDUCATION FUND ANNUAL BUDGET TO THE LGU LOCAL SCHOOL BOARD

It is a service provided to the Department of Education Maribojoc, Bohol District thru reviewing their SEF Annual Budget & recommending for approval thereof, to the Local School Board.

| | | | | |
|--|-----------------------------------|--------------------------------|------------------------|---|
| Office or Division: | | Municipal Budget Office | | |
| Classification: | | Highly Technical | | |
| Type of transaction: | | G2G – Government to Government | | |
| Who may avail: | | Dep-Ed Personnel/LSB Members | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| 1. SEF Annual Budget with complete supporting documents | | | LGU Local School Board | |
| CLIENT'S STEP | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE |
| 1. Prepare the SEF Annual Budget | 1.1 Receive the SEF Annual Budget | NONE | One (1) month | LOCAL SCHOOL BOARD OFFICIALS MUNICIPAL BUDGET OFFICER Mun. Budget Office MUNICIPAL ACCOUNTANT Mun. Accounting Office MUNICIPAL PLANNING DEVELOPMENT COORDINATOR MPDC Office |
| 2. Submit SEF Annual Budget To the LGU Local School Board thru the | 2.1 Review the SEF Annual Budget | | | MUNICIPAL BUDGET OFFICER Mun. Budget Office MUNICIPAL ACCOUNTANT Mun. Accounting Office |



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|--------------------------------|--|--|--|--|
| Municipal Budget Officer | | | | <p><i>MUNICIPAL PLANNING DEVELOPMENT COORDINATOR MPDC Office</i></p> |
| | 2.2 Recommend corrections on errors observed on the SEF Annual Budget | | | <p><i>MUNICIPAL BUDGET OFFICER Mun. Budget Office</i></p> <p><i>MUNICIPAL ACCOUNTANT Mun. Accounting Office</i></p> <p><i>MUNICIPAL PLANNING DEVELOPMENT COORDINATOR MPDC Office</i></p> |
| | 2.3 Demand for submission of the incomplete supporting documents on the SEF Annual Budget | | | <p><i>MUNICIPAL BUDGET OFFICER Mun. Budget Office</i></p> <p><i>MUNICIPAL ACCOUNTANT Mun. Accounting Office</i></p> <p><i>MUNICIPAL PLANNING DEVELOPMENT COORDINATOR MPDC Office</i></p> |
| | 2.4 Submit & recommend approval of the SEF Annual Budget | | | <p><i>MUNICIPAL BUDGET OFFICER Mun. Budget Office</i></p> <p><i>MUNICIPAL ACCOUNTANT Mun. Accounting Office</i></p> <p><i>MUNICIPAL PLANNING DEVELOPMENT COORDINATOR MPDC Office</i></p> |



6. REVIEW & RECOMMEND APPROVAL OF THE SPECIAL EDUCATION FUND SUPPLEMENTAL BUDGET TO THE LGU LOCAL SCHOOL BOARD

It is a service provided to the Department of Education Maribojoc, Bohol District thru reviewing their SEF Supplemental Budget & recommending for approval thereof, to the Local School Board.

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|---|---|--------------------------------|------------------------|---|
| Office or Division: | | Municipal Budget Office | | |
| Classification: | | Highly Technical | | |
| Type of transaction: | | G2G – Government to Government | | |
| Who may avail: | | Dep-Ed Personnel/LSB Members | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. SEF Supplemental Budget with complete Supporting Documents | | LGU Local School Board | | |
| CLIENT'S STEP | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE |
| 1. Prepare the SEF Supplemental Budget | 1.1 Receive the SEF Supplemental Budget | NONE | One (1) Month | LOCAL SCHOOL BOARD OFFICIALS MUNICIPAL BUDGET OFFICER Mun. Budget Office MUNICIPAL ACCOUNTANT Mun. Accounting Office MUNICIPAL PLANNING DEVELOPMENT COORDINATOR MPDC Office |
| 2. Submit SEF Supplemental Budget To the LGU Local School Board thru the Municipal Budget Officer | 2.1 Review the SEF Supplemental Budget | | | MUNICIPAL BUDGET OFFICER Mun. Budget Office MUNICIPAL ACCOUNTANT Mun. Accounting Office MUNICIPAL PLANNING |



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| | | | | <p><i>DEVELOPMENT COORDINATOR</i> MPDC Office</p> |
| | 2.2 Recommend corrections on errors observed on the SEF Supplemental Budget | | | <p><i>MUNICIPAL BUDGET OFFICER</i> Mun. Budget Office</p> <p><i>MUNICIPAL ACCOUNTANT</i> Mun. Accounting Office</p> <p><i>MUNICIPAL PLANNING DEVELOPMENT COORDINATOR</i> MPDC Office</p> |
| | 2.3 Demand for submission of the incomplete supporting documents on the SEF Supplemental Budget | | | <p><i>MUNICIPAL BUDGET OFFICER</i> Mun. Budget Office</p> <p><i>MUNICIPAL ACCOUNTANT</i> Mun. Accounting Office</p> <p><i>MUNICIPAL PLANNING DEVELOPMENT COORDINATOR</i> MPDC Office</p> |
| | 2.4 Submit & recommend approval of the SEF Supplemental Budget | | | <p><i>MUNICIPAL BUDGET OFFICER</i> Mun. Budget Office</p> <p><i>MUNICIPAL ACCOUNTANT</i> Mun. Accounting Office</p> <p><i>MUNICIPAL PLANNING DEVELOPMENT COORDINATOR</i></p> |



HUMAN RESOURCE MANAGEMENT OFFICE

External and Internal Services



EXTERNAL SERVICES

1. RECEIPT OF APPLICATIONS FOR EMPLOYMENT

Employment with the Local Government Unit of Maribojoc, Bohol is open to anyone, particularly, bonafide residents, provided that they meet the Qualification Standards issued by the Civil Service Commission (CSC). Job openings are posted at the Municipal Hall Bulletin Boards and published in the CSC Bulletin of Vacant Positions.

| Office of Division: | Human Resource Management Unit | | | |
|---|--|---|-----------------|------------------------|
| Classification: | Simple | | | |
| Type of Transaction: | Government to Client (G2C); Government to Government Employee (G2G) | | | |
| Who may avail: | Individuals who wish to be employed in the LGU, particularly bonafide residents of Maribojoc; Job Order employees seeking regular positions; Regular employees seeking promotion | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Application letter addressed to the Municipal Mayor/ Vice-Mayor thru the HRMO 2. Duly accomplished Personal Data Sheet (CSC Form No. 212, Rev. 2017) or Resume 3. Photocopy of Proof of Eligibility (if the position requires) | | Downloadable at CSC website (csc.gov.ph) CSC Regional Office | | |
| CLIENT'S STEP | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON/S RESPONSIBLE |
| 1. Check notice of job vacancies in the CSC Website and LGU bulletin: Municipal Hall, Public Market, Dr. Abundio-Echavez Memorial Cultural and Sports Complex (DAEMCSC). | 1.1 Submit request of publication of job vacancies to Civil Service Field Office. | None | 1 day | HRMO II HRM OFFICE |
| | 1.2 Post job vacancies in LGU bulletin. | None | 10 minutes | HR Staff HRM OFFICE |
| | | None | 10 minutes | |



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|---|---|------|--------------------------|--|
| | 1.3 Answer queries on job vacancies | | | HRMO II, HRMA & HR Staff HRM OFFICE |
| 2. Submit complete requirements for application, and wait for further notice from the HRMO. | 2.1 Receive and check completeness of documents. | None | 10 minutes per applicant | HRMA HRM OFFICE |
| | 2.2 Conduct pre-screening of applicants based on documents submitted. | None | 10 minutes per applicant | HRMO II HRM OFFICE |

2. FINAL SCREENING AND SELECTION OF QUALIFIED APPLICANTS/ PLACEMENT OF SUCCESSFUL APPLICANTS

The HRMO screening committee conducts initial screening to determine if the applicant is capable, physical fit, legible to the position. The HRMO submit the application to the Municipal Mayor for verification and scheduling of the Human Resource Merit Promotion and Selection Board (HRMPSB) for the screening of applicants. Successful applicants are given onboarding and employment orientation.

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| Office of Division: | Human Resource Management Unit |
| Classification: | Simple |
| Type of Transaction: | Government to Client (G2C); Government to Government Employee (G2G) |
| Who may avail: | Job Applicants and Successful Job Applicants |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| A. Requirements for Qualified Applicants (After Pre-Screening): 1. Duly accomplished Personal Data Sheet (CSC Form No. 212, Rev. 2017) – 1 copy | Downloadable at CSC website (csc.gov.ph) |



| | |
|---|---|
| <p>2. Photocopy of Supporting Documents:</p> <ol style="list-style-type: none"> Transcript of Records/ HS Diploma Certificate of Training and Work Experience <p>B. Requirements for Successful Applicants (After HRMPSB Screening):</p> <ol style="list-style-type: none"> Duly accomplished Personal Data Sheet (CSC Form No. 212, Rev. 2017) – 4 copies Work Experience Sheet (CS Form No. 212 Attachment) – 4 copies Authenticated copy of the following: <ol style="list-style-type: none"> Proof of Eligibility (if the position requires) PSA Birth Certificate PSA Marriage Certificate (if applicable) Medical Certificate with Medical Lab Results (CBC, X-ray, Urinalysis, Drug Test) NBI clearance Government-Issued ID numbers (PAG-IBIG, TIN and PHILHEALTH) Statement of Assets, Liabilities, and Net Worth (SALN) Clearance (for promotion/ transfer) Performance Rating (for promotion/ transfer) | <p>Downloadable at CSC website (csc.gov.ph)</p> <p>Downloadable at CSC website (csc.gov.ph)</p> <p>PRC – Bohol / Civil Service Regional Office (Cebu) PSA – Bohol / Office of the Municipal Civil Registrar PSA – Bohol / Office of the Municipal Civil Registrar</p> <p>HRM Office</p> <p>NBI – Bohol Concerned Government Agencies</p> <p>Downloadable at CSC website (csc.gov.ph)</p> <p>Home Agency prior to application Home Agency prior to application</p> |
|---|---|



| CLIENT'S STEP | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON/S RESPONSIBLE |
|---|---|-----------------|-----------------|---|
| 1. Qualified applicant receives notice of HRMPSB screening/ assessment. | 1. Issue notice of final screening/ assessment to qualified applicants via email or text message. | None | 5 minutes | HRMA HRM OFFICE |
| 2. Attend screening/ assessment, and wait. | 2.1 Conduct final screening of qualified applicants. | None | 1-2 hours | HUMAN RESOURCE MERIT PROMOTION AND SELECTION BOARD (HRMPSB) Members |
| | 2.2 Finalize the comparative assessment for submission to the appointing authority. | None | 1 hour | HRMO II HRM OFFICE |
| | 2.3 Select applicant to be appointed. | None | 1 day | MUNICIPAL MAYOR/ MUNICIPAL VICE MAYOR |
| | 2.4 Inform the successful applicant of additional requirements for appointment. | None | 10 minutes | HRMA HRM OFFICE |
| 3. Successful applicant submits additional requirements. | 3.1 Check completeness of required documents. | None | 10 minutes | HRMA HRM OFFICE |



| | | | | |
|-----------------------------------|--|------|--------|---|
| | 3.2 Prepare and submit additional documents to Civil Service Commission for approval of appointment. | None | 1 week | HRMO II HRM OFFICE |
| 4. Attend employment orientation. | 4. Conduct employment orientation. | None | 1 hour | HRMO II, HRMA & HR Staff HRM OFFICE |

3. PROCESSING OF JOB ORDER EMPLOYMENT

The Local Government Unit of Maribojoc, Bohol offers job vacancies that are bonded only by a 6-month contract or how long the service of an individual is required. The office processes all application, evaluates the applicant and assigns the successful applicant to the office where his/ her service is needed.

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|--|--|
| Office of Division: | Human Resource Management Unit |
| Classification: | Simple |
| Type of Transaction: | Government to Client (G2C) |
| Who may avail: | Individuals who wish to be employed in the agency as Job Order Personnel |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| 1. Application letter addressed to the Municipal Mayor/Vice Mayor thru the HRMO 2. Duly Accomplished Personal Data Sheet [CSC Form No. 212, Rev. 2017] or Resume or Biodata | Downloadable at CSC website (csc.gov.ph) |



| 3. Community Tax Certificate (Cedula) for employment (1 photocopy) | | Municipal Treasury Office | | |
|--|--|---------------------------|---|-------------------------------|
| CLIENT'S STEP | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE |
| 1. Submit complete requirements. | 1. Receive and check completeness of documents. | None | 3 minutes | HRMA & HR Staff HRM OFFICE |
| 2. Sign contract. | 2. Preparation of Contract with the approval signature of the Municipal Mayor. | None | 1 day (depending on the availability of the Municipal Mayor/ Vice Mayor) | HRMA & HR Staff HRM OFFICE |
| 3. Proceed to the IT Office for biometrics registration and issuance of employee ID. | 3. Register new employee for biometrics and issuance of ID. | None | 1 hour | Staff IT OFFICE |



INTERNAL SERVICES

1. PROCESSING OF APPLICATION FOR LEAVE OF ABSENCE

Employees have accrued leave credits each month and such credits may be used by the employee when the need to temporarily leave from work arises, either due to illness or personal circumstances. Application for vacation leave must be filled at least five (5) days before the leave. For sick leaves, the application must be filled immediately after.

| Office of Division: | Human Resource Management Unit |
|--|---|
| Classification: | Simple |
| Type of Transaction: | Government to Government (G2G) Employee |
| Who may avail: | Active employees of the Local Government Unit of Maribojoc, Bohol |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| A. Basic Requirement 1. Accomplished Application for Leave (Civil Service Form No. 6 Revised 2020) | <ul style="list-style-type: none"> • HRM Office |
| B. Additional Requirements Per Type of Leave 1. Vacation Leave Abroad <ul style="list-style-type: none"> • Clearance Form (4 original copies) | <ul style="list-style-type: none"> • HRM Office |
| 2. Sick Leave (more than 5 days) <ul style="list-style-type: none"> • Medical Certificate (1 original copy, 1 photocopy) | <ul style="list-style-type: none"> • Licensed Physician |
| 3. Sick Leave (more than 30 days) <ul style="list-style-type: none"> • Medical Certificate (1 original copy, 1 photocopy) • Clearance Form (4 original copies) | <ul style="list-style-type: none"> • Licensed Physician • HRM Office |
| 4. Maternity Leave <ul style="list-style-type: none"> • CSC Prescribed Medical Certificate Form (2 original copies) • Clearance Form (4 original copies) | <ul style="list-style-type: none"> • HRM Office; to be filled out by Licensed Physician • HRM Office |
| 5. Paternity Leave <ul style="list-style-type: none"> • Birth Certificate of Child (1 photocopy) | <ul style="list-style-type: none"> • Office of the Municipal Civil Registrar • HRM Office; to be filled out by Licensed Physician |



| <ul style="list-style-type: none"> • CSC Prescribed Medical Certificate Form (2 original copies) <p>6. For Solo Parent Leave</p> <ul style="list-style-type: none"> • Solo Parent I.D. (1 photocopy) <p>7. For Magna Carta for Women (R.A. 9710)</p> <ul style="list-style-type: none"> • Medical Certificate (1 original copy) <p>8. For Anti-Violence Against Women and Children (VAW-C) Leave</p> <ul style="list-style-type: none"> • Barangay Protection Order or Temporary/Permanent Barangay or Court where the case is filed • Protection Order (if protection order is not yet issued, secure Certification from Barangay Captain or Clerk of Court (1 original/ certified copy); or • Police Report (1 original copy) • Medical Certificate <p>9. For Rehabilitation Leave</p> <ul style="list-style-type: none"> • Police Report (1 original copy) • Certificate of Attendance during which the accident happened (1 original copy) • Certification of the Department Head that the injuries were incurred while in the performance of duties (1 original copy) | | <ul style="list-style-type: none"> • Municipal Social Welfare Development Office • Licensed Physician • Philippine National Police Station • Licensed Physician • Philippine National Police Station • HRM Office • Department/Unit where employee is reporting to | | |
|--|---|---|-----------------|-----------------------|
| CLIENT'S STEP | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE |
| 1. Fill out and submit Application for Leave Form, approved by the department head, to HRM Office for | 1.1 Receive and assess the application. | None | 3 minutes | HRMO II HRM OFFICE |
| | | None | 10 minutes | |



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|---|---|------|-----------|-----------------------|
| posting, record and update of Leave Balances. | 1.2 Certify available leave credits. | | | |
| 2. Forward application form to the Mayor's Office for approval. | 2. Approval of the application. | None | 1 day | MUNICIPAL MAYOR |
| 3. Furnish the HRM Office a copy of approved application. | 3. Update employee's Leave Card employee. | None | 3 minutes | HRMO II HRM OFFICE |

2. PROCESSING OF APPLICATION FOR TERMINAL LEAVE

Terminal Leave is applied for by an official or an employee who intends to sever his connection with his employer. Accordingly, the filing of application for terminal leave requires as a condition *sine qua non*, the employee's resignation, retirement or separation from service.

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| Office of Division: | Human Resource Management Unit |
| Classification: | Simple |
| Type of Transaction: | Government to Government Employees (G2G) |
| Who may avail: | Retired/ Resigned Employees of Local Government Unit of Maribojoc, Bohol |
| <div>CHECKLIST OF REQUIREMENTS</div> <div>WHERE TO SECURE</div> | |



| A. Initial Requirement 1. Request Letter <ul style="list-style-type: none"> ○ To be submitted at least 120 days before retirement date ○ To be submitted at least 30 days before separation from office/ term en | | N/A | | |
|---|--|---|--|----------------------------------|
| B. Additional Requirements 1. Accomplished Application for Leave (Civil Service Form No. 6 Revised 2020) 2. GSIS Certification 3. Clearance (4 original copies) 4. Certification from the Office of the Municipal Treasurer 5. Certification from the General Services Office 6. Affidavit of No Pending Criminal/ Administrative Case | | Downloadable at CSC website (csc.gov.ph) GSIS – Bohol HRM Office Office of the Municipal Treasurer General Services Office Notary Public/ Lawyer | | |
| CLIENT'S STEP | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE |
| 1. Submit request letter, approved by the Municipal Mayor, to the HRM Office. | 1.1 Entertain request and give instructions for additional requirements. | None | 3 minutes | HRMO II HRM OFFICE |
| | 1.2 Check the correctness of leave credit history. | None | 1 week (depending on the length of service) | HRMO II & HR Staff HRM OFFICE |
| | 1.3 Compute the accumulated Leave Credits. | None | 30 minutes | HRMO II HRM |



| | | | | |
|--|---|------|------------|---|
| 2. Submit complete requirements. | 2.1 Receive and check completeness of documents. | None | 10 minutes | <i>HRMO II HRM Office</i> |
| | 2.2 Prepare additional documents: a. Money Value of Accumulated Leave Credits b. Certified True Copy of the Employee's Leave Card c. Evaluation Worksheet d. Service Record e. SALN f. NOSA | None | 1 week | <i>HRMO II HRM Office</i> |
| 3. Wait for further notice from the Accounting Office. | 3. Forward complete documents to the Accounting Office. | None | 3 days | <i>HR Staff HRM Office Senior Bookkeeper Accounting Office</i> |

3. ISSUANCE OF SERVICE RECORDS, CERTIFICATES OF EMPLOYMENT AND OTHER HRMO CERTIFICATIONS

The Human Resource and Management Unit holds employment data of every employee be it resigned, retired or currently employed in the agency.

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|-----------------------------|---|
| Office of Division: | Human Resource Management Unit |
| Classification: | Simple |
| Type of Transaction: | Government to Government Employees (G2G) |
| Who may avail: | Active and Retired/ Resigned Employees of Local Government Unit of Maribojoc, Bohol |



| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
|--|--|-----------------|-----------------|---|
| None | | N/A | | |
| CLIENT'S STEP | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE |
| 1. Request for copy of Service Record/ Certification. | 1. Entertain request and advise payment of certification fee to the Municipal Treasury Office. | None | 3 minutes | HRMA HRM OFFICE |
| 2. Proceed to the Municipal Treasury Office for the payment of the required fee. | 2. Process payment and issue Official Receipt. | P30.00 | 10 minutes | Revenue Collection Clerk Municipal Treasury Office |
| 3. Present the Official Receipt to the HR Staff for the preparation of the document. | 3. Prepare the requested document. | None | 10 minutes | HRMO II, HRMA HRM Office |
| 4. Receive the requested documents. | 4. Release requested documents to client. | None | 1 minute | HRMA HRM Office |



4. REISSUANCE OF ID

The HRMO issues the Identification Card for all employees of the Local Government Unit of Maribojoc, Bohol. It also handles transactions regarding replacement for lost and damaged ID cards.

| Office of Division: | Human Resource Management Unit | | | |
|--|---|------------------------------------|-----------------|--|
| Classification: | Simple | | | |
| Type of Transaction: | Government to Government Employees (G2G) | | | |
| Who may avail: | Active and Retired/ Resigned Employees of Local Government Unit of Maribojoc, Bohol | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| A. Basic Requirement 1. Request Slip | | HRM Office | | |
| B. Additional Requirements 1. Old ID (if ID is damaged) 2. Affidavit of Loss (if ID is lost) | | Office of the Mayor/ Notary Public | | |
| CLIENT'S STEP | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE |
| 1. Fill out Request Slip from the HRM Office and submit additional requirement. | 1. Entertain request and advise payment of ID fee to the Municipal Treasury Office. | None | 5 minutes | HRMA HRM OFFICE |
| 2. Pay ID fee to the Office of the Municipal Treasurer. | 2. Process payment and issue Official Receipt | To be determined by the LFC | 10 minutes | Revenue Collection Clerk Municipal Treasury Office |



| | | | | |
|--|----------------------------|------|------------|-----------------------|
| 3. Present the Official Receipt to the HR Staff. | 3. ID re-issuance approval | None | 1 minute | HRMA HRM Office |
| 4. Proceed to the IT Office for ID reissuance. | 4. Reissue ID card. | None | 10 minutes | IT Staff IT Office |



OFFICE OF THE MUNICIPAL CIVIL REGISTRAR

External Services



1. ISSUANCE OF CERTIFIED TRANSCRIPT OF CIVIL REGISTRY DOCUMENTS (BIRTH, MARRIAGE AND DEATH CERTIFICATES)

Certified Transcript of civil registry documents like Civil Registry Form No. 1A (Birth-available), Form No. 2A (Death-available) Form No.3A (Marriage-available) may secured at the Municipal Registrar's Office. These documents are usually needed for claims, buying and transfer of properties, driver's license, employment, passport application or school requirement.

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|--|---|--|------------------------|---|
| Office of Division: | Municipal Civil Registrar's Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C-Government to Citizen, G2B-Government to Business, G2G-Government to Government | | | |
| Who may avail: | Document owner/parent/s or anyone authorized by the owner can avail this service | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Special Power of Attorney / Authorization Letter for owner's authorized representative | | To be prepared by a Lawyer and owner of documents | | |
| 2. ID (owner and authorized representative) | | Owner and authorized representative | | |
| CLIENT'S STEP | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE |
| 1. Submission of Special Power of Attorney/Authorization Letter and ID (owner and authorized representative) | 1. Verification of Civil Registry Documents (Birth, Marriage, Death Certificates) in the Registry Books | None | 3 minutes | Assistant Registration Officer Municipal Civil Registrar's Office |
| 2. Pay the required fee | 2. Accept the payment and issue Official Receipt | P100.00 - foreign purposes P 50.00 - local purposes | 3 minutes | Clerk Municipal Treasurer's Office |



| | | | | |
|---|--|------|-----------|---|
| 3. Return to the MCRO and give Official Receipt | 3. Check the Official Receipt and Issue of Certificate | None | 3 minutes | Municipal Civil Registrar Municipal Civil Registrar's Office |
|---|--|------|-----------|---|

2. APPLICATION AND ISSUANCE OF MARRIAGE LICENSE

Application for Marriage License is accomplished and filed separately a sworn application by the contracting parties with the proper local registrar in the municipality where either one or both of them habitually resides.

The License 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. The expiry date shall be stamped in bold characters on the face of every license issued.

In ordinary marriage, the time for submission of the Certificate of Marriage is within (15) days following the solemnizing of marriage while in marriage exempt from license requirement, the prescribed period is thirty (30) days, at the place where the marriage was solemnized.

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|--|--|
| Office of Division: | Municipal Civil Registrar's Office |
| Classification: | Simple |
| Type of Transaction: | G2C-Government to Citizen |
| Who may avail: | Couple, both or either one is a resident of the municipality |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| 1. Birth Certificate | Philippine Statistics Authority/Local Civil Registrar's Office |
| 2. Baptismal Certificate | Parish Convent |
| 3. CENOMAR (for 25 years old above and all not resident of the municipality regardless of age) | Philippine Statistics Office (PSA) |
| 4. Parental Consent upon intended marriage (for 18-21 years old) | Local Civil Registrar's Office |
| 5. Pre-Marriage Counseling Certification conducted by MSWDO, MHO and MAO | MSWDO |



| 6. Valid ID / Cedula | | Office where the ID is issued / Barangay Treasurer | | |
|--|--|---|-----------------|---|
| 7. Legal Capacity to contract marriage issued by their respective diplomatic/consular officials (if one of the contracting parties is a foreigner) | | Their respective Diplomatic / Consular Officials | | |
| 8. Death Certificate of the deceased spouse/judicial decree of the absolute divorce/judicial decree of annulment or declaration of nullity of the previous marriage (previously married) | | Local Civil Registrar's Office/PSA / their respective Diplomatic / Consular Officials/Court | | |
| CLIENT'S STEP | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE |
| 1. Submission of Requirements | 1.1 Receive, evaluate, check requirements | None | 5 minutes | Assistant Registration Officer Municipal Civil Registrar's Office |
| | 1.2 Interview | | 10 minutes | |
| 2. Review and sign the application form | 2.1 Preparation of the Application for Marriage License and client's signature | None | 7 minutes | Assistant Registration Officer Municipal Civil Registrar's Office |
| | 2.2 Preparation and Posting of Notice | | | |
| 3. Pay the required fee | 3. Accept the payment and issue Official Receipt | P 470.00 – one party is not a resident of the municipality | 3 minutes | Clerk Municipal Treasurer's Office |
| | | P 420.00 - both parties are residents of the municipality | | |
| | | P 970.00 – one party is a citizen of a foreign country | | |
| 4. Return to the MCRO and give Official Receipt | 4. Check the Official Receipt | None | | Assistant Registration Officer Municipal Civil Registrar's Office |



| | | | | |
|--|---|------|-----------|---|
| 5. Receive Marriage License after 10 th days of posting | 5. Sign and release of Marriage License with its supporting documents | None | 3 minutes | Municipal Civil Registrar Municipal Civil Registrar's Office |
|--|---|------|-----------|---|

3. SECURING ENDORSEMENT OF CIVIL REGISTRY RECORDS TO THE OFFICE OF THE CIVIL REGISTRAR GENERAL (OCRG)

As a rule, all civil registrars submit civil registry documents to the Office of the Civil Registrar-General (OCRG) through their respective Philippine Statistics Authority (PSA) provincial offices.

There are instances when the PSA National office cannot issue pertinent documents to interested parties because records:

- Not available in its archives
- The requested documents are still being processed by the provincial office.
- Has blurred and/or unreadable entries
- In case the original copy of the record is NO LONGER AVAILABLE at the LCR, a certified transcription based on the entries of the Registry Book shall be endorsed to PSA.

| | | | | |
|--|---|------------------------------------|------------------------|----------------------------|
| Office of Division: | Municipal Civil Registrar's Office | | | |
| Classification: | Complex | | | |
| Type of Transaction: | G2C-Government to Citizen | | | |
| Who may avail: | Document owner/parent/s or anyone authorized by the owner | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Photocopy of the Negative Result from the Philippine Statistics Authority | | Philippine Statistics Office (PSA) | | |
| 2. Civil Registry Records from the Local Civil Registrar's Office | | Local Civil Registrar's Office | | |
| CLIENT'S STEP | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE |



| | | | | |
|---|---|---------|------------|--|
| 1. Submission of Requirements | 1. Check documents, verify record | None | 7 minutes | Assistant Registration Officer Municipal Civil Registrar's Office |
| 2. Pay the required fee | 2. Accept the payment and issue Official Receipt | P150.00 | 3 minutes | Clerk Municipal Treasurer's Office |
| 3. Return to the MCRO and give Official Receipt | 3.1 Check the Official Receipt 3.2 Preparation of Copy of Registered Documents and Endorsement Letter 3.3 Issuance of copy of documents to the client | None | 10 minutes | Assistant Registration Officer Municipal Civil Registrar's Office Municipal Civil Registrar Municipal Civil Registrar's Office |

4. FILING LEGITIMATION AND ACKNOWLEDGEMENT OF CHILD

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 conception of the former, were not disqualified by any impediment to marry each other, may be legitimated. (Article 177, Family Code).

Legitimation of children by subsequent marriage of parents shall be recorded in the Civil Registry Office of the place where the birth was recorded.

| | |
|----------------------------------|---|
| Office of Division: | Municipal Civil Registrar's Office |
| Classification: | Complex |
| Type of Transaction: | G2C-Government to Citizen |
| Who may avail: | The concerned person/natural parent/s and/or guardian may avail |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |



| 1. Certificate of Live of Birth of the illegitimate child | | PSA/Local Civil Registrar's Office | | |
|--|---|------------------------------------|-----------------|---|
| 2. Marriage Certificate of Parents | | PSA/Local Civil Registrar's Office | | |
| 3. Affidavit of Legitimation signed by Parents | | Prepared by a Lawyer | | |
| 4. Affidavit of Acknowledgement signed by the Father | | Prepared by a Lawyer | | |
| 5. CENOMAR / Advice on Marriage (Legitimation) | | Philippine Statistics Authority | | |
| CLIENT'S STEP | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE |
| 1. Submission of Requirements | 1.1 Receive and Verification of requirements | None | 10 minutes | <i>Assistant Registration Officer</i> Municipal Civil Registrar's Office |
| 2. Pay the required fee | 2. Accept the payment and issue Official Receipt | P150.00 | 3 minutes | <i>Clerk</i> Municipal Treasurer's Office |
| 3. Return to the MCRO, give Official Receipt and wait for personal copy of documents | 3.1 Check the Official Receipt 3.2 Preparations and Annotation of the Certificate of Live Birth 3.3 Issuance of the Annotated Certificate of Live Birth | None | 12 minutes | <i>Assistant Registration Officer</i> Municipal Civil Registrar's Office <i>Municipal Civil Registrar</i> Municipal Civil Registrar's Office |



5. DELAYED REGISTRATION OF CIVIL REGISTRY RECORD (BIRTH, MARRIAGE AND DEATH CERTIFICATE)

A report of vital event made beyond the reglementary period is considered delayed registration.

Registration shall be made in the Office of the Civil Registrar of the city/municipality where it occurred.

| | | | | |
|--|---|---|------------------------|---|
| Office of Division: | | Municipal Civil Registrar's Office | | |
| Classification: | | Complex | | |
| Type of Transaction: | | G2C-Government to Citizen, G2B-Government to Business, G2G-Government to Government | | |
| Who may avail: | | Person concern, parent/s, any person authorized by the concerned party/ies | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. For Birth, Death, Marriage | | | | |
| 1.1 PSA Negative Result | | Philippine Statistics Authority (PSA) | | |
| 1.2 Joint Affidavit of Two Disinterested Persons | | Prepared by a Lawyer | | |
| 1.3 Barangay Certificate | | Barangay Captain | | |
| 1.4 Cedula or any valid ID | | Barangay Treasurer/Office where the ID is issued | | |
| 2. Additional for Birth | | | | |
| 2.1 Baptismal Certificate | | Parish Convent | | |
| 2.2 Marriage Certificate if Married | | PSA/Local Civil Registrar's Office | | |
| 2.3 Voter's Affidavit/School Requirements | | COMELEC/ DepEd | | |
| 3. Additional for Marriage | | | | |
| 3.1 Marriage Certificate issued from the Church | | Parish Convent | | |
| 4. Additional for Death | | | | |
| 4.1 Death Certificate issued from the Church | | Parish Convent | | |
| CLIENT'S STEP | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE |
| Submission of Requirements | 1.1 Receive, evaluate, verify documents 1.2 Registration and Transcription | None | 15 minutes | <i>Assistant Registration Officer</i> Municipal Civil Registrar's Office |



| | | | | |
|--|--|---|-----------|---|
| 2. Pay the required fee | 2. Accept the payment and issue Official Receipt | P300.00 - Registration Fee P150.00 - Endorsement Fee | 3 minutes | Clerk Municipal Treasurer's Office |
| 3. Return to the MCRO, give Official Receipt and returns after 10 days | 3. Check the Official Receipt 3.1 Registration of Civil Registry Records 3.2 Issuance of personal copy | None | 5 minutes | Municipal Civil Registrar Municipal Civil Registrar's Office |

6. FILING OF PETITIONS PURSUANT TO REPUBLIC ACT 9048

Republic Act RA 9048 is an Act authorizing the City or Municipal Civil Registrar or the Consul General to correct a clerical or typographical error in an entry and or change of first name or nickname in the civil register without need of a judicial order. This law amended Articles 376 and 412 of the Civil Code of the Philippines.

| | |
|---|--|
| Office of Division: | Municipal Civil Registrar's Office |
| Classification: | Complex |
| Type of Transaction: | G2C-Government to Citizen |
| Who may avail: | Person concern, parent/s, any person authorized by the concerned party/ies |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| 1. FOR CORRECTION OF CLERICAL ERROR | Philippine Statistics Authority (PSA) |
| 1.1 Birth/Marriage Certificate from PSA | |
| 1.2 Not less than five (5) public or private documents upon which the correction shall be based | |
| 2. FOR CHANGED OF FIRST NAME | |



| 2.1 Birth Certificate from PSA | | Philippine Statistics Authority (PSA) | | |
|---|---|---|--------------------------------------|--|
| 2.2 Police Clearance and NBI Clearance | | PNP/NBI | | |
| 2.3 Certificate from employer with no pending administrative/criminal and civil cases (if applicant is employed) | | Public or private employer | | |
| 2.4 Sworn Statement with no pending administrative/criminal and civil cases (if applicant is unemployed) | | Prepared by a Lawyer | | |
| 2.5 Publication for two (2) consecutive weeks at the local newspaper and Affidavit of publication from the publisher with Newspaper clippings | | Local newspaper | | |
| 2.6 Not less than three (3) documents upon which the change of first name shall be based | | | | |
| CLIENT'S STEP | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE |
| 1. Submission of Requirements | 1. Receive, evaluate, examine the authenticity of documents | None | 12 minutes | <i>Municipal Civil Registrar</i> Municipal Civil Registrar's Office |
| 2. Review and signs petition form and receive notarial services (for Change in First Name only) | 2. Prepare form and signature of client 2.1 for Change of First Name - Publication of Petition | None | 3 minutes 2 consecutive weeks | <i>Municipal Civil Registrar</i> Municipal Civil Registrar's Office |
| 3. Pay the required fee | 3. Accept the payment and issue Official Receipt | P1,000.00 P500.00 - service fee for Migrant Petition | 3 minutes | <i>Clerk</i> Municipal Treasurer's Office |
| 4. Return to the MCRO, give photocopy of Official Receipt | 4. Accept photocopy of Official Receipt 4.1 Review documents and prepare Notice of Posting | None | 1 minute 5 minutes | <i>Municipal Civil Registrar</i> Municipal Civil Registrar's Office |



| | | | | |
|--|--|------|--|---|
| | 4.2 Prepare Certificate of Posting after 10 days 4.3 Decision of the Petition 4.4 Transmittal of MCR's decision to (OCRG-Manila) | | 10 days Within 5 working days after posting Within 5 working days after decision | |
| 5. Returns after a text/call from the MCRO for final decision (affirmed/impugned). | 5. Prepare annotated documents, release of Final decision and issuance of affirmed/impugned petition | None | 10 minutes | <i>Municipal Civil Registrar Municipal Civil Registrar's Office</i> |

7. FILING OF PETITIONS PURSUANT TO REPUBLIC ACT 10172

Republic Act RA 10172 is another Act which further authorizes the City or Municipal Civil Registrar or the Consul General to correct clerical or typographical errors in the DAY and MONTH in the DATE OF BIRTH or SEX of a person appearing in the Civil Register without need of a judicial order, amending RA 9048.

| | |
|--|--|
| Office of Division: | Municipal Civil Registrar's Office |
| Classification: | Complex |
| Type of Transaction: | G2C-Government to Citizen |
| Who may avail: | Person concern, parent/s, any person authorized by the concerned party/ies |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| 1. Birth Certificate from PSA | Philippine Statistics Authority (PSA) |
| 2. Earliest school/medical record; if none affidavit on non-availability of earliest records | DepEd/ Mun. Health Officer/Lawyer |
| 3. Certificate from employer with no pending administrative/criminal and civil cases | Prepared by a Lawyer or the employer |
| 4. Sworn Statement with no pending administrative/criminal and civil cases if unemployed | Prepared by a Lawyer |



| 5. Medical Certification issued by the MHO (if SEX is to be corrected) | | Municipal Health Officer | | |
|--|--|---|---|--|
| 6. Publication for two (2) consecutive weeks at the local newspaper and Affidavit of publication from the publisher with Newspaper clippings | | Local Newspaper | | |
| 7. Barangay Clearance, Police Clearance and NBI clearance | | Barangay Captain/PNP/NBI | | |
| 8. Not less than three (3) documents or valid ID upon which the correction shall be based | | | | |
| CLIENT'S STEP | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE |
| 1. Submission of Requirements | 1. Receive, evaluate, examine the authenticity of documents | | 12 minutes | <i>Municipal Civil Registrar</i> Municipal Civil Registrar's Office |
| 2. Review and signs petition form and receive notarial services | 2. Prepare form and signature of client 2.1 Publication of Petition | | 3 minutes 2 consecutive weeks | <i>Municipal Civil Registrar</i> Municipal Civil Registrar's Office |
| 3. Pay the required fee | 3. Accept the payment and issue Official Receipt | P3,000.00 - petition fee P1,000.00 - publication fee P1,000.00 - service fee for Migrant Petition | 3 minutes | <i>Clerk</i> Municipal Treasurer's Office |
| 4. Return to the MCRO, give photocopy of Official Receipt | 4. Accept photocopy of Official Receipt 4.1 Review documents and prepare Notice of Posting 4.2 Prepare Certificate of Posting after 10 days 4.3 Decision of the Petition and transmittal of MCR's decision to (OCRG-Manila) | | 1 minute 5 minutes 10 days Within 5 working days after posting | <i>Municipal Civil Registrar</i> Municipal Civil Registrar's Office |



| | | | | |
|--|--|--|--|---|
| 5. Returns after a text/call from the MCRO for final decision (affirmed / impugned). | 5. Prepare annotated documents, release of Final decision and issuance of affirmed/impugned petition | | | Municipal Civil Registrar Municipal Civil Registrar's Office |
|--|--|--|--|---|

8. REQUEST OF BIRTH, MARRIAGE, DEATH AND CENOMAR THRU BATCH REQUEST QUERY SYSTEM (BREQS)

The Civil Registry System IT (CRS-IT) Project, has established on-line Census Serbilis Centers (Serbilis Outlets) in various locations of the Philippines to serve as service points for the decentralized servicing of request for civil registry documents (CRD) from the public.

The Office of the City/Municipal Civil Registrar, as part of its mandate, receives request for issuance of CRDs registered in the city/municipality.

The Office of the City/Municipal Civil Registrar interested in providing a more extensive service to its constituents relative to vital events (i.e., Birth, Marriage, Death, CENOMAR, annotated or endorsed) and documents registered in the municipality/city including those that may have been registered in other localities.

| | | | | |
|---|--|---|------------------------|----------------------------|
| Office of Division: | Municipal Civil Registrar's Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C-Government to Citizen | | | |
| Who may avail: | Person concern, parent/s, any person authorized by the concerned party/ies | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Special Power of Attorney / Authorization Letter for owner's authorized representative | | To be prepared by a Lawyer and owner of documents | | |
| 2. ID (owner and authorized representative) | | Owner and authorized representative | | |
| CLIENT'S STEP | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE |



| | | | | |
|--|---|--|-----------|---|
| 1. Submission of Special Power of Attorney/Authorization Letter and ID (owner and authorized representative) | 1. Receive authorization letter and photocopy of ID. 1.1 Provide BREQS form to client | None | 3 minutes | <i>Assistant Registration Officer</i> Municipal Civil Registrar's Office |
| 2. Fill-up data on BREQS form | 2. Check and review data for accuracy of entry | None | 7 minutes | <i>Assistant Registration Officer</i> Municipal Civil Registrar's Office |
| 2. Pay the required fee | 2. Accept the payment and issue Official Receipt | P100.00 | 3 minutes | <i>Clerk</i> Municipal Treasurer's Office |
| 3. Return to the MCRO and give Official Receipt | 3. Check the Official Receipt and collect PSA payment for document. 3.1 Issuance of Acknowledgement Slip | P155.00 – Birth, Marriage, Death P210 - CENOMAR | 5 minutes | <i>Assistant Registration Officer</i> Municipal Civil Registrar's Office |
| 4. Returns after a text/call from the MCRO for releasing of PSA Documents | 4. Issuance of Birth, Marriage, Death Certificate, CENOMAR from PSA | None | 3 minutes | <i>Assistant Registration Officer</i> Municipal Civil Registrar's Office |



MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE

External Services



1. FINANCIAL ASSISTANCE TO INDIVIDUALS AND FAMILIES IN CRISIS SITUATION (AICS)

AICS is a provision of an integrated service to individuals and families in crisis or difficult situation through the MSWDO. The beneficiaries of the program are the bonafide residents of the municipality of Maribojoc who may seek directly to MSWDO or through referral.

| Office of Division: | Municipal Social Welfare and Development Office (MSWD) | | | |
|---|--|--|-----------------|---------------------|
| Classification: | Simple | | | |
| Type of Transaction: | G2C | | | |
| Who may avail: | Public | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Hospitalization/ Medication Assistance: 1. Certificate of Indigency/ Residency 2. Medical Certificate/ Medical Abstract 3. Recent Billing Statement 4. Doctor's Prescription Burial Assistance: 1. Certificate of Indigency/ Residency 2. Recent Billing Statement 3. Death Certificate Transportation Allowance (case to case basis): 1. Blotter Report 2. Identification Card (if available) Calamity Assistance: 1. Blotter Report/ MDRRM Certification 2. Picture of the damage (if applicable) 3. Certificate of Indigency/ Residency | | Punong Barangay Admitting Hospital Admitting Hospital Attending Physician Punong Barangay Funeral Parlor Local Civil Registrar where he/she is declared dead Local PNP Client Local PNP/MDRRM Office Client/ MDRRM Office Punong Barangay | | |
| CLIENT'S STEP | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE |



| | | | | |
|--|---|------|----------|--|
| 1. Submit complete required and signed documents | 1.1 Assessment/ Evaluation of Documents 1.2 Intake Interview 1.3 Make a Case Summary 1.4 Encode Financial Forms 1.5 Forward to MBO, Accounting and MTO 1.6 Release of Financial Assistance | NONE | 3-5 days | <i>Municipal Social Welfare and Development Officer</i> MSWD Office <i>MSWD Staff</i> MSWD Office <i>MSWD Staff</i> MSWD Office |
|--|---|------|----------|--|

2. ISSUANCE OF TRAVEL CLEARANCE TO MINOR CHILDREN UNACCOMPANIED BY PARENTS

This is a social protection service implemented by Social Welfare agencies to strengthen the campaign and advocacy against child trafficking under R.A. 9208.

| Office of Division: | Municipal Social Welfare and Development Office (MSWD) | | | |
|---|--|---|-----------------|---------------------|
| Classification: | Simple | | | |
| Type of Transaction: | G2C | | | |
| Who may avail: | Public | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Authorization Letter from Parents (with contact number) 2. Birth Certificate of a Minor Child 3. Barangay Clearance 4. Plane/ Boat Ticket 5. Photocopy of ID/s of Accompanying Adult | | Parents of the child Client Punong Barangay Ticketing Outlet Client | | |
| CLIENT'S STEP | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE |



| | | | | |
|--|---|------|---------|--|
| 1. Submit complete required and signed documents | 1.1 Evaluate all the documents 1.2 Releasing of Travel Clearance | NONE | 8 hours | <i>Municipal Social Welfare and Development Officer</i> MSWD OFFICE <i>MSWD Staff</i> MSWD Office |
|--|---|------|---------|--|

3. SECURING OF SOCIAL CASE SUMMARY FOR OTHER PARTNER AGENCIES

This is a referral mechanism service of the department to channel the client to other government and private agencies who can provide further programs and services that they needed.

| Office of Division: | Municipal Social Welfare and Development Office (MSWD) | | |
|---|--|---|--|
| Classification: | Simple | | |
| Type of Transaction: | G2C | | |
| Who may avail: | Public | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | |
| Hospitalization/ Medication Assistance: 1. Certificate of Indigency/ Residency 2. Medical Certificate/ Medical Abstract 3. Recent Billing Statement 4. Doctor's Prescription Burial Assistance: 1. Certificate of Indigency/ Residency 2. Recent Billing Statement 3. Death Certificate Transportation Allowance (case to case basis): 1. Blotter Report 2. Identification Card (if available) | | Punong Barangay Admitting Hospital Admitting Hospital Attending Physician Punong Barangay Funeral Parlor Local Civil Registrar where he/she is declared dead Local PNP Client | |



| Calamity Assistance: 1. Blotter Report/ MDRRMO Certification 2. Picture of the damage (if applicable) 3. Certificate of Indigency/ Residency | | Local PNP/MDRRM Office Client/ MDRRM Office Punong Barangay | | |
|---|---|---|-----------------|---|
| CLIENT'S STEP | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE |
| 1. Submit complete required and signed documents | 1.1 Assessment/ Evaluation of Documents 1.2 Intake Interview 1.3 Issuance of Case Summary | NONE | 8 hours | <i>Municipal Social Welfare and Development Officer</i> MSWD OFFICE MSWD Staff MSWD OFFICE |

4. SECURING OF PRE-MARRIAGE COUNSELING CERTIFICATE

This is to promote the professional practice of marriage counselors as experts in assisting couples to decide on positive options in their marital relationships based on informed decision to achieve a stable and functional family relationship.

| | |
|----------------------------------|--|
| Office of Division: | Municipal Social Welfare and Development Office (MSWD) |
| Classification: | Simple |
| Type of Transaction: | G2C |
| Who may avail: | Public |
| CHECKLIST OF REQUIREMENTS | |
| WHERE TO SECURE | |



| 1. PMC Fee Receipt | | Municipal Treasurer's Office (MTO) | | |
|---|--|------------------------------------|-----------------|--|
| CLIENT'S STEP | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE |
| 1. Fill up PMC Assessment Form 2. Pay PMC Fee and Forward receipt copy to MSWD 3. Attend 4- hours PMC Session | 1.1 Listing of PMC Participants 1.2 Evaluate PMC Assessment Form and ensure copy of payment receipt 1.3 Conduct PMC Session 1.4 Issue PMC Certificate | PMC Fee 120.00 | 2 days | <i>Admin Aide II (Messenger)</i> MSWD OFFICE <i>Day Care Worker</i> MSWD OFFICE |

5. SECURING SENIOR CITIZEN, PWD OR SOLO PARENT ID'S

Social Welfare services in compliance to R.A 9994 expanded Senior Citizen's Act, R.A 10754 expanded act of Persons with Disabilities and R.A 11861 expanded Solo Parents Act.

| Office of Division: | Municipal Social Welfare and Development Office (MSWD) | | |
|---|--|---------------------------|-----------------|
| Classification: | Simple | | |
| Type of Transaction: | G2C | | |
| Who may avail: | Public | | |
| <table> <tr> <th>CHECKLIST OF REQUIREMENTS</th><th>WHERE TO SECURE</th></tr> </table> | | CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE | | |



| <p>For Senior Citizen:</p> <ol style="list-style-type: none"> 1. Birth Certificate or any valid ID reflecting his/ her birthday 2. Filled-out Senior Citizen Application Form 3. 1 pc. 1x1 ID Picture 4. Signature Specimen <p>For PWD:</p> <ol style="list-style-type: none"> 1. Certificate of Disability 2. Filled-out PWD Application Form 3. 1 pc 1x1 ID Picture 4. Signature Specimen <p>For Solo Parent:</p> <ol style="list-style-type: none"> 1. Photocopy of Children's Birth Certificate 2. Certification from the Barangay indicating he/she is a solo parent and has the sole parental care of his/ her children 3. Sworn Affidavit indicating that the solo parent is not cohabiting with a partner or a co-parent and that he/she has the sole parental care of his/ her children 4. Marriage Certificate/ CENOMAR (whichever is applicable) 5. Death Certificate (if applicable) 6. 1 pc. 1x1 ID Picture 7. Signature Specimen | | <p>LCR/ Client</p> <p>MSWD Office</p> <p>Client</p> <p>Client</p> <p>Health Center/ Hospital</p> <p>MSWD Office</p> <p>Client</p> <p>Client</p> <p>LCR/ Client</p> <p>Punong Barangay</p> <p>Lawyer</p> <p>LCR/ Client</p> <p>LCR/ Client</p> <p>Client</p> <p>Client</p> | | |
|---|---------------|---|-----------------|---------------------|
| CLIENT'S STEP | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE |



| | | | | |
|---|---|--|---|---|
| 1. Submit completely filled-out application forms, necessary documents, ID picture and signature specimen | 1.1 Evaluate all the documents submitted 1.2 Prepare and release IDs | | 2 days for PWD and Senior Citizen- 8 hours For Solo Parent- 7 days | MSWD Staff MSWD OFFICE Admin Aide II (Messenger) MSWD OFFICE MSWD Staff MSWD OFFICE |
|---|---|--|---|---|

6. PROVISION OF ASSISTANCE FOR CHILD ABUSE CASES

It is a responsibility of the state to protect and rehabilitate the children gravely threatened or endangered by circumstances which affect or will affect their survival and normal development and over which they have no control. The best interest of the child shall be paramount consideration in all actions concerning them.

| Office of Division: | Municipal Social Welfare and Development Office (MSWD) | | | |
|--|--|---|-----------------|---|
| Classification: | Simple | | | |
| Type of Transaction: | G2C | | | |
| Who may avail: | Public | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Birth Certificate of a Child 2. Blotter Report 3. Medico-legal Report 4. Psychological Assessment Report | | Client Local PNP GCGMH WCPU GCGMH WCPU | | |
| CLIENT'S STEP | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE |
| 1. Client visit MSWD Office through referral or walk-in | | | 1-5 days | Municipal Social Welfare and Development Officer MSWD OFFICE |



| | | | | |
|---|---|--|--|--|
| 2. Client submit herself/himself for interview 3. Submit complete required documents | 2.1 Intake Interview of client 2.2 Conduct case conference with PNP (if necessary) Coordinate to GCGMH WCPU for medico-legal and psychological evaluation through case summary referral 2.3 Refer to PNP for filing of case 2.4 Provide various assistance as needed | | | |
|---|---|--|--|--|

7. PROVISION OF ASSISTANCE FOR ANTI-VIOLENCE AGAINST WOMEN AND THEIR CHILDREN (VAWC) CASES

The State values the dignity of women and children and guarantees full respect for human rights. The State also recognizes the need to protect the family and its members particularly women and children, from violence and threats to their personal safety and security.

| | | | | |
|---|--|----------------------------|------------------------|----------------------------|
| Office of Division: | Municipal Social Welfare and Development Office (MSWD) | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C | | | |
| Who may avail: | Public | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Blotter Report 2. Medico-legal Report | | Local PNP MHO/ Hospital | | |
| CLIENT'S STEP | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE |



| | | | | |
|---|---|------|----------|--|
| 1. Client visit MSWD Office through referral or walk-in 2. Client submit herself/himself for interview | 2.1 Intake Interview of client 2.2 Conduct case conference with PNP (if necessary) 2.3 Request for Barangay Protection Order 2.4 Coordinate to GCGMH WCPU for medico-legal and psychological evaluation through case summary referral 2.5 Refer to PNP for filing of case Provide various assistance as needed | NONE | 1-5 days | <i>Municipal Social Welfare and Development Officer</i> MSWD OFFICE <i>MSWD Staff</i> MSWD OFFICE |
|---|---|------|----------|--|

8. SECURING SOLICITATION/ CANVASSING PERMIT

This to ensure compliance to rules and regulations by persons, corporations, organizations or associations that were issued solicitation permit / authority to conduct fund raising campaign. Likewise, to ensure an efficient facilitation of funds solicited from the public.

| | |
|----------------------------------|--|
| Office of Division: | Municipal Social Welfare and Development Office (MSWD) |
| Classification: | Simple |
| Type of Transaction: | G2C |
| Who may avail: | Public |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |



| 1. Group/ Association Constitution and Bylaws 2. Group/ Association project proposal (project to be implemented) 3. Minutes of the meeting 4. Application letter for fund raising/ solicitation 5. Copy of solicitation envelope | | Applicant | | |
|--|---|--------------------------------|-----------------|---|
| CLIENT'S STEP | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE |
| 1. Authorize representative to submit complete documents | 1.1 Review all the submitted documents 1.2 Stamp all the envelopes submitted | 200 pesos per 100 pcs envelope | 7 days | <i>Admin Aide II (Messenger)</i> MSWD Office <i>MSWD Staff</i> MSWD Office |
| 2. Pay the permit fee to MTO and submit the copy of receipt to MSWD office | 2. Issue the solicitation/ canvassing permit | | | <i>Day Care Worker</i> MSWD OFFICE |



MUNICIPAL PLANNING AND DEVELOPMENT OFFICE

External Services



1. ISSUANCE OF ZONING / LOCATIONAL CLEARANCE

Issuance of Zoning / Locational Clearance is a service provided to applicants for building permits as one of the requirements.

| Office or Division: | Municipal Planning and Development Office |
|--|--|
| Classification: | Simple and / or Highly Technical |
| Type of Transaction: | G2C – Government to Citizens, G2G – Government to Government |
| Who may avail: | Individuals, Corporations, Non-Government Organizations, LGUs, National Government Agencies |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| <p>A. Basic Requirements :</p> <ol style="list-style-type: none"> 1. Application Form for Zoning Clearance, duly notarized (4 copies) 2. Site Development Plan with Vicinity Map (1 copy) 3. 4. Any of the following : <ul style="list-style-type: none"> - Certificate of Lot Title / Real Property Tax Declaration (1 copy) - Deed of Sale / Deed of Donation - If lot is not owned : <ul style="list-style-type: none"> • Contract of Lease (1 copy) • Affidavit of Consent - Right of Way (when applicable) 5. Zoning Certification For Non-Conforming Land Use : SB Resolution Granting Variance / Exception Checklist and Data Sheet of submitted technical documents <p>B. Additional Requirements :</p> <p>B.1. For Manufacturing Projects Description of Industry citing among others the following :</p> <ul style="list-style-type: none"> - Type and volume of raw materials - Products manufactured or stored | <p>MPDC Office, to be notarized by a lawyer after completely filling-up the form Applicant's designing Engineer or Architect / Municipal Assessor's Office</p> <p>Registry of Deeds / Municipal Assessor's Office To be executed by the original lot owner and to be prepared by a lawyer.</p> <p>To be executed by the lot owner and to be prepared by a lawyer.</p> <p>MPDC Office Office of the Sangguniang Bayan</p> <p>Municipal Engineering Office / Building Official</p> <p>Applicant's Consultant</p> |



| <ul style="list-style-type: none">- Average production output/ capacity per day/ week / month- Industrial wastes and plans for pollution control- Description and flow of manufacturing processes <p>B.2. For Cell Sites or Communication Facilities</p> <ul style="list-style-type: none">- Barangay Resolution Endorsing the <p>B.3. For Environmentally Critical Projects / Special Projects</p> <ul style="list-style-type: none">- Barangay Resolution Endorsing the Project- SB Resolution Endorsing the Project- Environmental Clearance Certificate / Certificate of Non-Coverage | <p>Barangay Council where the project is locate</p> <p>Barangay Council where the project is located</p> <p>Office of the Sangguniang Bayan Department of Environment and Natural Resources</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|---|--|-----------------------------------|---|---------------|---------------------------------|--|--|------------------------|----------|--|--------------------------------|----------|--|----------------|---|--|---------------------------|--|--|------------------------|------------|--|----------------------------------|------------|--|-------------------------------|---|
| CLIENT’S STEP | AGENCY ACTION | FEES TO BE PAID | PROCES SING TIME | PERSONS RESPONSIB LE | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>Preparation to Apply</p> <ul style="list-style-type: none">- Secures Application Form- Fills-up Application Form with required data and have it notarized- Secures list of all other requirements and comply them | <p>Provides copies of the Application Form and give instruction how to fill up the form. Provides the list of other requirements</p> | | | <p>Administrative Aide II MPDC Office</p> | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>1. Submission of Requirements</p> <ul style="list-style-type: none">- Presents the notarized application form with all other prescribed requirements | <p>1. Checks the completeness of the submitted required documents</p> <p>1.1 Reviews and verifies the submitted documents and</p> | <table><tr><td colspan="2">TYP E OF STRUCTURE / PROJECT COST</td><td>CLEARANCE FEE</td></tr><tr><td colspan="3">a. Residential, Single Attached</td></tr><tr><td>P 100,000.00 and below</td><td colspan="2">P 288.00</td></tr><tr><td>Over P 100,000.00 to P 200,000</td><td colspan="2">P 576.00</td></tr><tr><td>Over P 200,000</td><td colspan="2">P 720.00 + 1/10 of 1% in excess of P 200,000.00</td></tr><tr><td colspan="3">b. Apartment / Townhouses</td></tr><tr><td>P 500,000.00 and below</td><td colspan="2">P 1,440.00</td></tr><tr><td>Over P 500,000.00 to P 2 Million</td><td colspan="2">P 2,160.00</td></tr></table> | TYP E OF STRUCTURE / PROJECT COST | | CLEARANCE FEE | a. Residential, Single Attached | | | P 100,000.00 and below | P 288.00 | | Over P 100,000.00 to P 200,000 | P 576.00 | | Over P 200,000 | P 720.00 + 1/10 of 1% in excess of P 200,000.00 | | b. Apartment / Townhouses | | | P 500,000.00 and below | P 1,440.00 | | Over P 500,000.00 to P 2 Million | P 2,160.00 | | <p>2 hours</p> <p>6 hours</p> | <p>Administrative Aide II MPDC Office</p> <p>Planning and Development Coordinator MPDC Office</p> |
| TYP E OF STRUCTURE / PROJECT COST | | CLEARANCE FEE | | | | | | | | | | | | | | | | | | | | | | | | | | |
| a. Residential, Single Attached | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| P 100,000.00 and below | P 288.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Over P 100,000.00 to P 200,000 | P 576.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Over P 200,000 | P 720.00 + 1/10 of 1% in excess of P 200,000.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| b. Apartment / Townhouses | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| P 500,000.00 and below | P 1,440.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Over P 500,000.00 to P 2 Million | P 2,160.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | |



2. ISSUANCE OF ZONING CERTIFICATE

Issuance of Zoning Certificate is a service provided to individuals or groups who wish to know what are the allowed uses in a particular area based from the approved Municipal Comprehensive Land Use Plan, and to individuals complying transactions with other National Government Agencies.

| | | | | |
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| Office or Division: | Municipal Planning and Development Office | | | |
| Classification: | Simple and / or Highly Technical | | | |
| Type of Transaction: | G2C – Government to Citizens, G2G – Government to Government | | | |
| Who may avail: | Individuals, Corporations, Non-Government Organizations, LGUs, National Government Agencies | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Vicinity Map (1 copy) | | Applicant's designing Engineer or Architect / Municipal Assessor's Office | | |
| 2. Any of the following : - Certificate of Lot Title / Real Property Tax Declaration (1 copy) - Deed of Sale / Deed of Donation - If lot is not owned : - Contract of Lease (1 copy) - Affidavit of Consent | | Registry of Deeds / Municipal Assessor's Office To be executed by the original lot owner and to be prepared by a lawyer. | | |
| CLIENT'S STEP | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE |
| 1. Submission of Request and Requirements - Request could be made personally or in letter form | 1. Checks the completeness of the submitted requirements 1.1 Based on submitted documents, checks the zoning of the site in question based from the existing approved CLUP | | 2 hours 4 hours | <i>Administrative Aide II</i> MPDC Office <i>Admin Aide II (Messenger)</i> MPDC Office |



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| 2. Payment for the Certification Fee at the Municipal Treasurer's Office and Submits the Official Receipt at the MPDC Office | 2. Provides the Assessment form to be presented at the Municipal Treasurer's Office | P 150.00 per project / per site | 1 hour | Municipal Treasurer's Office |
| 3. Issuance of Zoning Certificate - Receives the Zoning Certificate | 3. Provides the signed copies of the Zoning Certificate to the client | | 1 hour | <i>Planning and Development Coordinator</i> MPDC Office <i>Administrative Aide II</i> MPDC Office |

3. EVALUATION OF SUBDIVISION PLANS & DEVELOPMENT PERMIT APPLICATION

Evaluation of Subdivision Plans and Development Permit Applications is a service provided to assist the Sangguniang Bayan in attending to applicants for Subdivision Plan Approval and Development Permit Issuance, which includes the following :

- Residential and Commercial Subdivisions
- Farm Lots Subdivision
- Memorial Parks

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|---|---|
| Office or Division: | Municipal Planning and Development Office |
| Classification: | Simple and / or Highly Technical |
| Type of Transaction: | G2C – Government to Citizens, G2G – Government to Government |
| Who may avail: | Individuals, Corporations, Non-Government Organizations, LGUs, National Government Agencies |
| <div style="display: flex; justify-content: space-between;"> CHECKLIST OF REQUIREMENTS WHERE TO SECURE </div> | |



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| | submitted documents and determines the land use of the proposed project site as per approved CLUP. | 1.2 Evaluates the application and assesses the Subdivision Fee. (Based on Mun. Ordinance No. 31, Series of 2014) | sq. m. | | 1 day | <i>Admin Aide II (Messenger)</i> MPDC Office |
| | | | 6,000 sq. m. or more but less than 8,000 sq. m. | P 1,300.00 | | |
| | | | 8,000 sq. m. or more but less than 10,000 sq. m. | P 1,500.00 | | |
| | | | 10,000 sq. m. or more but less than 12,000 sq. m. | P 1,700.00 | | |
| | | | 12,000 sq. m. or more but less than 14,000 sq. m. | P 1,900.00 | | |
| | | | 14,000 sq. m. or more but less than 20,000 sq. m. | P 2,100.00 | | |
| | | | 20,000 sq. m. or more but less than 30,000 sq. m. | P 2,300.00 | | |
| | | | 30,000 sq. m. or more | P 2,500.00 | | |
| | | | | | | |
| 2. Payment of Fees | 2. Receives payment Official Receipt | | 1 hour | Municipal Treasurer's Office | | |
| Proceeds to the Municipal Treasurer's Office, pays the prescribed fees and secures an Official Receipt and submits the Official Receipt to the MPDC Office | 2.1 Prepares the endorsement form and have them signed by the reviewing committee | | 2 days | <i>Administrative Aide II</i> MPDC Office | | |
| | | | | <i>Planning and Development Coordinator</i> MPDC Office | | |
| 3. Waits for a notice of SB approval of the Subdivision Plan | 3. Submits the Endorsement Form with 1 set of requirements to the SB and | | 1 hour | <i>Administrative Aide II</i> MPDC Office | | |



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| | ensures a received copy is secured | | | |
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| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|--|
| <p>B. PRELIMINARY SUBDIVISION DEVELOPMENT PLAN APPROVAL & DEVELOPMENT PERMIT</p> <p>B.1. SUBDIVISION PROJECTS (RESIDENTIAL under P.D. 957 & B.P. 220, INDUSTRIAL /COMMERCIAL / FARM LOTS)</p> <ol style="list-style-type: none"> 1. Two (2) sets of Site Development Plan (Schematic Plan) at a scale ranging from 1:200 to 1:2,000 2. Two (2) sets of the following documents : <ol style="list-style-type: none"> 2.1 Vicinity Map indicating the adjoining land uses, access as well as existing facilities and utilities at less within 500 meters from the property boundary of the project, drawn to scale. 2.2 Survey Plan of the lot(s) as described in TCT(s). 2.3 Topographic Plan 3. Two (2) copies of Certified True Copy of Title(s) and Current Tax Receipts. 4. Right to use or deed of sale of right-of-way for access road and other utilities when applicable. 5. Barangay Resolution Endorsing the Project 6. SB Resolution Endorsing the Project | <p>Prepared, signed and sealed by any Licensed and Registered Architect, Environmental Planner, Civil Engineer or Geodetic Engineer.</p> <p>Duly signed by a Licensed and Sealed by a Licensed Geodetic Engineer.</p> <p>Registry of Deeds / Municipal Treasurer's Office Affected lot owners.</p> <p>Barangay Council where the project is located</p> <p>Office of the Sangguniang Bayan</p> |



| 7. Certification as to the Zoning Classification of the Project Area from the LGU. 8. Land Use Conversion Clearance/Certificate | | MPDC Office Department of Agrarian Reform | | | |
|---|---|---|----------------------------------|------------------|---|
| CLIENT'S STEP | AGENCY ACTION | FEES TO BE PAID | | PROCE-SSING TIME | PERSONS RESPONSIBLE |
| Preparation to Apply - Secures Application Form - Fills-up Application Form - Secures list of all other requirements and comply them | Provides copies of the Application Form and give instruction how to fill up the form. Provides the list of other requirements | | | | <i>Administrative Aide II</i> MPDC Office <i>Administrative Aide II</i> MPDC Office |
| 1. Submission of Request and Requirements - Presents the application form with all other prescribed requirements | 1. Checks the completeness of the submitted required documents 1.1 Reviews and verifies the submitted documents and determines the land use of the proposed project site as per approved CLUP. | A. Approval of Subdivision Plan (including town houses) – P.D. 957 | | 2 hours | <i>Administrative Aide II</i> MPDC Office |
| | | Preliminary Approval and Location Clearance (PALC) Preliminary Subdivision Development Plan (PSDP) | P360/ha. or a fraction thereof | 2 days | <i>Administrative Aide II</i> MPDC Office |
| | | • Inspection Fee | P1,500/ha. regardless of density | | |
| | | Final Approval and Development Permit – Processing Fee | P2,880/ha. regardless of density | | |
| | | • Additional Fee on Floor Area of houses and building sold with lot | P3.0/sq.m. | 1 day | <i>Admin Aide II (Messenger)</i> MPDC Office <i>Planning and Development Coordinator</i> MPDC Office |



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| | 1.2 Evaluates the application and assesses the Subdivision Fee. (Based on Mun. Ordinance No. 13, Series of 2023) | <table><tr><td>• Inspection Fee</td><td>P1, 500/ha. regardless of density</td></tr><tr><td>Alteration of Plan (<i>affected areas only</i>)</td><td>Same as Final Approval & Dev't Permit</td></tr><tr><td>Certificate of Registration Processing Fee</td><td>P2,880</td></tr><tr><td>Certificate of Completion<ul style="list-style-type: none">• Certification Fee• Inspection Fee</td><td>P216 P1, 500/ha. regardless of density</td></tr><tr><td>Extension of Time to Develop<ul style="list-style-type: none">• Processing Fee• <i>Additional Fee(affected/unfinished areas only)</i>• Inspection Fee</td><td>P420 P14.40/sq.m. P1,500/ha. regardless of density</td></tr></table> | • Inspection Fee | P1, 500/ha. regardless of density | Alteration of Plan (<i>affected areas only</i>) | Same as Final Approval & Dev't Permit | Certificate of Registration Processing Fee | P2,880 | Certificate of Completion <ul style="list-style-type: none">• Certification Fee• Inspection Fee | P216 P1, 500/ha. regardless of density | Extension of Time to Develop <ul style="list-style-type: none">• Processing Fee• <i>Additional Fee(affected/unfinished areas only)</i>• Inspection Fee | P420 P14.40/sq.m. P1,500/ha. regardless of density | | <p>Sangguniang Bayan Member</p> <p>Municipal Assessor Assessor Office</p> <p>Mun. Engr.</p> |
| • Inspection Fee | P1, 500/ha. regardless of density | | | | | | | | | | | | | |
| Alteration of Plan (<i>affected areas only</i>) | Same as Final Approval & Dev't Permit | | | | | | | | | | | | | |
| Certificate of Registration Processing Fee | P2,880 | | | | | | | | | | | | | |
| Certificate of Completion <ul style="list-style-type: none">• Certification Fee• Inspection Fee | P216 P1, 500/ha. regardless of density | | | | | | | | | | | | | |
| Extension of Time to Develop <ul style="list-style-type: none">• Processing Fee• <i>Additional Fee(affected/unfinished areas only)</i>• Inspection Fee | P420 P14.40/sq.m. P1,500/ha. regardless of density | | | | | | | | | | | | | |



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| <p>2. Payment of Fees</p> <p>Proceeds to the Municipal Treasurer's Office, pays the prescribed fees and secures an Official Receipt and submits the Official Receipt to the MPDC Office</p> | <p>2. Receives payment Official Receipt</p> <p>2.1. Prepares the endorsement form and have them signed by the reviewing committee</p> <p>2.2. Submits the Endorsement Form with 1 set of requirements to the SB and ensures a received copy is secured</p> | B. Subdivision Projects (under B.P. 220) | | <p>1 hour</p> <p>2 days</p> | <p>Municipal Treasurer's Office</p> <p><i>Administrative Aide II</i> <i>MPDC Office</i></p> |
| | | <p>Preliminary Approval and Location Clearance</p> <ul style="list-style-type: none"> Processing Fee a. Socialized Housing P90/ha b. Economic Housing P216/ha Inspection Fee a. Socialized Housing P1,500/ha b. Economic Housing P1,500/ha | | | |
| | | <p>Final Approval & Dev't Permit</p> <ul style="list-style-type: none"> Processing Fee a. Socialized Housing P600/ha b. Economic Housing P1,440/ha Inspection Fee a. Socialized Housing P1,500/ha b. Economic Housing P1,500/ha | | | |
| | | <p>Alteration of Plan</p> | Same as Final Approval & Dev't Permit | | |
| <p>3. Waits for a notice of SB approval of the Subdivision Plan</p> | <p>3. Inform applicant whatever decision the Sangguniang Bayan arrives</p> | <p>Building Permit (floor area of building)</p> | P7.20/sq.m. | | <p><i>Planning and Development Coordinator</i> <i>MPDC Office</i></p> <p><i>Administrative Aide II</i> <i>MPDC Office</i></p> |
| | | <p>Certificate of Registration</p> <ul style="list-style-type: none"> Processing Fee a. Socialized Housing P420 b. Economic Housing P720 | | | |
| | | <p>Extension of Time to Develop</p> <ul style="list-style-type: none"> Processing Fee a. Socialized Housing P420 b. Economic Housing P504 Additional Fee (unfinished area for development) P2.88/sq.m. | | | |



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| | | <ul style="list-style-type: none"> • Inspection Fee | P1,500/ha | | | |
| | | <ul style="list-style-type: none"> a. Socialized Housing b. Economic Housing | P1,500/ha | | | |
| | | Certificate of Completion <ul style="list-style-type: none"> a. Socialized Housing b. Economic Housing • Inspection Fee | P180 P216 P1,500/ha | | | |
| | | Occupancy Permit <ul style="list-style-type: none"> • Processing Fee a. Socialized Housing b. Economic Housing • Inspection Fee (saleable floor area of the housing component) a. Socialized Housing b. Economic Housing | P6/sq.m. P7.20/sq.m. P1,500/ha P1,500/ha | | | |
| | | C. Approval of Industrial/Commercial Subdivision | | | | |
| | | Preliminary Approval and Locational Clearance <ul style="list-style-type: none"> • Proprocessing Fee • Inspection Fee | P432/ha P1, 500/ha. | | | |
| | | Final Approval and Development Permit <ul style="list-style-type: none"> • Proprocessing Fee • Inspection Fee | P720/ha. P1, 500/ha. | | | |
| | | Alteration of Plan (<i>affected areas only</i>) | Same as Final Approval & Dev't Permit | | | |
| | | Certificate of Registration | P2,880 | | | |
| | | Extension of Time to Develop | P504 | | | |



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| | | <ul style="list-style-type: none"> Processing Fee Additional Fee (unfinished area for development) Inspection Fee | <p>P14.40/sq.m.</p> <p>P1,500/ha</p> | | | |
| | | Certificate of Completion <ul style="list-style-type: none"> Certificate Fee Processing Fee <ul style="list-style-type: none"> a. Industrial b. Commercial Inspection Fee | <p>P216</p> <p>P504 P720</p> <p>P1,500/ha</p> | | | |
| | | D. Approval of Farm-lot Subdivision | | | | |
| | | Preliminary Approval and Locational Clearance <ul style="list-style-type: none"> Processing Fee Inspection Fee | <p>P288/ha.</p> <p>P800/ha.</p> | | | |
| | | Final Approval and Development Permit <ul style="list-style-type: none"> Processing Fee Inspection Fee | <p>P1,440/ha.</p> <p>P800/ha.</p> | | | |
| | | Certificate of Registration | P2,880 | | | |
| | | Certificate of Completion <ul style="list-style-type: none"> Certificate Fee Processing Fee Inspection Fee | <p>P216</p> <p>P1,500/ha</p> | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | | | |
| B.2. MEMORIAL PARKS / CEMETERY PROJECTS / <ol style="list-style-type: none"> Two (2) sets of Site Development Plan (Schematic Plan) at a scale ranging from 1:200 to 1:2,000. Two (2) sets of the following documents : | | Prepared, signed and sealed by any Licensed and Registered Architect, Environmental Planner, Civil Engineer or Geodetic Engineer. | | | | |



| <ul style="list-style-type: none"> a. Vicinity Map indicating the adjoining land uses, access as well as existing facilities and utilities at less within 500 meters from the property boundary of the project, drawn to scale. b. Survey Plan of the lot(s) as described in TCT(s). c. Topographic Plan | | <p>Duly signed by a Licensed and Sealed by a Licensed Geodetic Engineer.</p> <p>Registry of Deeds / Municipal Treasurer's Office Affected lot owners.</p> <p>Barangay Council where the project is located</p> <p>Office of the Sangguniang Bayan</p> <p>MPDC Office</p> <p>Department of Agrarian Reform</p> <p>Department of Health</p> | | |
|--|---|---|------------------|--|
| <ul style="list-style-type: none"> 3. Two (2) copies of Certified True Copy of Title(s) and Current Tax Receipts. 4. Right to use or deed of sale of right-of-way for access road and other utilities when applicable. 5. Barangay Resolution Endorsing the Project 6. SB Resolution Endorsing the Project 7. Certification as to the Zoning Classification of the Project Area from the LGU. 8. Land Use Conversion Clearance/Certificate 9. DOH Clearance | | | | |
| CLIENT'S STEP | AGENCY ACTION | FEES TO BE PAID | PROCE-SSING TIME | PERSONS RESPONSIBLE |
| Preparation to Apply - Secures Application Form - Fills-up Application Form - Secures list of all other requirements and comply them | Provides copies of the Application Form and give instruction how to fill up the form. Provides the list of other requirements | | | <i>Administrative Aide II</i> MPDC Office <i>Administrative Aide II</i> MPDC Office |
| 1. Submission of Request and Requirements | 1. Checks the completeness of the submitted | | 2 hours | <i>Administrative Aide II</i> MPDC Office |



| - Presents the application form with all other prescribed requirements | <div>required documents</div> <div>1.1. Reviews and verifies the submitted documents and determines the land use of the proposed project site as per approved CLUP.</div> <div>1.2. Evaluates the application and assesses the Subdivision Fee. (Based on Mun. Ordinance No. 04, Series of 2012)</div> | | <div>2 days</div> <div>1 day</div> | <div>Administrative Aide II MPDC Office</div> <div>Admin Aide II (Messenger) MPDC Office</div> <div>Planning and Development Coordinator MPDC Office Sangguniang Bayan Member</div> <div>Municipal Assessor Assessor Office</div> <div>Mun. Engineer Mun. Eng'g Office</div> | | | | | | | | |
|--|--|--|--|--|--|-----------------------------------|---|---------------------------------------|--|--|-------------------------------------|---|
| 2. Payment of Fees Proceeds to the Municipal Treasurer's Office, pays the prescribed fees and secures an Official Receipt and submits the Official Receipt to the MPDC Office | <div>2. Receives payment Official Receipt</div> <div>2.1. Prepares the endorsement form and have them signed by the reviewing committee</div> <div>2.2. Submits the Endorsement Form with 1 set of requirements to the SB and ensures a received copy is secured</div> | <table><tr><th colspan="2">Approval of Memorial Park / Cemetery Project / Columbarium</th></tr><tr><td>Preliminary Approval & Locational Clearance<ul style="list-style-type: none">Memorial ProjectsCemeteriesColumbarium</td><td>P720/ha P288/ha. P3,600/ha.</td></tr><tr><td>Inspection Fee<ul style="list-style-type: none">Memorial ProjectsCemeteriesColumbarium</td><td>P1,500/ha. P1,500/ha. P1,500/ha</td></tr><tr><td>Final Approval and Dev't Permit<ul style="list-style-type: none">Memorial ProjectsCemeteriesColumbarium</td><td>P3.00/sq.m. P1.50/sq.m. P7.20/sq.m. of land area</td></tr></table> | Approval of Memorial Park / Cemetery Project / Columbarium | | Preliminary Approval & Locational Clearance <ul style="list-style-type: none">Memorial ProjectsCemeteriesColumbarium | P720/ha P288/ha. P3,600/ha. | Inspection Fee <ul style="list-style-type: none">Memorial ProjectsCemeteriesColumbarium | P1,500/ha. P1,500/ha. P1,500/ha | Final Approval and Dev't Permit <ul style="list-style-type: none">Memorial ProjectsCemeteriesColumbarium | P3.00/sq.m. P1.50/sq.m. P7.20/sq.m. of land area | <div>1 hour</div> <div>2 days</div> | <div>Municipal Treasurer's Office</div> <div>Administrative Aide II MPDC Office</div> |
| Approval of Memorial Park / Cemetery Project / Columbarium | | | | | | | | | | | | |
| Preliminary Approval & Locational Clearance <ul style="list-style-type: none">Memorial ProjectsCemeteriesColumbarium | P720/ha P288/ha. P3,600/ha. | | | | | | | | | | | |
| Inspection Fee <ul style="list-style-type: none">Memorial ProjectsCemeteriesColumbarium | P1,500/ha. P1,500/ha. P1,500/ha | | | | | | | | | | | |
| Final Approval and Dev't Permit <ul style="list-style-type: none">Memorial ProjectsCemeteriesColumbarium | P3.00/sq.m. P1.50/sq.m. P7.20/sq.m. of land area | | | | | | | | | | | |



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| | | | P3.00/sq.m. of floor P23.05/sq.m. of GFA | | |
| 3. Waits for a notice of SB approval of the Subdivision Plan | 3. Inform applicant whatever decision the Sangguniang Bayan arrives | | | | <i>Planning and Development Coordinator</i> MPDC Office <i>Administrative Aide II</i> MPDC Office |



MUNICIPAL DISASTER RISK REDUCTION AND MANAGEMENT OFFICE

External Services



1. EARTHQUAKE AND EVACUATION DRILL & LECTURE

This service aims to equip the general public with knowledge, proper attitude and skills, and know-how in case of natural and man-made disasters. Further, such drills and lectures enhance the adeptness of those who already have knowledge and skills. Moreover, this service intends to mitigate or prevent casualties in case said incident arises.

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|-----------------------------------|---|---------------------------|------------------------|---|
| Office of Division: | Municipal Disaster Risk Reduction and Management Office (MDRRMO) | | | |
| Classification: | Complex and Highly Technical | | | |
| Type of transaction: | G2C – for government services whose client is the transacting public G2B – for government services whose client is a business entity G2G – for government services whose client is a government employee or another government agency | | | |
| Who may avail: | Public and Private Sectors | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Letter of request | | From the requesting party | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Sign in to the Client Log Book | 1. Give the Log Book to the client | None | 1 minute | <i>Local DRRM Assistant</i> MDRRM OFFICE |
| 2. Submit the required documents | 2.1 Receive the required documents and check for accurateness | None | 1 minute | <i>Local DRRM Assistant</i> MDRRM OFFICE |
| | 2.2 Validation and confirmation of Schedule | None | 1 minute | <i>Local DRRM Assistant</i> MDRRM OFFICE |
| | 2.3. Conduct of Earthquake Evacuation Drill and lecture | None | 3 Hours | <i>Local DRRM Assistant</i> MDRRM OFFICE |



| | | | | |
|--|--------------------|------|------------|--|
| | 2.4. Evaluation | None | 30 Minutes | <i>Local DRRM Assistant MDRRM OFFICE</i> |
|--|--------------------|------|------------|--|

2. DISASTER PREPAREDNESS TRAINING

In this training, prevention and mitigation, preparedness, response, and effective coping to disaster's impact and its consequences are significantly conferred and specified. Planning and measures are completed, set, and organized to prepare the public and reduce the disaster's effect.

| | | | | |
|-----------------------------------|---|---------------------------|------------------------|--|
| Office of Division: | Municipal Disaster Risk Reduction and Management Office (MDRRMO) | | | |
| Classification: | Complex and Highly Technical | | | |
| Type of transaction: | G2C – for government services whose client is the transacting public G2B – for government services whose client is a business entity G2G – for government services whose client is a government employee or another government agency | | | |
| Who may avail: | Government employees and private sectors | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 2. Letter of request | | From the requesting party | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Sign in to the Client Log Book | 1. Give the Log Book to the client | None | 1 minute | <i>Local DRRM Assistant MDRRM OFFICE</i> |
| 2. Submit the required documents | 2.1. Receive the required documents and check for accurateness | None | 1 minute | <i>Local DRRM Assistant MDRRM OFFICE</i> |
| | 2.2. Validation and | None | 1 minute | <i>Local DRRM Assistant</i> |



| | | | | |
|--|---|------|---------|---|
| | confirmation of Schedule 2.3. Conduct of Disaster Preparedness Training | None | 4 Hours | <i>MDRRM OFFICE</i> <i>Local DRRM Assistant</i> <i>MDRRM OFFICE</i> |
| | 2.4. Evaluation | None | 1 Hour | <i>Local DRRM Assistant</i> <i>MDRRM OFFICE</i> |

3. EMERGENCY RESPONSE TRAINING

This service aims to equip the public and private sectors with knowledge, proper attitude, skills, and know-how on what to do in case of emergency incidents and natural or man-made disasters. Further, such training enhances the adeptness of those who already have knowledge and skills.

| | | | | |
|-----------------------------------|---|---------------------------|------------------------|--|
| Office of Division: | Municipal Disaster Risk Reduction and Management Office (MDRRMO) | | | |
| Classification: | Complex and Highly Technical | | | |
| Type of transaction: | G2C – for government services whose client is the transacting public G2B – for government services whose client is a business entity G2G – for government services whose client is a government employee or another government agency | | | |
| Who may avail: | Public and private sectors | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Letter of request | | From the requesting party | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Sign in to the Client Log Book | 1. Give the Log Book to the client | None | 1 minute | <i>Local DRRM Assistant</i> <i>MDRRM OFFICE</i> |
| 2. Submit the required documents | 2.1. Receive the required documents | None | 1 minute | <i>Local DRRM Assistant</i> <i>MDRRM OFFICE</i> |



| | | | | |
|--|--|------|----------|--|
| | and check for accurateness | None | 1 minute | <i>Local DRRM Assistant MDRRM OFFICE</i> |
| | 2.2. Validation and confirmation of Schedule | None | 4 Hours | <i>Local DRRM Assistant MDRRM OFFICE</i> |
| | 2.3. Conduct of Emergency Response Training | | | |
| | 2.4. Evaluation | None | 1 Hour | <i>Local DRRM Assistant MDRRM OFFICE</i> |

4. PUBLIC SAFETY ASSISTANCE

This service aims to assist the public in their programs, projects, or activities to ensure the safety and protection of the participants and the general public.

| | | | | |
|-----------------------------------|---|---------------------------|------------------------|--|
| Office of Division: | Municipal Disaster Risk Reduction and Management Office (MDRRMO) | | | |
| Classification: | Complex and Highly Technical | | | |
| Type of transaction: | G2C – for government services whose client is the transacting public G2B – for government services whose client is a business entity G2G – for government services whose client is a government employee or another government agency | | | |
| Who may avail: | Public and private sectors | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Letter of request | | From the requesting party | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Sign in to the Client Log Book | 1. Give the Log Book to the client | None | 1 minute | <i>Local DRRM Assistant MDRRM OFFICE</i> |



| | | | | |
|----------------------------------|--|------|---|---|
| | | | | |
| 2. Submit the required documents | 2.1. Receive the required documents and check for accurateness | None | 1 minute | <i>Local DRRM Assistant MDRRM OFFICE</i> |
| | 2.2. Validation and confirmation of Schedule | None | 1 minute | <i>Local DRRM Assistant MDRRM OFFICE</i> |
| | 2.3. Conduct of Public Safety Assistance | None | Depending on the length of time the program or activity will last | <i>Local DRRM Assistant MDRRM OFFICE & Emergency Responders on-duty</i> |

5. EMERGENCY RESPONSE/RESCUE OPERATIONS

This service is a responsive operation wherein, in an emergency situation the person must be removed from danger and returned to safety. This aims to assist the public by means of saving a life or preventing them from injury during an incident or dangerous situation thru assessment, application of first aid, and thereafter bringing them to the nearest hospital.



| | | | | |
|---|---|------------------------|---|--|
| Office of Division: | Municipal Disaster Risk Reduction and Management Office (MDRRMO) | | | |
| Classification: | Complex and Highly Technical | | | |
| Type of transaction: | G2C – for government services whose client is the transacting public G2B – for government services whose client is a business entity G2G – for government services whose client is a government employee or another government agency | | | |
| Who may avail: | The whole community of Maribojoc | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| None | | None | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Report the incident by calling the emergency hotline | 1.1. Receive the call from the client. | None | 1 minute | Communication In-charge on-duty & Emergency Responders on-duty |
| | 1.2. Verification of call by asking for the details of the incident and its whereabouts | None | 2 minutes | |
| | 1.3 Respond to the incident | None | Depends on the severity of the incident | |
| 2. Received calls for patient transport service | 2.1. Receive the call from the client. | None | 1 minute | Communication In-charge on-duty & Emergency Responders on-duty |
| | 2.2. Verification of call by asking for the details of the patient and his/her whereabouts | None | 2 minutes | |



| | | | | |
|--|---------------------------------------|--------|----------------------------------|--|
| | 2.3 Transport patient to the hospital | 200.00 | Depends on the traffic situation | |
|--|---------------------------------------|--------|----------------------------------|--|

6. Issuance of certification of hazards

The process of evaluating and verifying the risks and dangers associated with a particular activity, product, or environment, and officially recognizing the level of hazard it poses. It involves assessing potential threats, analyzing the likelihood and severity of harm, and determining the necessary precautions or control measures to mitigate those risks.

| | | | | |
|--------------------------------------|---|---|------------------------|--|
| Office of Division: | Municipal Disaster Risk Reduction and Management Office (MDRRMO) | | | |
| Classification: | Complex and Highly Technical | | | |
| Type of transaction: | G2C – for government services whose client is the transacting public G2B – for government services whose client is a business entity G2G – for government services whose client is a government employee or another government agency | | | |
| Who may avail: | The whole community of Maribojoc | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Picture of hazardous object | | At the location of the hazardous object | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Report the hazardous tree | 1. Check and verify the request | None | 1 minute | <i>Local DRRM Assistant MDRRM OFFICE</i> |
| 2. Submit the means for verification | 2.1 Checked and verify the submitted documents | None | 1 minute | <i>Local DRRM Assistant MDRRM OFFICE</i> |
| | 2.2. Issue certification to the client | 30.00 | 2 minutes | |



7. Issuance of certification of Barangay Disaster Risk Reduction and Management Plan Review

The process of assessing and evaluating the effectiveness, completeness, and relevance of a barangay's disaster risk reduction and management (DRRM) plan. The barangay, which is the smallest administrative division in the Philippines, is responsible for implementing measures to reduce the impact of disasters and ensure the safety of its residents.

| | | | | |
|---|---|-----------------------------------|------------------------|--|
| Office of Division: | Municipal Disaster Risk Reduction and Management Office (MDRRMO) | | | |
| Classification: | Complex and Highly Technical | | | |
| Type of transaction: | G2C – for government services whose client is the transacting public G2B – for government services whose client is a business entity G2G – for government services whose client is a government employee or another government agency | | | |
| Who may avail: | The 22 barangays of Maribojoc | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Barangay DRRM Plan 2. Barangay Annual Investment Plan | | At their respective barangay hall | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Present and submit the barangay DRRM plan and annual investment plan | <ul style="list-style-type: none"> Review updated barangay DRRM plan Review the barangay annual investment plan | None | 30 minutes | <i>Local DRRM Assistant MDRRM OFFICE</i> |
| | <ul style="list-style-type: none"> Issue certification to the client | None | 1 minute | <i>Local DRRM Assistant MDRRM OFFICE</i> |



MUNICIPAL AGRICULTURE OFFICE

External Services



1. AVAILMENT OF ANIMAL DISPERSAL

This program aims to provide livelihood assistance to the farmers through dispersal program of livestock animals like cattle, carabao, goat, swine, and chicken which can helped the farmers increased their income.

| Office or Division: | Municipal Agriculture Office (MAO) | | | |
|--|---|------------------------------|-----------------|--|
| Classification: | Simple | | | |
| Type of Transaction: | G2C-Government to Client | | | |
| Who may avail: | Farmers registered in RSBSA which is also a resident in Maribojoc | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| a. Registered Farmer in the Registry System for Basic Sector in Agriculture (RSBSA) b. Bonafide Resident of Maribojoc c. 2 copies of 2x2 picture d. Cedula e. Livestock Dispersal Application Form | | Municipal Agriculture Office | | |
| CLIENT'S STEP | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE |
| 1. Fill – up Application Form | 1. Verify if the farmer is RSBSA registered | None | 30 minutes | AI Technician Municipal Agriculture |
| 2. Submit application forms with all the requirements | 2. Check the completeness of the submitted documents | None | | |
| 3. Wait for notice from MAO's staff for an available offspring to be dispersed | 3. Inform the applicant for an offspring ready for dispersal | None | | |



2. IMPOUNDING/ELIMINATION OF STRAY DOGS

This is to impound unregistered, stray, or unvaccinated dogs and kept in LGU's designated Dog Pound. Impounded dogs not claimed after three days from the dog pound shall be placed for adoption or elimination.

| | | | | |
|--|---|------------------------------|------------------------|---|
| Office or Division: | Municipal Agriculture Office (MAO) | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | G2C-Government to Client | | | |
| Who may avail: | Bonafide Resident of Maribojoc | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Bonafide Resident of Maribojoc | | Municipal Agriculture Office | | |
| CLIENT'S STEP | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE |
| 1. Inform MAO staff of the whereabouts of the stray dogs | 1.1 Validate the actual situation | None | 30 minutes | Livestock Technician - Municipal Agriculture Office |
| | 1.2 Conduct dog catching operation | None | | |
| | 1.3 Secure the captured animal at the Municipal Dog Pound Building for proper disposition | None | | |



3. ANIMAL HEALTH ASSISTANCE SERVICES AND AVAILMENT OF SUBSIDIZED VETERINARY MEDICINES

This service is to assist the livestock owners to identify the health status of the affected animals and provide necessary veterinary medicine to be administered.

| | | | | |
|--|--|---|------------------------|---|
| Office or Division: | Municipal Agriculture Office (MAO) | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C-Government to Client | | | |
| Who may avail: | Registered Farmer in RSBSA which is also a resident of Maribojoc | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| a. Registered Farmer in the Registry System for Basic Sector in Agriculture (RSBSA) b. Bonafide Resident of Maribojoc c. Livestock Owner | | Municipal Agriculture Office | | |
| CLIENT'S STEP | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE |
| 1. Inform the Livestock Technician /MAO staff on the health status of the animal. | 1. Inspect and verify the actual health condition of the affected animal | None | 30 minutes | Livestock Technician - Municipal Agriculture Office |
| 2. Proceed to the Treasurer's Office for the payment of fees | 2. Advice the client to pay first the fees to the cashier | PHP57.50 for 200 grams of Cecical PHP11.75 for 1 ml of Belamyl | | |



| | | | | |
|---|--|--|--|--|
| 3. Present Official receipt to the MAO staff for verification | 3. Recommend the necessary veterinary medicines to be administered | Vitamin B complex PHP1.25 per 1 ml of Albendazole | | |
|---|--|--|--|--|

4. ARTIFICIAL INSEMINATION FOR LARGE ANIMALS

This service is to provide Artificial Insemination Assistance to livestock raisers in Maribojoc specifically large ruminants: cattle and carabao during the peak of animal's heat period. Artificial insemination is one of the most important reproductive technologies which reduces the incidence of sexually transmitted diseases among cattle.

| | | | | |
|--|--|------------------------------|------------------------|----------------------------|
| Office or Division: | Municipal Agriculture Office (MAO) | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | G2C-Government to Client | | | |
| Who may avail: | Registered Farmer in RSBSA which is also a resident of Maribojoc | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| a. Registered Farmer in the Registry System for Basic Sector in Agriculture (RSBSA) b. Bonafide Resident of Maribojoc c. Livestock Animal Raiser | | Municipal Agriculture Office | | |
| CLIENT'S STEP | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE |



| | | | | |
|--|--|------|---------------------|---|
| 1. Inform the AI Technician of the heat/estrus index of the animal | 1. Validate/Check the peak of the animal's heat period | None | 30 minutes – 1 hour | Livestock Technician - Municipal Agriculture Office |
| 2. Prepare an "ipitan" on where the animal be secured during the conduct of Artificial Insemination. | 2. Prepare the necessary tools for AI | None | | |
| 3. Monitor the progress of the animal | 3. Conduct AI on the animal | None | | |

5. DOG REGISTRATION/VACCINATION

This is to ensure that all dog population of Maribojoc should be registered and vaccinated. Dog vaccination is necessary to easily identify the breed and pet owners. Dog vaccination is also important to prevent diseases that can be passed between animals and also from animals to human such as rabies and distemper.

| | |
|-----------------------------|------------------------------------|
| Office or Division: | Municipal Agriculture Office (MAO) |
| Classification: | Simple |
| Type of Transaction: | G2C-Government to Client |
| Who may avail: | Bonafide Resident of Maribojoc |



| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
|---|--------------------------------------|------------------------------|-----------------|---|
| Bonafide Resident of Maribojoc | | Municipal Agriculture Office | | |
| CLIENT'S STEP | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE |
| 1. Present the unvaccinated dog to the MAO staff | 1. Fill –up the dog vaccination card | None | 30 minutes | AI Technician & Livestock Technician - Municipal Agriculture Office |
| 2. Answer the interview questions regarding the dog's information (name, age, breed, color etc. | 2. Conduct dog vaccination | None | | |
| 3. Secure and Safekeep the dog vaccination card | | None | | |



6. CROP PRODUCTION SERVICES

This service is to assist the farmers who wants to avail crop production service through farm validation, farm layouting, farm budget and recommend the best agri-production management and cultural practices.

| | | | | |
|---|--|------------------------------|------------------------|---|
| Office or Division: | Municipal Agriculture Office (MAO) | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C-Government to Client | | | |
| Who may avail: | Registered Farmer in RSBSA which is also a resident of Maribojoc | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Registered Farmer in RSBSA which is also a resident of Maribojoc | | Municipal Agriculture Office | | |
| CLIENT'S STEP | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE |
| 1. Inform the MAO staff for your intention to avail of the various agricultural production services | 1.1 Validate the location of the farm | None | 30 minutes | HVCDP Technician Designate – Municipal Agriculture Office |
| | 1.2 Recommend for a planting plan/farm lay out | None | | |
| | 1.3 Suggest/Recommend for the proper agri production management/cultural practices | None | | |



7. DISTRIBUTION OF PLANTING MATERIALS

The Municipal Agriculture office of Maribojoc distributes various planting materials like seeds and seedlings of various fruits and vegetables. This service aims to produce and distribute high quality planting materials to improve crop varieties and cultivars as well as promote food security and sustainability.

| | | | | |
|--|---|------------------------------|------------------------|--|
| Office or Division: | Municipal Agriculture Office (MAO) | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C-Government to Client | | | |
| Who may avail: | Registered Farmer in RSBSA which is also a resident of Maribojoc | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Registered Farmer in RSBSA which is also a resident of Maribojoc | | Municipal Agriculture Office | | |
| CLIENT'S STEP | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE |
| 1. Inform the MAO staff for your intention to avail of the various planting materials available (fruit trees, vegetable seedlings) | 1.1 Validate the location of the farm 1.2 Recommend for a planting plan/lay out 1.3 Recommend proper agricultural practices | None | 30 minutes | <i>HVCDP Technician Designate – Municipal Agriculture Office</i> |



8. ISSUANCE OF CERTIFICATION AS REGISTERED FISHERFOLKS

Prior to issuance of Certificate as Registered Fisherfolk, the applicant must be registered first in the Municipal Fishery Profile, FISHR system of BFAR and RSBSA system of DA. This registry systems are important as it will be the basis for project beneficiaries.

| | | | | |
|---|--|------------------------------|------------------------|---|
| Office or Division: | Municipal Agriculture Office (MAO) | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C-Government to Client | | | |
| Who may avail: | Fisherfolk which is a bonafide resident of Maribojoc | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| a. Bonafide Resident of Maribojoc b. Photocopy of Valid ID c. 2x2 picture d. Registration form | | Municipal Agriculture Office | | |
| CLIENT'S STEP | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE |
| 1. Inform the Fishery Technician of your intention to apply for fisherfolks registration | 1. Fill – up the Fisherfolk Registration Form | None | 30 minutes | <i>Fishery Technician</i> - Municipal Agriculture Office |



| | | | | |
|-----------------------------------|---|------|--|--|
| 2. Submit the requirements needed | 2.1 Validate the completeness of the submitted requirements | None | | |
| | 2.2 Upload the fisherfolk information to the FishR database | None | | |

9. ISSUANCE OF FREE (PCIC – RSBSA) INSURANCE PROGRAM

The Municipal Agriculture Office provide assistance to farmers and fisherfolk who wants to avail insurance program of Philippine Crop Insurance Corporation (PCIC) for free. There are seven major insurance product lines of PCIC which are as follows: rice, corn, high value crops, livestock, fishery, non-crop agricultural asset and term insurance packages.

| | | | | |
|--|--|------------------------------|------------------------|----------------------------|
| Office or Division: | Municipal Agriculture Office (MAO) | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C-Government to Client | | | |
| Who may avail: | Fisherfolk/Farmers which is a bonafide resident of Maribojoc | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| a. Registered Farmer in the Registry System for Basic Sector in Agriculture (RSBSA) b. Bonafide Resident of Maribojoc | | Municipal Agriculture Office | | |
| CLIENT'S STEP | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE |



| | | | | |
|---|--|------|------------|--|
| 1. Inform the MAO staff of your intention to apply for crop and livestock insurance | 1. Verify if the farmer is RSBSA registered | None | 30 minutes | <p><i>Rice Technician, HVCDP Technician Designate, Fishery Technician, and Livestock Technician - Municipal Agriculture Office</i></p> |
| 2. Answer the important question ask about the crops or livestock you are planning to be insured <i>For Crops: 1. Estimated date of sowing, estimated date of planting, farm size, etc. For Livestock: Age, Gender and Color of the Animal For Motorized and Non Motorized Boats: Dimension(Height, Length, Width, Engine Make, Engine Capacity, Color</i> | 2. Fill – up the PCIC Insurance Application Form | None | | |
| 3. Keep a copy of the application form | 3. Submit the application forms to the PCIC Office | None | | |



10. DIVISION OF LIVELIHOOD PROJECTS

This service is to provide livelihood assistance to farmers and fisherfolk through registered People's Organization or Cooperative.

| | | | | |
|--|---|------------------------------|------------------------|--|
| Office or Division: | Municipal Agriculture Office (MAO) | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | G2C-Government to Client | | | |
| Who may avail: | Fisherfolk/Farmers/POs/Coop which is a bonafide resident of Maribojoc | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| a. Duly Registered and Recognized People's Association and Cooperatives b. Bonafide Resident of Maribojoc c. Application Forms | | Municipal Agriculture Office | | |
| CLIENT'S STEP | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE |
| 1. Inform the MAO staff/Livelihood Focal Person of the intention to avail of the different livelihood projects that are available | 1. Verify if the association/cooperative is a duly registered and recognized by the LGU and other Government Agencies | None | 30 minutes | Agricultural Technologist - Municipal Agriculture Office |
| 2. Submit all the necessary required documents for verification | 2. Fill – up the necessary application forms | None | | |



| | | | | |
|---|---|------|--|--|
| | | | | |
| 3. Wait for the approval of the application | 3.1 Submit project proposal for budget funding 3.2 Notify the beneficiary/applicant on the status of the application 3.3 Implement and monitor the livelihood project | None | | |



GENERAL SERVICES OFFICE

Internal Services



1. PROCURING GOODS QUALITY SUPPLIES AND EQUIPMENT

Accommodate the entire LGU of Maribojoc and serve the different offices of this municipality.

| Office of Division: | General Services Office | | | |
|--|--|-----------------|--|---|
| Classification: | Simple | | | |
| Type of Transaction: | G2G - Government to Government | | | |
| Who may avail: | The different Offices of the entire LGU | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| CLIENT'S STEP | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE |
| 1. Numbering of Purchase Request and Purchase Order | Each office may bring their prepared purchase request and purchase ordered to be numbered. | NONE | 5 minutes | <i>Supervising Property and Supply Officer</i> GSO <i>Office Staff</i> GSO |
| 2. Inspection of Items delivered procured by different Offices | Purchase order must present for inspection of items purchased | NONE | Depend upon the no. of items delivered | <i>Supervising Property and Supply Officer</i> GSO <i>Admin Aide II – GSO</i> <i>Inspectorate</i> GSO |
| 3. Picturing the Items Delivered | Purchase order to identify the items delivered | NONE | 15 minutes | <i>Supervising Property and Supply Officer</i> GSO <i>Admin Aide II – GSO</i> <i>Inspectorate</i> GSO |
| 4. Putting of Inventory/ Government Property Tag | Inventory tag and list of items with their amount and date of purchase | NONE | 5 minutes | <i>Supervising Property and Supply Officer</i> GSO <i>Office Staff</i> GSO |



| | | | | |
|---|--|------|---|--|
| 5. Indexing of items procured | Delivery receipt index card needed per items | NONE | 5 minutes | Supervising Property and Supply Officer GSO Admin Aide II – GSO Inspectorate GSO |
| 6. Issuance of acknowledgement receipt to the end user for the safekeeping of furniture and equipment's purchase | Purchase order to determine the actual price | NONE | No specific time | Supervising Property and Supply Officer GSO Office Staff GSO |
| 7. Conduct physical count of property plant and equipment before the end of the year, of all items own/procured, donations, etc. land, building, vehicles, heavy equipment. | List of items per office must show to identify if it is serviceable or unserviceable | NONE | It last for a month for recording, compilation and submitted to the offices concerned | Supervising Property and Supply Officer GSO Admin Aide II – GSO Inspectorate GSO |
| 8. Does other related works | As needs arises | NONE | As needs arises | Office Staff GSO |



MUNICIPAL ENGINEERING OFFICE

External Services



1. BUILDING PERMIT

A document issued by the Building Official (BO) to an owner/applicant to proceed with the construction, installation, addition, alteration, renovation, conversion, repair, moving, demolition or other work activity of a specific project/building/structure or portions thereof after the accompanying principal plans, specifications and other pertinent documents with the duly notarized application are found satisfactory and substantially conforming with the National Building Code of the Philippines (the Code) and its Implementing Rules and Regulations (IRR).

| Office or Division: | Office Of Municipal Engineer |
|---|--|
| Classification: | Simple |
| Type of transaction: | G2C - Government To Client, G2G - Government to Government |
| Who may avail: | Public and Private |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| 1. Latest Tax Declaration / Title If Sale - Deed of Absolute Sale If you are not the owner - Affidavit of Consent Notarized 2. Latest Tax Receipt – Resibo sa Pagbuhis 3. Community Tax Certificate - Cedula 4. Plans complete set w/ signed & seal , attach the following: a.) Application Forms : Bldg. Permit Form, Electrical Form, Plumbing Form b.) Architectural Details c.) Structural Details d.) Bill of Materials & Estimates e.) Vicinity Map f.) Site Development Plan w/ detailed setback measurement g.) Lot Technical Description (DENR) Cortes - Below 50 Sq. Mtrs. Bond Paper Only - Above 50 Sq. Mtrs. Blue Print | *Assessor's Office, DENR, ROD *Private Lawyer *Private Lawyer *MTO *Barangay / Municipal Treasurer's Office (MTO) *Municipal Engineering Office *Architect/Civil Engineer *Architect/Civil Engineer/Structural Engineer *Architect/Civil Engineer *Assessor's Office *Architect/Civil Engineer *DENR Cortes |



| <p>- Two storey above will require a Structural Analysis</p> <p>- Soil Analysis required more than 1 storey</p> <p>5. Barangay Clearance</p> <p>6. 2 pcs. Brown Envelope</p> <p>7. DPWH Clearance -If the construction is located along the National Highway</p> <p>8. MENRO Certification for planting of trees</p> <p>9. Construction Safety and Health Program signed by D.O.L.E</p> <p>10. Application of Zoning</p> | | | | |
|---|--|---------------------------------|-----------------|-----------------------------------|
| <p>*Structural Engineer</p> <p>*Horizon Civil Engineering Testing Laboratory @ 8W9G, Mandaue City, Cebu</p> <p>*Concerned Barangay Hall</p> <p>*DPWH located at MV7C+26G, Rajah Sikatuna Ave, Dao, Tagbilaran City, Bohol</p> <p>*MENRO</p> <p>*D.O.L.E</p> <p>*MPDC Office second floor at main Municipal Bldg.</p> | | | | |
| CLIENT'S STEP | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. File - Engineering Office | 1. Assisted by the Building Official Staff | Line & Grade - meters x ₱3.20 | 5 days | Administrative Aide II MEO |
| | | Bldg./Structure - Area x ₱12.00 | | |
| 2. Receipt of Order of Payment – Engineering Office | 2. Assisted by the Building Official Staff | Plumbing Fee - 120 Every ST. | | |
| | | Electrical Fee - KHW x ₱2.40 | | |
| 3. Payment – Treasurer's Office | 3. Assisted by the assigned staff in MTO | Police Hazard Fee - ₱20.00 | | |
| | | Certification - ₱50.00 | | |
| 4. Claim of Building Permit – Engineering Office | 4. Assisted by the Building Official Staff | Inspection Fee - Area x ₱6.00 | | |



2. OCCUPANCY PERMIT

No building or structure shall be used or occupied and no change in the existing use or occupancy classification of a building or structure or portion thereof shall be made until the Building Official has issued a Certificate of Occupancy therefor as provided in this Code. A Certificate of Occupancy shall be issued by the Building Official within thirty (30) days if after final inspection and submittal of a Certificate of Completion referred to in the preceding Section, it is found that the building or structure complies with the provisions of this Code. The Certificate of Occupancy shall be posted or displayed in a conspicuous place on the premises and shall not be removed except upon order of the Building Official. The non-issuance, suspension and revocation of Certificates of Occupancy and the procedure for appeal therefrom shall be governed in so far as applicable, by the provisions of Section 306.

| | | | | |
|--|--|-----------------------------|-----------------|--------------------|
| Office or Division: | Office Of Municipal Engineer | | | |
| Classification: | Simple | | | |
| Type of transaction: | G2C - Government To Client, G2G - Government to Government | | | |
| Who may avail: | Public and Private | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. 3 copies of Certificate of Completion, duly notarized | | *Architect / Civil Engineer | | |
| 2. Construction Logbook signed and sealed by the Owner's Architect or Civil Engineer who undertook full-time inspection and supervision. | | | | |
| 3. As-Built Plans signed and sealed by the Owner's Architect or Civil Engineer who undertook full-time inspection and supervision. | | | | |
| 4. 1 photocopy of the valid licenses of all involved Professionals | | | | |
| 5. Captioned photographs of Site and Completed Building/Structure showing front, sides and rear areas. | | | | |
| 6. Yellow Card issued by the Electrical Service Provider | | | | |
| CLIENT'S STEP | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |



| | | | | |
|---|--|--|--------|--------------------------------------|
| 1. File - Engineering Office | 1. Assisted by the Building Official Staff | Occupancy Fee - 200 minimum ,800 Every 1 million | 5 days | Administrative Aide // MEO |
| 2. Receipt of Order of Payment – Engineering Office | 2. Assisted by the Building Official Staff | | | |
| 3. Payment – Treasurer's Office | 3. Assisted by the assigned staff in MTO | | | |
| 4. Claim of Occupancy Permit – Engineering Office | 4. Assisted by the Building Official Staff | | | |

3. FENCING PERMIT

All concerned citizen are required to secure Fencing Permit before fencing be made as required under the National Building Code of the Philippines (P.D. 1096)

| Office or Division: | Office Of Municipal Engineer |
|--|---|
| Classification: | Simple |
| Type of transaction: | G2C - Government To Client, G2G - Government to Government |
| Who may avail: | Public and Private |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| 1. Latest Tax Declaration / Title If Sale - Deed of Absolute Sale If you are not the owner - Affidavit of Consent Notarized 2. Latest Tax Receipt – Resibo sa Pagbuhis 3. Community Tax Certificate - Cedula 4. Plans complete set w/ signed & seal , attach the following: a.) Application Forms : Fencing Permit Form b.) Architectural Details c.) Structural Details d.) Bill of Materials & Estimates | *Assessor's Office, DENR, ROD *Private Lawyer *Private Lawyer *MTO *Barangay / Municipal Treasurer's Office (MTO) *Municipal Engineering Office *Architect/Civil Engineer *Architect/Civil Engineer *Architect/Civil Engineer |



| e.) Vicinity Map f.) Site Development Plan w/ Technical Description 5. Barangay Clearance 6. 2 pcs. Brown Envelope 7. DPWH Clearance -If the construction is located along the National Highway 8. Application of Zoning | | *Assessor's Office *Architect/Civil Engineer *Concerned Barangay Hall *DPWH located at MV7C+26G, Rajah Sikatuna Ave, Dao, Tagbilaran City, Bohol *MPDC Office second floor at main Municipal Bldg. | | |
|--|--|--|-----------------|--|
| CLIENT'S STEP | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. File - Engineering Office | 1. Assisted by the Building Official Staff | Linear -meters x ₱7.00 | 5 days | <i>Administrative Aide II</i> MEO |
| 2. Receipt of Order of Payment – Engineering Office | 2. Assisted by the Building Official Staff | Inspection Fee - meters x ₱4.00 | | |
| 3. Payment – Treasurer's Office | 3. Assisted by the assigned staff in MTO | Certification - ₱50.00 | | |
| 4. Claim of Fencing Permit – Engineering Office | 4. Assisted by the Building Official Staff | Police Hazard Fee - ₱20.00 | | |

4. EXCAVATION PERMIT

All concerned citizen are required to secure Excavation Permit before any excavation on streets/sideways/site development to be done as required under the National Building Code of the Philippines (P.D. 1096)

| | | | |
|---|------------------------------|--|--|
| Office or Division: | Office Of Municipal Engineer | | |
| Classification: | Simple | | |
| Type of transaction: | G2C - Government To Client | | |
| Who may avail: | Public and Private | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | |
| 1. Latest Tax Declaration / Title If Sale - Deed of Absolute Sale | | *Assessor's Office, DENR, ROD *Private Lawyer | |



| <p>If you are not the owner - Affidavit of Consent Notarized</p> <p>2. Latest Tax Receipt – Resibo sa Pagbuhis</p> <p>3. Community Tax Certificate - Cedula</p> <p>4. Application Form: Excavation Permit</p> <p>5. Site Development Plan</p> <p>6. Profile Plan</p> <p>7. Total Volume Derivation</p> <p>8. Bill of Materials and Estimates</p> <p>9. Barangay Clearance</p> <p>10. Vicinity Map</p> <p>11. 2 pcs Brown Envelope</p> | | | | |
|---|--|-------------------------------|-----------------|---|
| <p>*Private Lawyer</p> <p>*MTO</p> <p>*Barangay / Municipal Treasurer's Office (MTO)</p> <p>*Municipal Engineering Office</p> <p>*Architect/Civil Engineer</p> <p>*Civil Engineer</p> <p>*Civil Engineer</p> <p>*Architect/Civil Engineer</p> <p>*Concerned Barangay</p> <p>*Architect/Civil Engineer</p> | | | | |
| CLIENT'S STEP | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. File - Engineering Office | 1. Assisted by the Building Official Staff | Cubic Meter - x ₱12.50 | 5 days | <p><i>Administrative Aide II</i></p> <p>MEO</p> |
| 2. Receipt of Order of Payment – Engineering Office | 2. Assisted by the Building Official Staff | Certification - ₱50.00 | | |
| 3. Payment – Treasurer's Office | 3. Assisted by the assigned staff in MTO | Police Hazard Fee - ₱20.00 | | |
| 4. Claim of Excavation Permit – Engineering Office | 4. Assisted by the Building Official Staff | Inspection Fee - Area x ₱4.00 | | |



MUNICIPAL WATERWORKS MANAGEMENT SERVICES OFFICE

External Services



1. NEW WATER SERVICE CONNECTION APPLICATION

Installation of the new water service connection provided by the Maribojoc Waterworks Services Management Office and guided by Waterworks service connection existing policy.

| | | | | |
|---|---|-------------------------------------|------------------------|-----------------------------------|
| Office of Division: | Waterworks Office | | | |
| Classification: | Simple and/ or Highly Technical (Complex) | | | |
| Type of Transaction: | G2C- Government to Citizen; G2B- Government to Business; G2G Government to Government | | | |
| Who may avail: | All ; Consumers | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Duly Filled-Out Application for Water Service Connection. | | Waterworks Office | | |
| 2. Residence Certificate | | Municipal Office, Barangay | | |
| 3. Sketch of Location | | Client | | |
| 4. Special Power of Attorney (SPA), in case of absence of the principal (Notarized) | | Citizen or client being represented | | |
| 5. Processing Fee | | Municipal Treasurers Office | | |
| CLIENT'S STEP | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE |
| 1. Submit the Fully Accomplished MWSMO Application Form and Requirements | 1.1 Verify the identity of the applicant 1.2 Check the Completeness of the application form and requirements 1.3 Prepare the MWSMO Contract 1.4 Explains the content of the contract and MWSMO Consumer's Obligation | None | 30 minutes | Office Staff Waterworks Office |



| | | | | |
|--|---|----------|------------|--|
| 2. Wait for the MWSMO Technician/ Inspector | 2.1 Inspects the location where the water service connection will be installed 2.2 Inform the applicant for applications approval; 2.3 Process payment fees | None | 1 day | Inspector; Technician Waterworks Office |
| 3. Payment of Fees | Pays the Registration Fee at the Municipal Treasurers Office (MTO) | P 300.00 | 30 minutes | Clerk Municipal Treasurer's Office |
| 4. Present Proof of Payment | 4.1 Lists/ Issues Fittings needed for Installation purposes. (Applicant procures materials for their connection) 4.2 Informs MWSMO Policy | None | 30 minutes | Office Staff Waterworks Office |
| 5. Wait for the Installation team for the Installation | Install Water Service Connection | None | 1 hour | Installation Team Waterworks Office |



2. RECONNECTION OF WATER SERVICE CONNECTION

Reconnection refers to the reinstallation of the water service connection of the previously pulled out water meter after paying applicable fees.

| | | | | |
|---|--|------------------------------|------------------------|--|
| Office of Division: | Waterworks Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C- Government to Citizen; G2B- Government to Business; G2G Government to Government | | | |
| Who may avail: | All ; Consumers | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Official Receipt of Client | | Municipal Treasurer's Office | | |
| 2. Application of Reconnection | | Waterworks Office | | |
| CLIENT'S STEP | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE |
| 1. Request Reconnection at MWSMO Office | Check/ Verify the Status of the Account | None | 10 minutes | <i>Technician</i> Waterworks Office |
| 2. Payment of water arrears | 2.1 Issues Original Copy of Receipt 2.2 Issues Re-Opening Fee Receipt | Amount Due | 10 minutes | <i>Clerk</i> Municipal Treasurer's Office |
| 3. Payment of the Re-opening fee | Issues Original Copy of Receipt | P200.00 | 10 minutes | <i>Clerk</i> Municipal Treasurer's Office |
| 4. Present Official Receipt for the Re-opening and Wait to re-open the Connection | 4.1 Prepares / Record Application for Reconnection 4.2 Re- Connect water service Connection | None | 1 hour | <i>Maintenance Team</i> Waterworks Office |



3. Disconnection of Water Service Connection

Voluntary Disconnection refers to the closing of the valve meter as per request by the consumer and the account will not be billed for the next billing period.

| | | | | | |
|--|---|--------------------------|-----------------------------|--|--|
| Office of Division: | Waterworks Office | | | | |
| Classification: | Simple and/ or Highly Technical (Complex) | | | | |
| Type of Transaction: | G2C- Government to Citizen; G2B- Government to Business; G2G Government to Government | | | | |
| Who may avail: | All ; Consumers | | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | | |
| Request Form (Voluntary Disconnection) | | | Maribojoc Waterworks Office | | |
| CLIENT'S STEP | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE | |
| 1. Request for Disconnection at MWSMO Office | Check/ Verify Consumer's Account | None | 5 minutes | Staff Waterworks Office | |
| 2. Fill Up Voluntary Disconnection Form | Check / Verify Consumers Account | None | 5 minutes | Staff Waterworks Office | |
| 3. Pay the amount stated in the account | Process Payments and issue Original Receipt | As stated in the account | 5 minutes | Clerk Municipal Treasurer's Office | |
| 4. Present the Receipt to Waterworks Staff | Prepare for Close Valve | None | 15 minutes | Maintenance, Technician Waterworks Office | |



4. REQUEST FOR CHANGE NAME

Can be requested by the new owner of the property, in case of acquisition or due to the death of the account holder.

| | | | |
|---|---|--|--|
| Office of Division: | Waterworks Office | | |
| Classification: | Simple | | |
| Type of Transaction: | G2C- Government to Citizen; G2B- Government to Business; G2G Government to Government | | |
| Who may avail: | All ; Consumers | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | |
| 1. Application for Change Name | | MARIBOJOC WATERWORKS SERVICES MANAGEMENT OFFICE | |
| 2. Photocopy of any of the following government-issued ID: a. .Driver’s License b. Passport c. Voter’s ID d. Voter’s Certificate e. SSS ID f. Sr Citizen’s ID g. PWD ID h. Postal ID i. Barangay Certificate If Deceased, Photocopy of Death Certificate ; Proof of Affiliation Photocopy of Birth Certificate or Marriage Certificate | | LTO DFA COMELEC SSS LGU- OSCA LGU- MSWD POST OFFICE Barangay Registrar | |
| 3. Proof of Ownership of the Property (Land Title, Deed of Sale, Building Permit | | Provided by the Client | |
| 4. Community Tax Certificate | | Provided by the Client | |
| 5. Proof of Occupancy(Tenant) such as Contract of Lease/ Rent | | Provided by the Client | |



| 6. Affidavit of Waiver from Previous Property Owner | | Provided by the Client (Notarized) | | |
|--|--|-------------------------------------|-----------------|---------------------------------------|
| 7. Payment of Fee | | Municipal Treasurers Office | | |
| CLIENT'S STEP | AGENCY ACTION | FEEES TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE |
| 1. Fill- up a Request form for Change Name Submit Necessary Requirements | 1.1Interview Evaluate Requirements 1.2Prepares Application for Change of Name and Contract | None | 15 minutes | Staff Waterworks Office |
| 2. Payment of Fees | Issues Original Receipt | P200.00 | 10 minutes | Clerk Municipal Treasurer's Office |
| 3. Attend Maribojoc Waterworks Orientation | 2.1Orient new consumers for Maribojoc Waterworks Policy 2.1 Change the old Account Name to the new account name in the Billing and Collection Section | None | 15 minutes | Staff Waterworks Office |



5. SERVICE REQUEST- LOW PRESSURE/ NO WATER

Can be requested by the consumer who experiences low pressure / no water.

| | | | | |
|---|--|------------------------|------------------------|--|
| Office of Division: | Waterworks Office | | | |
| Classification: | Simple and/ or Highly Technical (Complex) | | | |
| Type of Transaction: | G2C- Government to Citizen; G2B- Government to Business; G2G Government to Government | | | |
| Who may avail: | All ; Consumers | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| N/A | | N/A | | |
| CLIENT'S STEP | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE |
| 1. Request check of Low Pressure or No Water at Maribojoc Waterworks Office | 1.1 Check/verify the status of account 1.2 Prepare for checking of low-pressure or no water | None | 5 minutes | <i>Maintenance Team</i> Waterworks Office |
| 2. Coordinate with the Maribojoc Waterworks Maintenance | Check/ Repair the causes of low pressure / no water | None | 45 minutes | <i>Maintenance Team</i> Waterworks Office |

6. METER READING & DISTRIBUTION OF STATEMENT OF ACCOUNT

Reading of consumer's monthly consumption, Distribution of Statement of Accounts and Notices.

| | |
|-----------------------------|---|
| Office of Division: | Waterworks Office |
| Classification: | Simple and/ or Highly Technical (Complex) |
| Type of Transaction: | G2C- Government to Citizen; G2B- Government to Business; G2G Government to Government |



| Who may avail: | All ; Consumers | | | |
|--|--|-----------------|---|--|
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| N/A | | N/A | | |
| CLIENT'S STEP | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE |
| 1. Receiving of Statement of Account from meter reader and Notices | Meter reader to input reading As seen on the water meter | None | Approximately 1- 2 days after meter reading | <i>Meter Reader</i> Waterworks Office |
| | Print Statement of Account | None | 2 minutes per statement of account | <i>Meter Reader</i> Waterworks Office |
| | Serve Statement to Customer | None | Immediately after printing SOA | <i>Meter Reader</i> Waterworks Office |

7. OTHER FRONTLINE SERVICES

This service is done for any repairs of Maribojoc Waterworks Pipe Lines including Mainlines Service Line and any related concerns.

| Office of Division: | Waterworks Office |
|--|---|
| Classification: | Simple and/ or Highly Technical (Complex) |
| Type of Transaction: | G2C- Government to Citizen; G2B- Government to Business; G2G Government to Government |
| Who may avail: | All ; Consumers |
| COMMON TYPES OF COMPLAINTS/REQUESTS | WHERE TO SECURE |
| 1. Repair of Leakages 2. Check for High Consumption 3. Meter Concern 4. Filing Complaints | MARIBOJOC WATERWORKS OFFICE/ WATERWORKS MAINTENANCE TEAM/ TECHNICIAN |



| CLIENT'S STEP | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE |
|---|---|-----------------|-----------------|---------------------------------------|
| 1. Inform the Maribojoc Waterworks Office about the nature/type of services needed. | 1.1 Check/ Verify the Status of Water Lines Concern | None | 5 minutes | Maintenance Team Waterworks Office |
| | 1.2 Inspect lines to assess the needs for repair | | 45 minutes | |
| 2. Coordinates with the Maribojoc Waterworks Maintenance | Repair the needed services | None | 45 minutes | Maintenance Team Waterworks Office |



MUNICIPAL ASSESSOR'S OFFICE

External Services



1. Issuance of Certified True Copy

A reproduced document duly certified.

| | | | | |
|--|---|--|------------------------|---|
| Office: | Municipal Assessor's Office- Administrative & Assessment Records Management Unit | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C-Government to Citizen, G2B- Government to Business, G2G- Government to Government | | | |
| Who may avail: | Property owners/ Authorized Representatives, Line Agencies, LGUs | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Current Tax Receipt 2. Government Issued ID 3. Applicable evidentiary documents such as: <ul style="list-style-type: none"> ▪ Death certificate, birth certificate, marriage certificate ▪ Duly notarized deed of conveyance, will, authorization or SPA of heirs, among others | | Municipal Treasurer's Office BIR,DFA,PRC, GSIS, SSS, Pag-Ibig, Post Office Civil Registrar's Office, PSA Person being Represented | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON/S RESPONSIBLE/ DIVISION/ SECTION |
| 1. Proceed to the Information Officer to get number card, present the transaction needed and fill out the request slip | 1. Assist client in filling out the request form | None | 3 mins. | <i>Receiving Clerk/ Administrative Aide II</i> MAssO |
| 2. Submit request slip | 2. Receive request, prepare and print certification | None | 5 mins. | <i>Encoder</i> MAssO |



| | | | | |
|--|---|--------------------|------------------------|------------------------------------|
| 3. Wait for 5 minutes while the requested transaction is being processed | 3.Fill-up billing slip for payment to MTO cashier | None | 1 min. | <i>Receiving Clerk</i> MAssO |
| 4. Proceed to MTO for payment | 4.Receive payment and issue Official Receipt (OR) | PHP 50.00 per copy | Refer to MTO procedure | <i>Municipal Treasurer' Office</i> |
| 5. Present proof of payment and receive the requested document | 5.1 Affix initials | None | 1 min. | <i>Assessment Clerk</i> MAssO |
| | 5.2 Approve Certification | None | 1 min. | <i>Municipal Assessor</i> MAssO |
| | 5.3 Release the Certificate | None | 1 min. | <i>Receiving Clerk</i> MAssO |
| TOTAL | | P50.00 | 12 minutes | |
| **End of Transaction** | | | | |

NOTE: Allowable period for extension due to unusual or unavoidable circumstances

2. Issuance of Certificate of Property Holdings/No Landholdings

A document stating the list of properties the declared by the owner.

| | |
|--|---|
| Office: | Municipal Assessor's Office- Administrative & Assessment Records Management Unit |
| Classification: | Simple |
| Type of Transaction: | G2C-Government to Citizen, G2B- Government to Business, G2G- Government to Government |
| Who may avail: | Property owners/ Authorized Representatives, Line Agencies, LGUs |
| CHECKLIST OF REQUIREMENTS | |
| WHERE TO SECURE | |
| 1. Current Tax Receipt 2.Government Issued ID | Municipal Treasurer's Office |



| 3. Applicable evidentiary documents such as: <ul style="list-style-type: none"> ▪ Death certificate, birth certificate, marriage certificate ▪ Duly notarized deed of conveyance, will, authorization or SPA of heirs, among others | | BIR,DFA,PRC, GSIS, SSS, Pag-Ibig, Post Office Civil Registrar's Office, PSA Person being Represented | | |
|---|---|--|------------------------|---|
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON/S RESPONSIBLE/ DIVISION/ SECTION |
| 1. Proceed to the Information Officer to get number card, present the transaction needed and fill out the request slip | 1.Assist client in filling out the request form | None | 3 mins. | <i>Receiving Clerk/ Administrative Aide II</i> MAssO |
| 2. Submit request slip | 2.Receive request, prepare and print certification | None | 5 mins. | <i>Encoder</i> MAssO |
| 3. Wait for 5 minutes while the requested transaction is being processed | 3.1Check/review and recommend approval of certification/s | None | 5 mins. | <i>Assessment Clerk</i> MAssO |
| | 3.2 Fill-up billing slip for payment to MTO cashier | None | 1 min. | <i>Receiving Clerk</i> MAssO |
| 4. Proceed to MTO for payment | 4.Receive payment and issue Official Receipt (OR) | PHP 30.00 per copy | Refer to MTO procedure | <i>Municipal Treasurer' Office</i> |
| 5.Present proof of payment and | 5.1 Approve Certification | None | 1 min. | <i>Municipal Assessor</i> |



| | | | | |
|--------------------------------|-----------------------------|--------|------------|--------------------------|
| receive the requested document | | | | |
| | 5.2 Release the Certificate | None | 1 min. | Receiving Clerk MAssO |
| TOTAL | | P30.00 | 16 minutes | |
| **End of Transaction** | | | | |

NOTE: Allowable period for extension due to unusual or unavoidable circumstances.

3. Issuance of Certificate of Improvements

A certificate stating improvements found on the lot.

| | | | | |
|--|---|--|------------------------|--|
| Office: | Municipal Assessor's Office- Administrative & Assessment Records Management Unit | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C-Government to Citizen, G2B- Government to Business, G2G- Government to Government | | | |
| Who may avail: | Property owners/ Authorized Representatives, Line Agencies, LGUs | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Current Tax Receipt 2. Government Issued ID 3. Applicable evidentiary documents such as: <ul style="list-style-type: none"> Death certificate, birth certificate, marriage certificate Duly notarized deed of conveyance, will, authorization or SPA of heirs, among others | | Municipal Treasurer's Office BIR,DFA,PRC, GSIS, SSS, Pag-Ibig, Post Office Civil Registrar's Office, PSA Person being Represented | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON/S RESPONSIBLE/ DIVISION/ SECTION |



| | | | | |
|--|--|--------------------|------------------------|--|
| 1. Proceed to the Information Officer to get number card, present the transaction needed and fill out the request slip | 1. Assist client in filling out the request form | None | 3 mins. | <i>Receiving Clerk/ Administrative Aide II MAssO</i> |
| 2. Submit request slip | 2. Receive request, prepare and print certification | None | 5 mins. | <i>Encoder MAssO</i> |
| 3. Wait for 5 minutes while the requested transaction is being processed | 3.1 Check/review and recommend approval of certification/s | None | 5 mins. | <i>Assessment Clerk MAssO</i> |
| | 3.2 Fill-up billing slip for payment to MTO cashier | None | 1 min. | <i>Receiving Clerk MAssO</i> |
| 4. Proceed to MTO for payment | 4. Receive payment and issue Official Receipt (OR) | PHP 30.00 per copy | Refer to MTO procedure | <i>Municipal Treasurer' Office</i> |
| 5. Present proof of payment and receive the requested document | 5.1 Approve Certification | None | 1 min. | <i>Municipal Assessor MAssO</i> |
| | 5.2 Release the Certificate | None | 1 min. | <i>Receiving Clerk MAssO</i> |
| TOTAL | | P30.00 | 16 minutes | |
| **End of Transaction** | | | | |

NOTE: Allowable period for extension due to unusual or unavoidable circumstances.



4. Issuance of Sketch Map/Vicinity Map

A document showing the digitized map containing information related to the real property.

| | | | | |
|--|---|--|------------------------|--|
| Office: | Municipal Assessor's Office- Tax Mapping Operations & Appraisal Unit | | | |
| Classification: | Complex | | | |
| Type of Transaction: | G2C-Government to Citizen, G2B- Government to Business, G2G- Government to Government | | | |
| Who may avail: | Property owners/ Authorized Representatives, Line Agencies, LGUs | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Current Tax Receipt 2. Government Issued ID 3. Applicable evidentiary documents such as: <ul style="list-style-type: none"> ▪ Death certificate, birth certificate, marriage certificate ▪ Duly notarized deed of conveyance, will, authorization or SPA of heirs, among others | | Municipal Treasurer's Office BIR, DFA, PRC, GSIS, SSS, Pag-Ibig, Post Office Civil Registrar's Office, PSA Person being Represented | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON/S RESPONSIBLE/ DIVISION/ SECTION |
| 1. Proceed to the Information Officer to get number card, present the transaction needed and fill out the request slip | 1. Assist client in filling out the request form | None | 3 mins. | <i>Receiving Clerk/ Administrative Aide II MAssO</i> |
| 2. Submit request slip | 2. Receive request, prepare and print maps | None | 30 mins. | <i>Encoder</i> |



| | | | | |
|--|---|---------------------|------------------------|------------------------------------|
| 3.Wait for 30 minutes while the requested transaction is being processed | 3.1Check/review and recommend approval of certification/s | None | 2 mins. | <i>Assessment Clerk</i> MAssO |
| | 3.2 Fill-up billing slip for payment to MTO cashier | None | 1 min. | <i>Receiving Clerk</i> MAssO |
| 4.Proceed to MTO for payment | 4.Receive payment and issue Official Receipt (OR) | PHP 120.00 per copy | Refer to MTO procedure | <i>Municipal Treasurer' Office</i> |
| 5.Present proof of payment and receive the requested document | 5.1 Approve Certification | None | 1 min. | <i>Municipal Assessor</i> MAssO |
| | 5.2 Release the Certificate | None | 1 min. | <i>Receiving Clerk</i> MAssO |
| TOTAL | | P120.00 | 38 minutes | |
| **End of Transaction** | | | | |

NOTE: Allowable period for extension due to unusual or unavoidable circumstances.



SERVICES WITH CORRESPONDING DOCUMENTARY REQUIREMENTS (refer to SPP)

1. Issuance of Tax Declaration (Transfer of Ownership, Tie-up)
2. Revision of Tax Declaration (Subdivision/Consolidation)
3. Cancellation of Tax Declaration
4. Assessment for New Building or Machinery

*Processing of tax declaration as to transfer, revision, subdivision, consolidation, cancellation and assessment of newly declared/ discovered real properties.

| Office: | Municipal Assessor's Office and Provincial Assessor's Office | | | |
|--|---|--|-----------------|---|
| Classification: | Highly Technical | | | |
| Type of Transaction: | G2C-Government to Citizen, G2B- Government to Business, G2G- Government to Government | | | |
| Who may avail: | Property owners/ Authorized Representatives, Line Agencies, LGUs | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Current Tax Receipt 2. Government Issued ID 3. Applicable evidentiary documents such as: <ul style="list-style-type: none"> ▪ Death certificate, birth certificate, marriage certificate ▪ Duly notarized deed of conveyance, will, authorization or SPA of heirs, among others | | Municipal Treasurer's Office BIR,DFA,PRC, GSIS, SSS, Pag-Ibig, Post Office Civil Registrar's Office, PSA Person being Represented | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON/S RESPONSIBLE/ DIVISION/ SECTION |
| 1. Proceed to the Information Officer, submit the required documents and wait while the | 1.1.Receive documents/ transactions | None | 3 mins. | Receiving Clerk |
| | 1.2. Examine the documents submitted. | None | 15 mins. | Assessment Clerk MAssO |



| | | | | |
|--|---|--------------------------|------------------------|------------------------------------|
| transaction is being processed. | | | | |
| 2. Wait for the notification as to completeness of documents submitted | 2. Forward complete documents to the encoder. Notify clients if documents are incomplete. | None | 2 mins. | <i>Assessment Clerk</i> MAssO |
| 3. Proceed to MTO for payment | 3. Receive payment and issue Official Receipt (OR) | P80.00 Legal Research | Refer to MTO procedure | <i>Municipal Treasurer' Office</i> |
| 4. Sign request/ endorsement form for recommendation by M.A. and | 3.1. Review the documents attached to the request. Print endorsement form. | None | 15 mins. | <i>Tax Mapping Aide</i> MAssO |
| | 3.2. Input the data to the system and print FAAS & tax declaration | None | 30 mins. | <i>Tax Mapping Aide</i> MAssO |
| | 3.3. Attach the printed FAAS & tax declaration to the clients document and arrange it accordingly | None | 10 mins. | <i>Tax Mapping Aide</i> MAssO |
| | 3.5. Review, initial and sign endorsement form, tax declaration & FAAS as recommending approval and certify | None | 10 mins. | <i>Municipal Assessor</i> MAssO |



| | | | | |
|---|--|--------------------------------|-----------|-----------------------------------|
| | supporting documents | | | |
| 5.Wait for the schedule of submission to the Provincial Assessor's Office (PAssO) | Submit transaction to PAssO for approval | P50.00 verification Fee at PTO | 7-20 days | <i>Refer to PAssO's procedure</i> |
| 6. Follow up the requested transaction | Record approved transaction in the assessment roll | None | 5 mins. | <i>Tax Mapping Aide MAssO</i> |
| | Prepare Notice of Assessment for signature by Mun. Assessor | None | 5 mins. | <i>Tax Mapping Aide MAssO</i> |
| | Sign notice of assessment | None | 2 mins. | <i>Municipal Assessor MAssO</i> |
| 6. Receive documents | Release Tax Declaration with Notice of Assessment signed by M.A. | None | 5 mins. | <i>Receiving Clerk MAssO</i> |
| TOTAL | | P80.00 | | |
| **End of Transaction** | | | | |

NOTE: Allowable period for extension due to unusual or unavoidable circumstances.



OFFICE OF THE MUNICIPAL MAYOR

External Services



1. ISSUANCE OF SPECIAL ACTIVITY PERMITS (Disco, Concerts, Rallies, Live band, Parade, Caravan, Promotional Sales, etc.)

Special activity permitting process is designed to regulate activities and promote environmental safety and security concerns of event participants and personnel assigned to the event.

| | | | | |
|--|---|--|------------------------|--|
| Office or Division: | Office of the Municipal Mayor | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C and G2B | | | |
| Who may avail: | Concert Promoters, Event Organizers, Sales Managers and Campaign Managers | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Letter Request (to be approved by the Municipal Mayor) 2. Duly filled-up Contingency Action Plan for Security (CAPS) Form – 3 copies 3. Proof of Payment / Official Receipt | | To be prepared by client Mayor's Office Municipal Treasurer's Office | | |
| CLIENT'S STEP | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE |
| 1. Submit letter of request to the Office of the Mayor for Mayor's approval. | 1. Receives the request letter from the client. | NONE | 1 day | Mayor's Office Staff MAYOR'S OFFICE |
| 2. Once request is approved, secure three (3) copies of Contingency Action Plan for Security (CAPS) Form and fill in the required information/data. | 2. Provides client 3 copies of Contingency Action Plan for Security Form & assists him/ her on how to fill up the form. | NONE | 30 minutes | Mayor's Office Staff MAYOR'S OFFICE |



| | | | | |
|---|---|--|------------|---|
| 3. Submit one copy of the accomplished CAPS Form to PNP personnel for notation & recording. | 3. Receives copy of the filled-up CAPS Form for notation & recording. | NONE | 30 minutes | Chief of Police or PNP Officer of the day MARIBOJOC POLICE STATION |
| 4. Proceed to the Municipal Treasurer's Office, pay the prescribed fees and secure an Official Receipt. | 4. Checks the OR and starts processing the request. | <p>for Promotional sales Php100.00 per day</p> <p>for Permit to hold Disco/ Variety Show – Php300.00</p> <p>for Permit to Solicit and Campaign for Donation – Php200.00</p> <p>Permit for Parade/Caravan Php300.00</p> <p>Chair Rental– P6.00 each</p> <p>Table Rental – Php25.00 each</p> | 1 hour | Mayor's Office Staff MAYOR'S OFFICE |



| | | | | |
|---|---|---|---------|--|
| | | Cultural Center Rental – Php300.00 | | |
| | | Cultural Center Rental with Admission Fee – Php600.00 | | |
| | | Sound System Rental – Php1,750.00 | | |
| 5. Return to the Mayor's Office. Present the Official Receipt to the office staff & wait for the issuance/release of the Special Activity Permit. | 5. Releases the signed Special Activity Permit to the client. | NONE | 2 hours | Mayor's Office Staff MAYOR'S OFFICE |

2. ISSUANCE OF CERTIFICATIONS, MAYOR'S CLEARANCE, & FISHING PERMITS

Mayor's Certifications are issued to attest the status or level of achievement and to affirm the validity of information.

Mayor's Clearance is issued to bonafide residents of this municipality stating that he/she has no pending case against him/her.

Fishing Permits are granted to fishers to gain access to the fishery resources and to engage in fishing activities.

| | |
|-----------------------------|-------------------------------|
| Office or Division: | Office of the Municipal Mayor |
| Classification: | Simple |
| Type of Transaction: | G2C, G2B |
| Who may avail: | Residents of Maribojoc |



| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
|---|---|---|-----------------|--|
| A. Basic Requirements 1. Certification from the Barangay (for Certifications & Clearances) 1 original copy 2. Certification from MENRO (for Fishing Permit) -1 original copy 3. Proof of Payment / Official Receipt | | Barangay Council where the client/applicant resides Municipal Environment and Natural Resources Office (MENRO) Municipal Treasurer's Office | | |
| CLIENT'S STEP | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE |
| 1. Secure list of all requirements and comply them. | 1. Provides client the list of requirements to be complied. | NONE | 30 minutes | Mayor's Office Staff MAYOR'S OFFICE |
| 2. Submit the required documents to the Mayor's Office staff for initial assessment and verification. | 2. Receives and checks the completeness of submitted documents. | NONE | 2 hours | Mayor's Office Staff MAYOR'S OFFICE |
| 3. . Proceed to the Municipal Treasurer's Office, pay the prescribed fees and secure an Official Receipt. | 3. Accepts the payments and issues an Official Receipt | Certification Fee Php30.00 Mayor's Clearance Php30.00 Fishing Permit: Motorized Boat (10hp or Less) Php125.00 Motorized Boat (more than 10.1hp to 16hp) Php350.00 | 1 hour | Municipal Treasurer's Office Personnel MTO |



| | | | | |
|---|---|--|---------|--|
| | | Motorized Boat w/engine: (10hp or less) Php125.00 more than 10.1hp to 16hp Php180.00 16.1hp – 65hp Php350.00 Non-Motorized Boat/Baroto Php70.00 | | |
| 4. Return to the Mayor's Office. Present the Official Receipt to the office staff & wait for the issuance/release of the requested documents. | 4.1 Prepares the requested documents and have them signed by the Mun. Mayor. 4.2 Releases the requested documents to the client. | NONE | 2 hours | Mayor's Office Staff MAYOR'S OFFICE |

3. APPLYING FOR TREE CUTTING PERMIT

Tree Cutting Permit serves as proof of authorization for the removal/cutting of trees in public and private places that pose danger to the human lives and/or properties as evaluated by DENR, or trees that are planted within tenured forestland or private land.

| | |
|-----------------------------|-------------------------------|
| Office or Division: | Office of the Municipal Mayor |
| Classification: | Complex |
| Type of Transaction: | G2C, G2G |
| Who may avail: | All |



| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
|---|--|--|-----------------|--|
| Basic Requirements A. For Cutting of Deregulated Species of Trees <ul style="list-style-type: none"> Cutting permit from the Punong Barangay where the lot is located; Recopy of Tax Declaration of Lot; DENR Permit No. of the Chainsaw to be used and the Name of the Chainsaw Operator; and O.R. issued by the MTO signifying payment of fees B. For Cutting Coconut Trees <ul style="list-style-type: none"> Only the Philippine Coconut Authority (PCA) can issue a Cutting Permit for Coconut Trees. The Mayor can sign and sworn upon the Issuance of a PCA Cutting Permit. | | To be prepared by client Municipal Treasurer's Office PCA Office Mayor's Office | | |
| CLIENT'S STEP | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE |
| 1. Secure list of all requirements to be complied. | 1. Provides client the list of all requirements to be complied. | NONE | 30 minutes | Mayor's Office Staff MAYOR'S OFFICE |
| 2. Submit the required documents to the Mayor's Office staff for initial assessment and verification. | 2. Receives and checks the submitted documents as to completeness. | NONE | 2 hour | Mayor's Office Staff MAYOR'S OFFICE |
| 3. Proceed to the Municipal Treasurer's Office, pay the | 3. Accepts the payments and | Permit Php40.00 / tree | 1 hour | Municipal Treasurer's Office Personnel |



| | | | | |
|---|--|---|---------|--|
| prescribed fees and secure an Official Receipt | issues an Official Receipt | Inspection Fee - Php50.00 Certification Fee – Php50.00 | | MTO |
| 4. Return to the Mayor's Office. Present the OR and submit the duly completed requirements to the office staff. | 4. Checks the OR. Prepares the requested document and have it signed by the Mayor. | NONE | 1 hours | Mayor's Office Staff MAYOR'S OFFICE |
| 5. Claim the signed Tree Cutting Permit. | 5. Releases the signed permit to the client. | NONE | 1 hour | Mayor's Office Staff MAYOR'S OFFICE |

4. SECURING CONTRACT OF LEASE

A Contract of Lease is an agreement where a property owner (the LESSOR) allows another person or corporation (the LESSEE) to rent his/her property for a period of time and usually for a fee. It sets out the complete terms of the lease and the respective rights and obligations of the parties.

| Office or Division: | Office of the Municipal Mayor |
|--|--------------------------------|
| Classification: | Simple |
| Type of Transaction: | G2C, G2B, G2G |
| Who may avail: | All, who is 18 years and above |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| 1. Statement of facts or personal data of the applicant/client | To be prepared by client |
| 2. Valid ID of the Lessor and Lessee (1 photocopy each) | |
| 3. Proof of Payment / Official Receipt | Municipal Treasurer's Office |



| CLIENT'S STEP | AGENCY ACTION | FEE TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE |
|---|---|----------------|-----------------|--|
| 1. Secure list of all requirements and comply them. | 1. Provides list of all requirements to be complied. | NONE | 30 minutes | Mayor's Office Staff MAYOR'S OFFICE |
| 2. Proceed to the Municipal Treasurer's Office, pay the prescribed fees and secure an Official Receipt | 2. Receives the payments and issues an Official Receipt. | NONE | 1 hour | Municipal Treasurer's Office Personnel MTO |
| 3. Return to the Mayor's Office. Present the Official Receipt, submit the required documents & provide the necessary data/ information needed for your request. | 3. Checks the OR and the submitted documents. Prepares & prints the documents and have them signed by the Lessor, Lessee and Witnesses. | NONE | 2 hours | Mayor's Office Staff MAYOR'S OFFICE |
| 4. Claim the duly signed and notarized Contract of Lease. | 4. Releases the duly signed and notarized Contract of Lease | NONE | 3 days | Mayor's Office Staff MAYOR'S OFFICE |



5. APPLICATION / RENEWAL OF CERTIFICATE OF FRANCHISE (TRICYCLE)

The franchise is a privilege granted to qualified persons who desires to provide transport service to the general public by means of motorized tricycle for monetary consideration.

| Office or Division: | Office of the Municipal Mayor | | | |
|--|--|--|-----------------|--|
| Classification: | Simple | | | |
| Type of Transaction: | G2C and G2B | | | |
| Who may avail: | All qualified residents of Maribojoc and Tricycle Operators | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| A. For Tricycle Franchise (New Application) <ul style="list-style-type: none"> LTO document with Chassis, Engine No. & Plate No. Duly accomplished Mayor's Permit to Operate: Motorized Tricycle Form Duly accomplished PNP Ownership Documentation Form Duly accomplished Affidavit of Waiver and Quitclaim Form | | Mayor's Office Mayor's Office Mayor's Office | | |
| B. For Tricycle Franchise (Renewal) <ul style="list-style-type: none"> Old copy of Certificate of Franchise Official Receipt/Proof of Payment | | Municipal Treasurer's Office | | |
| CLIENT'S STEP | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE |
| 1. Secure list of all requirements to be complied. | 1. Provides list of all requirements to be complied. | NONE | 30 minutes | Mayor's Office Staff MAYOR'S OFFICE |
| 2. Once required documents are complied, submit them to the Mayor's Office staff for initial assessment and verification. | 2. Receives the submitted requirements and checks them as to completeness. | NONE | 2 hours | Mayor's Office Staff MAYOR'S OFFICE |



| | | | | |
|---|---|--|---------|---|
| 3. Proceed to the Municipal Treasurer's Office, pay the prescribed fees and secure an OR. | 3. Accepts payment and issues an Official Receipt. | Franchise fee Php330.00 (good for 3 years) | 1 hour | <i>Municipal Treasurer's Office Personnel MTO</i> |
| 4. Return to the Mayor's Office, present the OR & the completed requirements to the staff for processing and wait for the issuance of the Certificate of Franchise. | 4.1 Processes the request. Prints the documents and have them signed by the SB Secretary and Municipal Mayor. 4.2 Releases the duly signed Certificate of Franchise to the client. | NONE | 2 hours | <i>Mayor's Office Staff MAYOR'S OFFICE</i> |



OFFICE OF THE SANGGUNIANG BAYAN

External Services



1. BARANGAY RESOLUTIONS OR ORDINANCES

Pursuant to RA 7160, all approved Barangay Ordinances are to be reviewed by the Sangguniang Bayan whether it is in conformity with higher level laws and whether it does not usurp the national law.

| Office of Division: | Sangguniang Bayan Office | | | |
|---|--|-----------------|-----------------|---|
| Classification: | Highly technical | | | |
| Type of Transaction: | G2C – Government to Citizen G2B – Government to Business Entity G2G – Government to Government | | | |
| Who may avail: | All component Barangays | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| CLIENT'S STEP | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE |
| 1. Request for the approval of Ordinance/Resolution Requirements: - Copy of Barangay Ordinance or Resolution supporting Documents (if any) | Receive, validate and endorsed to SB Secretary for calendar | NONE | 2-5 minutes | <i>Administrative Aide III</i> SB OFFICE |
| 2. Prepare Resolution/Ordinance for Agenda | Upon instruction of the Committee Chair, record the same for inclusion in the Agenda | NONE | 2-5 minutes | <i>Concerned Committees</i> |
| 3. Review, Deliberation and Approved | For review and deliberation of Sangguniang Bayan during session | NONE | | <i>Administrative Aide III</i> SB OFFICE |
| 4. Issuance of Ordinance/ Resolution | If the Ordinance or Resolution is approved, prepare | NONE | | <i>Administrative Aide III</i> SB OFFICE |



| | | | | |
|--|---|--|--|--|
| | <p>the documents to be signed by the Presiding Officer and SB Secretary or SB member.</p> <p>If disapproved or lack of requirements notify or return the measure to the Punong Barangay or other concerned.</p> <p>Forward the documents to concerned person and agency</p> | | | |
|--|---|--|--|--|

2. ACCREDITATION OF PO's, NGO's, and CSO's

Accreditation is a legal requirement among Non-Government Organizations (NGO's), People's Organization (PO's), and Civil Society Organizations (CSO's) for them to be eligible for a seat or representation at any of the Local Special Bodies of the Municipality...

| | |
|---|---|
| Office of Division: | Sangguniang Bayan Office |
| Classification: | Highly Technical |
| Type of Transaction: | G2C – Government to Citizen |
| Who may avail: | Community-based and sectoral-based with project development and implementation track record of at least one (1) year; |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| 1. Letter of Application 2. Duly Accomplished application Form 3. Board Resolution signifying intention for accreditation 4. Certificate of Registration (SEC, DOLE, etc) 5. Constitution & By- laws 6. List of Official & Members | Office of the SB Secretary |



| 7. Annual Accomplishment Report 8. Financial Statement | | | | |
|---|--|--|---|--|
| CLIENT'S STEP | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE |
| 1. Submission of Request and Requirements - Request could be made personally or in letter form | 9. Checks the completeness of the submitted requirements | NONE | 15 minutes | SB Secretary SB OFFICE |
| 2. Inclusions in the Agenda: < Referral to Committee review < Committee Report Privileges < Drafting the Resolution SB staff to do the encoding and recording | 2. Review and verification- Documents reviewed and verified if complete in form and substance as well as signature | NONE | Depends upon the schedule of session and its approval | <i>Committee on Internal Rules & Privileges</i> <i>Committee on Resolutions & Ordinances</i> <i>Administrative Aide III</i> SB OFFICE |
| 3. Processing Accreditation paper | | NONE | | <i>Administrative Aide III</i> SB OFFICE |
| 4. Payment for the Certificate at the Municipal Treasurer's Office and Submits the Official Receipt at the MPDC Office | Upon presentation of the OR, Prepare the Certificate of Resolution of Accreditation | P 50.00 + P5.00 per copy in excess of two copies | 5 minutes | <i>Revenue Collection Clerk</i> MTO |



| | | | | |
|--------------------------------------|----------------------------------|------|-------------|-----------------------|
| 5. Receives the accreditation papers | Issuance of Accreditation Papers | NONE | 2-5 minutes | SB STAFF SB OFFICE |
|--------------------------------------|----------------------------------|------|-------------|-----------------------|

3. ISSUANCE OF PHOTOCOPY/TRUE COPY OF SB DOCUMENTS

THE PUBLIC MAY request for certified true copies of municipal council documents from the Sangguniang Bayan. These documents include ordinances, resolutions, minutes of deliberations and Committee Reports/Recommendations on the action taken on Barangay Measures.

| | | | | |
|---|--|------------------------|------------------------|---|
| Office of Division: | Sangguniang Bayan Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizen G2B – Government to Business Entity G2G – Government to Government | | | |
| Who may avail: | Maribojoc Constituents or any concerned parties needing such legislative document | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Letter request for the specific legislation | | | | |
| CLIENT'S STEP | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE |
| 1. Request for SB documents Written request requirements: - Name: - Address: - No. of copies - Purpose | Search for the Documents | NONE | 5 minutes | <i>Administrative Aide III</i> SB OFFICE |



| | | | | |
|---|---|------------------|-------------|-----------------------------------|
| 2. Payment of Fees Proceeds to the Municipal Treasurer's Office, pays the prescribed fees and secures an Official Receipt and submits the Official Receipt to the SB Office | Issue Official Receipt | P 10.00 per page | 5 minutes | Revenue Collection Clerk MTO |
| 3. Releasing of requested documents | Check the OR and release the document/s | NONE | 2-3 minutes | Administrative Aide III SB OFFICE |

4. ISSUANCE OF CERTIFICATION & ENDORSEMENT

Issuance of legislative measure pursuant to the right to information of the public on matters of public concerns which are not otherwise classified by the sanggunian highly confidential and provide assistance to clients requesting for copies of ordinances/resolutions and other documents.

| | | | | | |
|--|---|--|----------|------------------------|--|
| Office of Division: | | Sanggunian Bayan Office | | | |
| Classification: | | Simple | | | |
| Type of transaction: | | G2C – Government to Citizen G2B – Government to Business Entity G2G – Government to Government | | | |
| Who may avail: | | ALL | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | | |
| | | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Request for certification and endorsement | Listen to the inquiry and refer to the concerned person | Schedule of fees | | 2 minutes | Admin Aide II (Messenger) SB OFFICE |
| | | Endorsement for ECC (sand, gravel, limestone extraction | 1,000.00 | | |



| | | | | | |
|--|---|---|----------|-------------|---|
| | | foreshore lease | | | |
| | | Endorsement for special permit for cock fighting | 500.00 | | |
| | | Endorsement for the establishment of gasoline station | 1,000.00 | | |
| | | Other fees for endorsement not mentioned above | 500.00 | | |
| 2. Payment of Fees Proceeds to the Municipal Treasurer's Office, pays the prescribed fees and secures an Official Receipt and submits the Official Receipt to the SB Office | Issue Official Receipt | NONE | | 30 minutes | Revenue Collection Clerk MTO |
| 3. Releasing of requested documents | Check the OR and release the document/s | NONE | | 2-5 minutes | Administrative Aide III SB OFFICE |



MUNICIPAL TREASURY OFFICE

External Services



1. COLLECTION OF REAL PROPERTY TAXES

Owner of land, buildings and other machineries have to pay real property taxes annually. Taxes are a percentage of the property's taxable value. Real property tax payments are made at the Office of the Municipal Treasurer. Taxpayers may choose to pay on annual or be paid without interests and penalties in four (4) equal instalments: the first instalment, on or before March 31; the second instalment, on or before June 30, the third instalment, on or before September 30; and the last instalment, on or before December 31. Discounts shall only be granted to properties without any delinquencies.

| | | | | |
|--|--|---|------------------------|--|
| Office: | Office of the Municipal Treasurer | | | |
| Classification: | Simple | | | |
| Type of transaction: | G2C – for government services whose client is the transacting public | | | |
| Who may avail: | Real Property Owner /Taxpayers | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Previous Official Receipt 2. RPT Order of payment 3. Latest copy Tax Declaration 4. Notice of Assessment (for newly assessed property) | | Client } }-Municipal Assessor's Office } | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits one of the Personnel-In Charge either at Window 3 or Window 4 | 1. Checks and verifies the previous payments made in the system & in the Tax Ledger Card 1.1 Advise to pay Tax Delinquency (if any) | None | 5 minutes | <i>Administrative Assistant I</i> Municipal Treasurer's Office <i>Administrative Aide II</i> Municipal Treasurer's Office |
| 2. Waits for the Assessment | 3. Computes the Total Real Property Tax due including | Basic Tax Tax Due = Assessed Value x 1% | 5 minutes per RPU's | <i>Administrative Assistant I</i> Municipal Treasurer's Office |



| | | | | |
|---|--|--|-------------------|--|
| 3 .Pays the total taxdue and claim the Official Receipt | 3. Receives pay- ment and issue Official Receipt 3.1 Post paymentin the individual tax ledger | Payment of taxes from Jan.1to 20 taxpayers can avail the 20% discount If paid on Jan. 21 to March 31 -no penalty & nodiscount. A penalty of 2% per month starting April, upto 24% by the end of the year | | <i>Administrative Assistant I</i> Municipal Treasurer's Office <i>Administrative Aide II</i> Municipal Treasurer's Office |
| | TOTAL: | Payment varies depending on the total Assessed Value of the Property | 15 minutes | |
| | tax delinquency (if any) | <u>SEF Tax</u> Tax Due = Assessed Value x 1% <u>Total Tax Due</u> Basic Tax Due + SEF Tax Due | | <i>Administrative Aide II</i> Municipal Treasurer's Office |

2. ISSUANCE OF COMMUNITY TAX CERTIFICATE (CEDULA)

Community Tax Certificate (CTC) or Cedula is issued to a person or corporation upon payment of Community Tax. It is paid in place of residence of the individual or in the placewhere the principal office of the juridical entity is located.



| | |
|-----------------------------|---|
| Office: | Office of the Municipal Treasurer |
| Classification: | Simple |
| Type of transaction: | G2C – for government services whose client is the transacting public G2B – for government services whose client is a business entity |
| Who may avail: | Every individual or citizen at least 18 yrs. and above and who has been regularly employed Those who is engaged in business or occupation Individual who owns real property with an aggregate AV of ₱1,000. or more An individual required by law to file an income tax return |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| Previous CTC Valid Identification Card (To assure his/her identity) Proof of Income (ITR for employed) Audited Financial Statements (Corporation) | Requesting Client Any Government BIR, Employer or Business Owner BIR, Business owner |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--|--|-----------------|-----------------|---|
| 1. Presents the requirements either at Window 6 or at Window 7 | 1. Receives and check the accurateness of the documents sub-mitted | None | 3 minutes | Local Treasury Operation Asst. Municipal Treasurer's Office Administrative Aide II Municipal Treasurer's Office MTO Staff Municipal Treasurer's Office |

| | | | | |
|--|---|---|-----------|---|
| 2. Waits for the computation of the Applicable Tax | 2. Computes the corresponding tax Fill-up the BIR Form 0016 for individual & BIR Form 0017 for Corporation | A. INDIVIDUAL ₱5.00 Basic Tax + additional tax of ₱1.00 for every ₱1,000.00 of income regardless of whether from business, exercise of profes- | 7 minutes | Local Treasury Operation Asst. Municipal Treasurer's Office Administrative Aide II Municipal Treasurer's Office MTO Staff Municipal Treasurer's Office |
|--|---|---|-----------|---|



| | | | | |
|---|--|---|-----------|---|
| | | sion or from property but which, in no case shall exceed ₱5,000.00 | | |
| 3. Pays the corresponding amount (Affix signature & thumb print on the CTC) | 3 Accepts payment based on the computation | B. CORPORATION ₱5.00 Basic Tax + additional tax of ₱2.00 for every ₱5,000 assessed value of Real Property owned in the Philippines & Gross Receipts of earnings derived from business during the preceding year. A penalty of 2% per month starting March up to 24% by the end of the year. | 3 minutes | <i>Local Treasury Operation Asst.</i> Municipal Treasurer's Office |
| 3.1 Receives the Community Tax Certificate | 2.13. Issues Community Tax Certificate to Client | | | |
| 3. Pays the corresponding amount (Affix signature & thumb print on the CTC) | 3 Accepts payment based on the computation | B. CORPORATION ₱5.00 Basic Tax + additional tax of ₱2.00 for every ₱5,000 assessed value of Real Property owned in the Philippines & Gross Receipts | | <i>Admin. Aide II</i> Municipal Treasurer's Office <i>MTO Staff</i> Municipal Treasurer's Office |
| 3.1 Receives the Community Tax Certificate | 3. Issues Community Tax Certificate to Client | | | |



| | | | | |
|----------------|---|---|--|--|
| | | of earnings derived from business during the preceding year. | | 3.2 Issues Community Tax Certificate to Client |
| TOTAL : | Payment varies depending on the total annual gross income | A penalty of 2% per month starting March up to 24% by the end of the year. 13 minutes | | |
| | | | | |

3. COLLECTION OF OTHER FEES AND CHARGES

All fees and charges being imposed by LGU's, the purpose of which is to recover the cost of services rendered, except when the rate or the method for determining the rate has already been prescribed under the Local Government Code and other applicable laws.

| | | | |
|--|---|--|--|
| Office: | Office of the Municipal Treasurer | | |
| Classification: | Highly Technical | | |
| Type of transaction: | G2C – for government services whose client is the transacting public G2B – for government services whose client is a business entity | | |
| Who may avail: | General Public | | |
| | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | |
| 1. Order of Payment 2. Assessment Slip/Charge Slip 3. Request Form | | From concerned Office/Department where the needed documents will be issued Client | |



| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|--|---|-----------------|---|
| 1. Presents Order of Payment/Assessment Slip or Request Form at Window 6 or at Window 7 | 1. Receives Order of Payment or Charge Slip | None | 2 minutes | <i>Local Treasury Operation Asst.</i> Municipal Treasurer's Office |
| | 1.1 Encodes data and computes the corresponding fees or charges | None | 3 minutes | <i>MTO Staff</i> Municipal Treasurer's Office |
| 2. Pays the pre-scribed fees or charges | 2. Accepts payment and Print Official Receipt | 2. Payment varies depending on the kind of transaction. (Based on the Revised Revenue Code of the Municipality) | 5 minutes | <i>Local Treasury Operation Asst.</i> Municipal Treasurer's Office <i>MTO Staff</i> Municipal Treasurer's Office |
| 3. Claims Official Receipt | 3. Issues Official Receipt and advise the client to proceed to the concerned officewhere the needed documents will be is-sued. | None | 3 minutes | <i>Local Treasury Operation Asst.</i> Municipal Treasurer's Office <i>MTO Staff</i> Municipal Treasurer's Office |



| | | | |
|---------------|---|-------------------|--|
| TOTAL: | Payment varies depending on the kind of transaction. (Based Revised Revenue Code of the Municipality | 13 minutes | |
|---------------|---|-------------------|--|

4. COLLECTION OF WATER FEES

The Water consumed is due and payable to the Office of the Municipal Treasurer within the first fifteen (15) days of the following month and shall be given a thirty (30) days grace period after which he shall be liable to a surcharge of twenty five (25%) per month.

| | | | | |
|---|---|---|--|--|
| Office: | Office of the Municipal Treasurer | | | |
| Classification: | Simple | | | |
| Type of transaction: | G2C – for government services whose client is the transacting public | | | |
| Who may avail: | Water consumers of the Municipality | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Copy of the current water bill 2. Notice of Delinquency/Demand 3. Letter to (for delinquent water consumers) | | Client (Water bills are delivered by Waterworks personnel) Notice of Delinquency/Demand Letter are delivered by the Waterworks personnel | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Get a customer number at the Information Desk | 1. Number will be given by the Personnel-In Charge 1.1 Customers will be | None | 2 minutes Approximately 5 minutes or- | <i>Personnel of the Day</i> (Information Desk) <i>Admin. Aide IV</i> Municipal Treasurer's Office |



| | | | | |
|--|---|--|-----------------------------------|---|
| | called by the Collector in Window 1 or at Window 2 thru the number | | depending on the no. of customers | |
| 2. Presents the water bill or the or the Notice of Delinquency | <p>2. Verify records of payment in the system and in the ledger card.</p> <p>2.1 Advice to pay delinquency (if any)</p> | None | 3 minutes | <p><i>MTO Staff</i> Municipal Treasurer's Office</p> <p><i>Admin. Aide IV</i> Municipal Treasurer's Office</p> <p><i>MTO Staff</i> Municipal Treasurer's Office</p> |
| | <p>3. Computes the total amount due</p> <p>3.1 Process payment and Issues Official Receipt</p> | <p><u>WATER RATES</u></p> <p>A. Domestic / Residential / Schools - ₱23.00 per cubic meter</p> <p>B. Commercial / Industrial - ₱33.00 per cubic meter</p> <p>C. Commercial B / Institutional – ₱27.00 per cubic meter</p> | 5 minutes | <p><i>MTO Staff</i> Municipal Treasurer's Office</p> <p><i>Admin. Aide IV</i> Municipal Treasurer's Office</p> |
| TOTAL: | | Depending on the number cubic meters consumed | 15 minutes | |



BUSINESS PERMIT AND LICENSING OFFICE

External Services



1. MAYOR'S PERMIT FOR BUSINESS

The Business Permit and Licensing Office is responsible for processing, reviewing and collection of true and correct business taxes and fees along with the Municipal Treasurer's Office. The said department recommends revocation of business licenses and permits in case of violations.

| Office or Division: | BPLO |
|---|--|
| Classification: | Simple |
| Type of Transaction: | G2B – for government services whose client is a business entity |
| Who may avail: | Business Owner |
| CHECKLIST OF REQUIREMENTS | |
| | WHERE TO SECURE |
| 1. Brgy. Clearance and Community Tax Certificate | Brgy. where the business is located/Municipal Treasurer's Office |
| 2. Occupancy Permit | Office of the Municipal Engineering/Building Official |
| 3. Zoning Certification | MPDC |
| 4. Sanitary Permit/Health Certificate | Municipal Health Office |
| 5. Tax Clearance (RPT & Water) | Municipal Treasurer's Office |
| 6. Previous Mayor's Permit (for RENEW) | Client |
| 7. Audited Financial Statement prescribed by BIR from the preceding year if any (for RENEW) | Bureau of Internal Revenue, Client |
| 8. Market Clearance (Market Stall) | Public Market Office |
| 9. Contract of Lease & Xerox copy of Business Permit of the Lessor (if | Client, Lessor, Lot Owner |



| 11. Fire Safety Inspection Certificate | | BFP Office | | |
|--|---|------------------------------------|-----------------|--|
| 12. Accreditation from DOT for Primary Tourism Enterprises | | Department of Tourism | | |
| Any of the following Proof of Business Registration | | | | |
| - DTI Business Name Reg. for Single/ Sole Proprietorship | | Department of Trade and Industry | | |
| - SEC Registration for Partnership/ Corporation | | Securities and Exchange Commission | | |
| - CDA Registration for Cooperative | | Cooperative Development Authority | | |
| - BSP Registration for Money Changer/ Remittances and Pawnshops | | Bangko Sentral Ng Pilipinas | | |
| - DOE for Certificate of Compliance for Gasoline Station | | Department of Energy | | |
| lessee) | | | | |
| 10. Municipal Environmental Cert. | | MENRO | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits dulyfilled-out Unified Business Application Form with allthe requirements attached. | 1.1 Receives and verifies the completeness of the required documents submitted. 1.2 Evaluates the Application and Assess the corresponding fees and gives theclient the System Generated Tax Assessment. | None | 30 minutes | Administrative Aide II Municipal Treasurer's Office |



| | | | | |
|---|--|---|-------------------|---|
| 2. Pays the prescribed fees and presents proof of payment to BPLO Designate | 1.3 Accepts payment, print Official Receipt and forwards all documents to the Office of the Municipal Mayor. | Pertain to the approved Local Revenue Code and based to the Audited Financial Statement prescribed by | 15 minutes | <i>Administrative Asst. III</i> Municipal Treasurer's Office |
| | | BIR from the preceding year(if any) | | <i>MTO Staff</i> Municipal Treasurer's Office |
| 3. Claims Approved Business Permit with Sticker at the Mayor's Office. | Releases the approved Business/ Mayor's Permit. Keeps a copy of the Business Permit for office file. | None | 10 minutes | <i>Administrative Aide II</i> Mayor's Office <i>Municipal Mayor</i> Mayor's Office |
| TOTAL : New: Based on the Capital Investment Renewal: Based on the Gross Receipts/ Sales from the preceding year + Regulatory Fees & Other Fees based on the Revised Revenue Code | | | 55 minutes | |



2. MAYOR'S PERMIT FOR MOTORIZED VEHICLE

The Business Permit and Licensing Office is responsible for processing, reviewing and collection of true and correct business taxes and fees alongwith the Municipal Treasurer's Office.

| Office or Division: | BPLO |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2B – for government services whose client is a business entity |
| Who may avail: | Vehicle Operator |
| CHECKLIST OF REQUIREMENTS | |
| WHERE TO SECURE | |
| 1. Tricycle Franchise (Xerox copy if any) | Office of the Municipal Vice Mayor |
| 2. Brgy. Clearance and Community Tax Certificate | Barangay Hall/ Municipal Treasurer's Office |
| 3. Sanitary Permit/ Health Certificate | Municipal Health Office |
| 4. Tax Clearance (RPT & Water) | Municipal Treasurer's Office |
| 5. Previous Mayor's Permit (for RENEW) | Vehicle Operator, Owner |
| 6. Police Clearance | PNP Office |
| 7. Municipal Environmental Certificate | MENRO |
| 8. Unexpired Driver's License (Xerox copy if any) | LTO |
| 9. Xerox Copy of OR/ CR | LTO |



| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--|--|--|-----------------|---|
| 1. Submits duly filled-out Unified Business Application Form with all the requirements attached. | 1.1 Receives and verifies the completeness of the required documents submitted. 1.2 Evaluates the Application and assess the corresponding fees and gives the client the System Generated Tax Assessment. | None | 20 minutes | <i>Administrative Aide II</i> Municipal Treasurer's Office |
| 2. Pays the prescribed fees and presents proof of payment to BPLO Designate | Accepts Official Receipt and forwards all documents to the Office of the Municipal Mayor | Motorized Tricycle Annual Tax PHP480.00 Non-Motorized Tricycle Annual Tax PHP240.00 | 15 minutes | <i>Administrative Asst. III</i> Municipal Treasurer's Office <i>MTO Staff</i> Municipal Treasurer's Office |
| 3. Claims Approved Business Permit with Sticker at the Municipal Mayor's Office. | Releases the Approved Business permit. Keeps a copy of the Business Permit for office File. | None | 10 minutes | <i>Administrative Aide II</i> Mayor's Office <i>Municipal Mayor</i> Mayor's Office |



| | | | |
|---------------|---|------------------|--|
| TOTAL: | Based on the Local Revenue Code, Mayor's Permit, Annual Registration, Regulatory and Other Fees | 45 inutes | |
|---------------|---|------------------|--|

3. MAYOR'S PERMIT FOR PEDDLERS

Permit for any person who, either for himself or on commission, travels from place to place and sells his goods or offers to sell and deliver the same.

| Office or Division: | BPLO |
|--|---|
| Classification: | Simple |
| Type of Transaction: | G2B – for government services whose client is a business entity |
| Who may avail: | Business Owner |
| CHECKLIST OF REQUIREMENTS | |
| | WHERE TO SECURE |
| 1. DTI | DTI Office |
| 2. Brgy. Clearance and Community Tax Certificate | Barangay Hall/ Municipal Treasurer's Office |
| 3. Sanitary Permit/ Health Certificate | Municipal Health Office |



| 4. Police Clearance | | PNP Office | | |
|--|--|-----------------|-----------------|---|
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits duly filled-out Unified Business Application Form with all the requirements attached. | 1.1 Receives and verifies the completeness of the required documents submitted. 1.2 Evaluates the Application and assess the corresponding fees and gives the client the System Generated Tax Assessment. | None | 15 minutes | <i>Administrative Aide II</i> Municipal Treasurer's Office |



| | | | | |
|---|--|--|-------------------|--|
| <p>2. Pays the prescribed fees and presents proof of payment to BPLO Designate.</p> | <p>Accepts payment, print Official Receipt and forwards all documents to the Office of the Municipal Mayor</p> | <p>a. Peddlers of any article or merchandise carried in Trucks or any other motor vehicle PHP55.00</p> <p>b. Peddlers of any article or merchandise carried in a motorized bicycle, tricycle or other motorized similar vehicles other than those specified in letter (a) PHP55.00</p> <p>c. Peddlers of any article</p> | <p>15 minutes</p> | <p><i>Administrative Asst. III</i> Municipal Treasurer's Office</p> <p><i>MTO Staff</i> Municipal Treasurer's Office</p> |
|---|--|--|-------------------|--|



| | | | | |
|--|---|--|------------|--|
| | | <p>or merchandise carried in a cart, caratela or other vehicles drawn by animals PHP49.50</p> <p>d. Peddlers of any article or merchandise</p> | | |
| | | <p>e carried on bicycle, pedicab or other similar vehicle PHP49.50</p> <p>e. Peddlers of any article or merchandise carried by person, per person PHP33.00</p> | | |
| 3. Claims Approved Business Permit with Sticker at the Municipal Mayor's Office. | Releases the Approved Business permit. Keeps a copy of the Business Permit for office file. | None | 10 minutes | <p><i>Administrative Aide II</i> Mayor's Office</p> <p><i>Municipal Mayor</i> Mayor's Office</p> |



4. CERTIFICATION FOR BUSINESS CLOSURE

This certification is issued upon the request of business owner for the closure of their business.

| | | | | |
|--|---|-------------------------------------|------------------------|---------------------------|
| Office or Division: | BPLO | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2B – for government services whose client is a business entity | | | |
| Who may avail: | Business Owner | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Letter Address to the Municipal Mayor reason for closing the business | | Client | | |
| 2. Barangay Business Closure | | Brgy. where the business is located | | |
| 3. Financial Statement/ Gross Sales | | Client | | |
| 4. Business/ Mayor's Permit | | Client | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |



| | | | | |
|---|--|--|------------|---|
| 1. Submits and attached all the documents required. | 1.1 Receives and verifies the completeness of the required documents submitted. 1.2 Evaluates the Application for Retirement/ Closure of Business and assess the corresponding fees and gives the client the System Generated Tax Assessment. | None | 15 minutes | <i>Administrative Aide II</i> Municipal Treasurer's Office |
| 2. Pays the prescribed fees and presents proof of payment to BPLO Designate | Accepts payment, Issue Official Receipt and print Business Closure Certificate | <ul style="list-style-type: none"> ➤ Pertain to the approved Local Revenue Code and based on gross sales. ➤ Certification Fee PHP 30.00 | 10 minutes | <i>Administrative Asst. III</i> Municipal Treasurer's Office <i>MTO Staff</i> Municipal Treasurer's Office |



| | | | | |
|--|---|---|-------------------|--|
| 3. Claims approved Business Closure Certification. | Releases the approved Business Closure Certificate with dry sealed. Keeps a copy for office file. | None | 5 minutes | Admin. Aide II Municipal Treasurer's Office |
| TOTAL : | | Pertain to the approved Local Revenue Code and based on gross sales | 30 minutes | |

5. CERTIFICATION OF NO BUSINESS

This certification is issued upon the request of business owner for whatever legal purpose/s it may serve.

| | | | |
|----------------------------------|---|---|--|
| Office or Division: | BPLO | | |
| Classification: | Simple | | |
| Type of Transaction: | G2B – for government services whose client is a business entity | | |
| Who may avail: | Business Owner | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | |
| 1. Certification of No Business | | Barangay Hall (Brgy. where the business is located) | |



| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--|--|------------------|-----------------|---|
| 1. Verification of Requirements/ Assessment | Verify the owner and the Business name in the system if business establishment is existing | None | 20 minutes | <i>Administrative Aide II</i> Municipal Treasurer's Office |
| 2. Proceed for Payment | Accepts payment, Issue Official Receipt | PHP 30.00 | 5 minutes | <i>MTO Staff</i> Municipal Treasurer's Office |
| 3. Releasing of Certification of No Business | Releases the Certification of No Business with dry sealed. Keeps a copy for office file. | None | 5 minutes | <i>Administrative Aide II</i> Municipal Treasurer's Office |
| TOTAL : | | PHP 30.00 | 30 mins | |

6. CERTIFIED TRUE COPY OF BUSINESS PERMIT/ MAYOR'S PERMIT

This certification is issued upon the request of business owner for whatever legal purpose/s it may serve.



| | | | | |
|---|---|------------------------|------------------------|---|
| Office or Division: | BPLO | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2B – for government services whose client is a business entity | | | |
| Who may avail: | Business Owner | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Xerox copy of Business/ Mayor's Permit (if any) | | Business Owner | | |
| Official Receipt (proof of payment) | | Municipal Treasurer | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Verification of Requirements/ Assessment | Receives and verifies the completeness of the required documents submitted. | None | 15 minutes | <i>Administrative Aide II</i> Municipal Treasurer's Office |
| 2. Proceed to Payment | Accepts payment, Issue Official Receipt | PHP 50.00 | 10 minutes | <i>MTO Staff</i> Municipal Treasurer's Office |



| | | | | |
|---|---|------------------|-------------------|---|
| 3. Claims the approved Certified True Copy of Business/ Mayor's Permit at the Municipal Mayor's Office. | Releases approved Certified True Copy of Business/ Mayor's Permit | None | 5 minutes | <i>Administrative Aide II</i> Mayor's Office <i>Municipal Mayor</i> Mayor's Office |
| TOTAL : | | PHP 50.00 | 30 minutes | |



MUNICIPAL HEALTH OFFICE

External Services



1. MORBIDITY CONSULTATION (KONSULTA PACKAGE) AND MINOR SURGICAL PROCEDURES

This service aims to assess patients' health and well-being, record signs and symptoms then diagnose accordingly to provide quality patient care thru medications and minor surgical procedures to treat the underlying cause.

| Office or Division: | Municipal Health Office | | | |
|---|---|--|-----------------|--------------------------------------|
| Classification: | Simple and/or Highly-Technical (Complex) | | | |
| Type of transaction: | G2C – for government services whose client is the transacting public | | | |
| Who may avail: | Public and Private Sectors | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. REPORTING OF PROBLEM Visit MHO and state the purpose of visit | | Procedures: Circumcision – P300.00 | | |
| 2. RETRIEVAL OF RECORD | MHO personnel retrieve the Patient's Record from files | Removal of Foreign Body – P150.00 | 2-3 minutes | MHO Staff Municipal Health Office |
| 3. VITAL SIGNS | Vital signs taken and recorded in the Patient's Record | Removal of Ingrown Toe Nail – P150.00 | 5 minutes | MHO Staff Municipal Health Office |
| 4. CHECKING OF PHILHEALTH STATUS and ASSESSMENT | Check PhilHealth Status at portal and register client to Konsulta Package then assess for non-communicable and lifestyle related diseases | Excision (Small) – P200.00 Excision (Large) – P300.00 Wound Suturing (Small) – P100.00 Wound Suturing (Large) – P300.00 | 0 to 1 hour | MHO Staff Municipal Health Office |
| 5. FORWARDING FOR CONSULTATION | Patient's Record brought to the Consultation Room while | Suture Removal – P25.00 | 10-30 minutes | Physician Municipal Health Office |



| | | | | |
|---|---|--|-------------|---|
| | patient waits for his/her turn | Change of Catheter – P50.00 | | |
| 6. CONSULTATION AND/OR MINOR SURGICAL PROCEDURE - Significant Other pay the prescribed fee of the minor surgical procedure done to the Municipal Treasury Office | Physician examines the patient and may request for laboratory procedures as the need arise. The Physician performs minor surgical procedure. Nurse/ Midwife perform wound care or removal of sutures. | Surgical Dressing (Small) – P50.00 Surgical Dressing (Large) – P75.00 Internal Examination – P30.00 Rectal Examination – P50.00 | 5 minutes | <i>MTO Staff</i> Mun. Treasurer's Office <i>Nurse/Midwife</i> Municipal Health Office <i>Physician</i> Municipal Health Office |
| 7. PRESCRIPTION | Doctor prescribes medicines for management of patient's illness | Nebulization with nebule – P25.00 | 5-7 minutes | <i>Pharmacy Assistant On-Duty</i> <i>Nurse/Midwife</i> Municipal Health Office |
| 8. DISPENSATION OF MEDICINES | Upon presentation of prescription, medicine is dispensed and patient instructed on the correct dosage and timing. | Nebulization without nebule – P50.00 | 2-3 minutes | <i>Pharmacy Assistant On-Duty</i> Municipal Health Office |



2. ISSUANCE OF MEDICAL/ MEDICO-LEGAL CERTIFICATE

This service provides a certification for the requisitioner upon examination or assessment of available health records.

| | | | | |
|--|---|---|------------------------|--------------------------------------|
| Office or Division: | Municipal Health Office | | | |
| Classification: | Simple | | | |
| Type of transaction: | G2C – for government services whose client is the transacting public G2B – for government services whose client is a business entity G2G – for government services whose client is a government employee or another government agency | | | |
| Who may avail: | Public and Private Sectors | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. REPORTING OF PROBLEM - Visit MHO and state the purpose of visit - Patient or Significant Other pay the prescribed fee of the requested certificate to the Municipal Treasury Office | | Medical Certificates Fee For Purpose of: Students – P30.00 Employment – P30.00 | 5-10 minutes | |
| 2. RETRIEVAL OF RECORD | MHO personnel retrieve the Patient's Record from files | Foreign Employment – P150.00 | 2-3 minutes | MHO Staff Municipal Health Office |
| 3. VITAL SIGNS | Vital signs taken and recorded in the Patient's Record | Medico-Legal – P100.00 Insurance – P150.00 | 5 minutes | MHO Staff Municipal Health Office |
| 4. FORWARDING FOR CONSULTATION | Patient's Record brought to the Consultation Room while | Removal/Transfer of Human | 0 to 1 hour | MHO Staff Municipal Health Office |



| | | | | |
|------------------------------|---|-------------------------------|-----------------|---|
| | patient waits for his/her turn | Skeleton – P500.00 | | |
| 5. CONSULTATION | Physician examines the patient and may request for laboratory procedures as the need arise. | Others not Mentioned – P50.00 | 10-20 minutes | MHO Staff Municipal Health Office |
| 6. PRESCRIPTION | The physician prescribes medicines for management of patient's complaints | | 5 minutes | Physician Municipal Health Office |
| 7. DISPENSATION OF MEDICINES | Upon presentation of prescription, medicine is dispensed and patient instructed on the correct dosage and timing. | | 5-7 minutes | Pharmacy Assistant On-Duty Municipal Health Office |
| 8. ISSUANCE OF CERTIFICATE | Physician issues requested certificate. | | 7 to 12 minutes | Physician Municipal Health Office |



3. PERINATAL SERVICES

This service aims to assess pregnant mothers' health and well-being, record vital signs, monitor the status of the baby inside the womb. This includes giving of appropriate health teaching; provision of vitamins and minerals for proper nutrition to both mother and baby in preparation for a healthy and safe delivery; convey health services for a thorough post-partum care.

| Office or Division: | Municipal Health Office | | | |
|---|--|-----------------|-----------------|---|
| Classification: | Simple and/or Highly-Technical (Complex) | | | |
| Type of transaction: | G2C – for government services whose client is the transacting public | | | |
| Who may avail: | Public and Private Sectors | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| A. Prenatal service Visit the TBEMHC at the earliest sign of pregnancy [1st three (3) months or trimester] and perform the front desk. | Information officer asks patient's address and directs which midwife to approach. | None | 1min. | Midwife/Nurse on duty at the front desk. Municipal Health Office |
| | MIDWIFE: -Interviews the patient & fills-up the Maternal record -Provides the essential antenatal care services: a. Take vital sign b. Gathers medical history c. Monitors height and weight d. Request for screening and blood testing including; | None | 30 minutes | Midwife on duty Municipal Health Office |



| | | | | |
|------------------------------------|---|--------------------|----------------|---|
| | <ul style="list-style-type: none"> - Complete Blood Count - Blood Typing - Urinalysis - VDRL or RPR - HbSAg - Blood sugar screening - Pregnancy test (optional) - Cervical cancer screening using acetic acid wash e. Gives micronutrient supplementation (iron, folate supplementation) f. Gives tetanus toxoid as needed g. Gives deworming tablet h. Discuss about birth planning -Perform Leopold's Maneuver (if applicable) -Measures the fundal height against the age of gestation, fetal heart beat and fetal movement count to assess the adequacy of fetal growth and well-being. | | | |
| B. Natal Services (Child Delivery) | - Performs assessment/admission on preliminaries. | For Non-Philhealth | 24 Hrs (primi) | <i>Midwife on duty</i> Municipal Health Office |



| | | | | |
|---|---|------------------------------------|--|--|
| Go to TBEMHC / Call an ambulance at the onset of labor. For the mother | <p>-Monitors the vital signs and the progress of labor using the partograph.</p> <p>-Identifies early signs and symptoms and administration of appropriate management such as referral to GCGMH for prolonged labor, hypertension, abnormal presentation, and /or bleeding.</p> <p>- Assist/facilitate active labor management of the third stage of labor.</p> <p>-Provides immediate post-partum nursing care (prior to discharge from the delivery room)</p> <p>* Perineal washing * Changing of hospital gown * Checking vital signs * Rooming-in</p> | Maternity Package: P2,000.00 | | |
|---|---|------------------------------------|--|--|



| | | | | |
|--|---|--|--|--|
| | <ul style="list-style-type: none"> - Should complications occur a BEMONC provider facility must be able to administer the following emergency care services: -Parenteral administration of oxytocin (10 "U" Intra Muscularly) in the third stage of labor. - Parenteral administration of loading doses of anti-convulsant. - Parenteral administration of initial dose of antibiotics. - Assisted vaginal delivery during imminent breech delivery. - Manual removal of placenta. - Removal of retained placental products. | | | |
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| | <ul style="list-style-type: none"> - Administration of intravenous fluid, blood volume expander. | | | |
| For the baby | <ul style="list-style-type: none"> - Wipes the baby with dry clean/sterile cloth keeps the baby warm. - Provides appropriate thermal care through mother and newborn skin-to-skin contact, maintaining a delivery room temperature of 25-28 degrees centigrade while wrapping the newborn with clean, dry cloth. - Initiates immediate latching on and breastfeeding within first hour after birth. - Does non-immediate cord clamping (1-3 minutes or until cord pulsation stops) - Takes note the details of the birth including date and | None | | Midwife on duty Municipal Health Office |

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| | <p>time of birth, sex of infant, plurality, identity of the mother, vital signs and statistics (assist)</p> <p>- Take APGAR Score (assist)</p> <p>Should complications occur, a BemONC provider facility must be able to administer the following emergency care services:</p> <ul style="list-style-type: none"> ➤ Newborn resuscitation. ➤ Treatment of neonatal sepsis as necessary. ➤ Oxygen support for newborns. | | | |
| <p>C. Post Natal Services</p> <p>For the mother</p> | <p>MIDWIFE:</p> <p>- Post-partum check up including identification of early signs and symptoms of postpartum complications like hemorrhage, infection and hypertension.</p> | None | | <p><i>Midwife on duty</i> Municipal Health Office</p> |



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| | <ul style="list-style-type: none"> - Gives micronutrient supplement, including iron with folate, and Vit. A including iron with folate, and Vit. A capsule 200,000 units per orem. - Do counselling on <ul style="list-style-type: none"> * Proper Nutrition * Benefits of exclusive breast feeding up to six months. * Benefits esp. among preterm babies. -Essential neonatal care. -Provision on Family Planning services and contraception. | | | |
| For the baby if the child was delivered at home; bring the mother & child to the Birthing Center immediately | <ul style="list-style-type: none"> -Gives post-natal care required within 24 hours after birth including: <ul style="list-style-type: none"> * Cord care * Breastfeeding * Vitamin K injection * Eye Prophylaxis * Delayed bathing until 6 hours of life | For Non-Philhealth Newborn Screening fee: P1,800.00 | 30 mins. | <i>Midwife on duty</i> Municipal Health Office |



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| | <p>*BCG and first dose of Hepatitis B Immunization</p> <p>-Newborn Screening</p> <p>-Informs the mother on post-partum/ post natal check-up, home care immunization schedules.</p> <p>-Reminds patient about birth registration.</p> <p>- Administers the necessary routine newborn care. Inform about newborn screening</p> <p>- Perform post partum services.</p> | | | |
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4. DENTAL CONSULTATION SERVICES

This service aims to assess the patients' dental health and provide oral care for a healthy gums, teeth, and mouth.

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|----------------------------------|--|
| Office or Division: | Municipal Health Office |
| Classification: | Simple and/or Highly-Technical (Complex) |
| Type of transaction: | G2C – for government services whose client is the transacting public |
| Who may avail: | Public and Private Sectors |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| | |



| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|--|-------------------|-----------------|--|
| 1. REPORTING OF PROBLEM Visit MHO and state the purpose of visit | | | 2 minutes | |
| 2. RETRIEVAL OF CARD | MHO personnel retrieve the Patient's Dental Card from files | None | 2 minutes | <i>Dental Assistant On-Duty</i> Municipal Health Office |
| 3. VITAL SIGNS | Vital signs taken and recorded in the Patient's Dental Card | None | 2 minutes | <i>Dental Assistant On-Duty</i> Municipal Health Office |
| 4. FORWARDING FOR CONSULTATION | Patient's card brought to the Dental Room while patient waits for his/her turn | None | 0-1 hour | <i>Dental Assistant On-Duty</i> Municipal Health Office |
| 5. DENTAL EXAMINATION | Patient called enters the dental room. Dentist takes history and conducts dental examination. | None | 5 minutes | <i>Dentist</i> Municipal Health Office |
| 6. TOOTH EXTRACTION OR FILLING | Patient or Significant Others pays for the anaesthetics in case of extraction and filler in case of filling. | P200.00 per tooth | 5-10 minutes | <i>MTO Staff</i> Mun. Treasurer's Office |



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| | The Dentist performs the needed service: extraction or filling | P200.00 for Oral Prophylaxis/filling | 10-20 minutes | <i>Dentist</i> Municipal Health Office |
| 7. PRESCRIPTION | Dentist prescribes medicines and pain reliever | None | 3 minutes | <i>Dentist</i> Municipal Health Office |
| 8. DISPENSATION OF MEDICINES | Upon presentation of prescription, medicine is dispensed and patient instructed on the correct dosage and timing. | None | 3 minutes | <i>Pharmacy Assistant On-duty</i> Municipal Health Office |

5. LABORATORY EXAMINATIONS

This service is performed by a laboratory health professional following a standard clinical procedure and using chemical and biological tests on patient specimens for medical diagnosis.

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|-----------------------------|--|
| Office or Division: | Municipal Health Office |
| Classification: | Simple and/or Highly-Technical (Complex) |
| Type of transaction: | G2C – for government services whose client is the transacting public |



| | | | | |
|---|--|---|------------------------|---|
| | | G2B – for government services whose client is a business entity G2G – for government services whose client is a government employee or another government agency | | |
| Who may avail: | | Public and Private Sectors | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. PRESENT THE LABORATORY REQUEST - Patient or Significant Other pay the prescribed fee of the requested laboratory examination to the Municipal Treasury Office | MHO personnel charges prescribed fee for the requested laboratory examination. | Laboratory Examinations Fee Clinical Microscopy: Urinalysis – P60.00 Fecalalysis/ Stool Exam – P50.00 Pregnancy Test – P125.00 | 5-10 minutes | MHO Staff Municipal Health Office |
| 2. PROCEED TO LABORATORY FOR EXTRACTION/ SPECIMEN COLLECTION | Assigned Medical Technologist collects specimen for examination | Sputum Examination – No Charge Immunoserology/Hematology: Hepatitis B (HBsAG) – P150.00 | 5 - 10 minutes | Medical Technologist Municipal Health Office |
| 3. EXAMINATION PROCESS | Assigned Medical Technologist process the requested laboratory examination | Syphilis – P200.00 Blood typing – P75.00 Complete Blood Count (CBC) | 30 mins to 2 hours | Medical Technologist Municipal Health Office |



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| 4. RELEASE OF RESULT | | <p>– P150.00</p> <p>Platelet Count – P90.00</p> <p>Hemoglobin Test – P50.00</p> <p>Chemistry:</p> <p>Fasting/ Random Blood Sugar – P125.00</p> <p>Blood Cholesterol – P150.00</p> <p>Triglycerides – P150.00</p> <p>HDL Cholesterol – P200.00</p> <p>Blood Uric Acid – P150.00</p> <p>Creatinine - P150.00</p> <p>BUN (Blood Urea Nitrogen) - P150.00</p> <p>SGPT/SGOT - P175.00</p> <p>Lipid Profile (Cholesterol, Triglycerides, HDL & LDL) - P500.00</p> <p>Laboratory Examinations Fee</p> | 10-20 minutes | <p><i>Medical Technologist</i> Municipal Health Office</p> |
|-------------------------|--|--|---------------|--|



6. FAMILY PLANNING SERVICES

The objectives of family planning services involve timing the first pregnancy, planning the spacing between births, and limiting family size. There are different contraceptive methods and treatments for infertility that can be used to achieve the objectives of family planning.

| Office or Division: | Municipal Health Office | | | |
|--|---|-----------------|-----------------|--|
| Classification: | Simple and/or Highly-Technical (Complex) | | | |
| Type of transaction: | G2C – for government services whose client is the transacting public | | | |
| Who may avail: | Public and Private Sectors | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. VISIT - Couple visits MHO and engage the services on family planning | | | 1 minute | |
| 2. VITAL SIGNS | Patient data and vital signs taken | None | 3-5 minutes | <i>Assigned MIDWIFE</i> Municipal Health Office |
| 3. PHYSICAL EXAMINATION | Assigned Midwife conduct physical examination. | None | 5-10 minutes | <i>Assigned MIDWIFE</i> Municipal Health Office |
| 4. COUNSELING | Midwife counsels the couple on their desired birth control method | None | 15-25 minutes | <i>Assigned MIDWIFE</i> Municipal Health Office |
| 5. PROVISION OF COMMODITIES AND SCHEDULE OF NEXT VISIT | Midwife provides birth control commodities as to the agreed method of the couple and plan for the next visit. | None | 10-20 minutes | <i>Assigned MIDWIFE</i> Municipal Health Office |



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7. SERVICE: NATIONAL TUBERCULOSIS PROGRAM

This service aims to cure the individual patient and minimize risk of death and disability; reduce transmission of mycobacterium tuberculosis to other persons; and prevent the development of drug resistance during therapy.

| Office or Division: | Municipal Health Office | | | |
|---|--|-----------------|-----------------|--------------------------------------|
| Classification: | Simple and/or Highly-Technical (Complex) | | | |
| Type of transaction: | G2C – for government services whose client is the transacting public | | | |
| Who may avail: | Public and Private Sectors | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. REPORTING OF PROBLEM Visit MHO and state the purpose of visit | | | 1 minute | |
| 2. RETRIEVAL OF RECORD | MHO personnel retrieve the Patient's Record from files | None | 2-3 minutes | MHO Staff Municipal Health Office |
| 3. VITAL SIGNS | Vital signs taken and recorded in the Patient's Record | None | 2-3 minutes | MHO Staff Municipal Health Office |
| 4. FORWARDING FOR CONSULTATION | Patient's Record brought to the Consultation Room while patient waits for his/her turn | None | 0-1 hour | MHO Staff Municipal Health Office |



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|--|--|------|---------------|--|
| 5. CONSULTATION | Physician examines the patient and may request for laboratory procedures such as sputum exam or x-ray. | None | 10-20 minutes | Physician Municipal Health Office |
| 6. PRESCRIPTION | The physician prescribes medicines for management of patient's complaints | None | 5-7 minutes | Physician Municipal Health Office |
| 7. COUNSELLING AND DISPENSATION OF MEDICINES | Upon presentation of prescription and referral of physician to start TB medication, counselling is done and medicine is dispensed. | None | 30 minutes | Nurse/Midwife on Duty Municipal Health Office |

8. ADULT AND CHILD IMMUNIZATION SERVICES

Immunization is a global health and development success story, saving millions of lives every year. The main purpose of vaccines is to reduce risks of getting a disease by working with the body's natural defences to build protection. Immunization currently prevents 3.5-5 million deaths every year from diseases like diphtheria, tetanus, pertussis, influenza, and measles. Immunization is a key component of primary health care and vaccines are also critical to the prevention and control of infectious diseases.

| | | | | |
|----------------------------------|--|------------------------|------------------------|---------------------------|
| Office or Division: | Municipal Health Office | | | |
| Classification: | Simple and/or Highly-Technical (Complex) | | | |
| Type of transaction: | G2C – for government services whose client is the transacting public | | | |
| Who may avail: | Public and Private Sectors | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |



| | | | | |
|---|--|------|---------------|--|
| 1. Visit MHO and state the purpose of vaccination | | | 1 minute | |
| 2. VITAL SIGNS | Vital signs taken and recorded in the Patient's Record | None | 2-3 minutes | MHO Staff Municipal Health Office |
| 3. ASSESSMENT AND COUNSELLING | Nurse/ Midwife interview patient/guardian and examines the patient for eligibility to vaccine. | None | 5-10 minutes | MHO Staff Municipal Health Office |
| 4. VACCINATION | Nurse/Midwife administers vaccine for the patient | None | 3-5 minutes | Nurse/Midwife on Duty Municipal Health Office |
| 5. POST-VACCINATION MONITORING | Nurse/Midwife monitors the patient for any adverse effects following immunization | None | 10-30 minutes | Nurse/Midwife on Duty Municipal Health Office |

9. SECURING SANITARY PERMITS/ HEALTH CARDS

This service issues permits/health cards for the requisitioner upon review or assessment of available health record by the sanitary inspector.

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|----------------------------------|---|
| Office or Division: | Municipal Health Office |
| Classification: | Simple |
| Type of transaction: | G2C – for government services whose client is the transacting public G2B – for government services whose client is a business entity G2G – for government services whose client is a government employee or another government agency |
| Who may avail: | Public and Private Sectors |
| CHECKLIST OF REQUIREMENTS | |
| WHERE TO SECURE | |
| 1. X-RAY | Any Laboratory providing X-ray |



| 2. STOOL EXAM for Food Handlers | | RHU Laboratory c/o Medical Technologist | | |
|---|--|---|-----------------|---|
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Visit MHO and state the purpose of securing sanitary permit/ health card | | | 1 minute | |
| 2. ASSESSMENT AND INTERVIEW | Sanitary inspector assesses the requirements and interview applicants for sanitary permit/ health cards. - for new establishments, there will be an ocular inspection | None | 10-20 minutes | Sanitary Inspector Municipal Health Office |
| 3. FOR APPROVAL AND ISSUANCE OF SANITARY PERMIT/ HEALTH CARDS | Physician approves and sign permit/ health card if with complete requirements and with normal laboratory results | None | 5-10 minutes | Physician Municipal Health Office |

10. WATER SAMPLING AND TESTING

Water sampling is done through collection of samples from water sources duly supervised by the sanitary inspector. This ensures that the water supply is safe for drinking. Water testing can identify sources of pollution and monitor specific pollutants such as trace organic and inorganic chemicals (pesticides, hydrocarbons, toxic metals), and pathogens like *Escherichia coli* bacteria.

| | |
|-----------------------------|---|
| Office or Division: | Municipal Health Office |
| Classification: | Simple and/or Highly-Technical (Complex) |
| Type of transaction: | G2C – for government services whose client is the transacting public G2B – for government services whose client is a business entity |



| | | G2G – for government services whose client is a government employee or another government agency | | |
|--|--|--|-----------------|--|
| Who may avail: | | Public and Private Sectors | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Visit MHO and state the purpose of water sampling and testing | Sanitary Inspector assess credentials of water refilling station or water source for water sampling | Payment for the Bacteriological water testing is paid by the client to the PHO Laboratory -P170.00 | | |
| 2. SCHEDULED FOR WATER SAMPLING | Scheduled for water sampling or collection, at least once a month for Bacteriological water testing and twice a year for physicochemical water analysis. | Payment for the Physicochemical water analysis is paid by the client to the DOH Accredited Water Laboratory (Cebu) - P4,500.00 | 2-3 minutes | <i>Sanitary Inspector</i> Municipal Health Office |
| 3. WATER SAMPLING/COLLECTION | Sanitary inspector visits the water refilling station or water source to collect water for testing and send to the DOH accredited water laboratory in PHO or Cebu. | None | 1 hour | <i>Sanitary Inspector</i> Municipal Health Office |
| 4. RELEASE OF RESULT | The examining laboratory releases the result to the RHU and the sanitary inspector relays to the concerned client | None | 1 to 2 weeks | <i>Sanitary Inspector</i> Municipal Health Office |



11. NUTRITION SERVICES PROGRAM

Nutrition is a critical part of health and development. Healthy children learn better. People with adequate nutrition are more productive. On the other hand, Malnutrition in every form, presents significant threats to human health. There are multiple forms of malnutrition, including undernutrition (wasting or stunting), inadequate vitamins or minerals, overweight, obesity, and resulting diet-related noncommunicable diseases. This program aims to treat malnourished children through assessment activities, supplemental feeding, height & weight monitoring, and health teaching.

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|--|---|------------------------|------------------------|---|
| Office or Division: | Municipal Health Office | | | |
| Classification: | Simple and/or Highly-Technical (Complex) | | | |
| Type of transaction: | G2C – for government services whose client is the transacting public | | | |
| Who may avail: | Public and Private Sectors | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Visit MHO to avail nutrition services program | | | 2-3 minutes | |
| 2. RETRIEVAL OF RECORD | MHO personnel retrieve the Patient's Records or Early Childhood Care and Development Card | None | | <i>MHO Staff Municipal Health Office</i> |
| 3. VITAL SIGNS | Vital signs taken and recorded in the Patient's Record that includes weight & height for age, Mid-upper Arm Circumference | None | 5-10 minutes | <i>MHO Staff, Nutrition Program Coordinator, Nurse Nutrition Focal Person Municipal Health Office</i> |
| 4. ASSESSMENT/CONSULTATION | Physician or Nutrition Program Coordinator assesses the child nutritional status | None | 5-10 minutes | <i>Physician, Nutrition Program Coordinator, Nurse Nutrition Focal Person</i> |



| | | | | |
|--|---|------|---------------|---|
| | | | | Municipal Health Office |
| 5. ENROLLMENT FOR TREATMENT PLAN AND COUNSELLING | Routine supplementation and prophylaxis is given twice a year, such as every January & July for Deworming and April & October for Vitamin A. If found with nutritional deficiency child will be enrolled for treatment plan. Counselling will be done for child and the guardian. | None | 15-30 minutes | <i>Nutrition Program Coordinator, Nurse Nutrition Focal Person, Assigned Midwife</i> Municipal Health Office |
| 6. DISPENSATION OF READY TO USE SUPPLEMENTARY FOOD | Giving of RUSF (ready to use supplementary food) to enrolled child. Daily feeding with a variable amount to the severity of the case. | None | 5-10 minutes | <i>Nutrition Program Coordinator, Nurse Nutrition Focal Person, Assigned Midwife</i> Municipal Health Office |
| 7. MONITORING | Weekly monitoring for Severely Acute Malnourished, and every 2 weeks for Moderate Acute Malnourished. | None | 10-20 minutes | <i>Nutrition Program Coordinator, Nurse Nutrition Focal Person, Assigned Midwife</i> Municipal Health Office |



12. SECURING PRE-MARRIAGE CERTIFICATE

This service issues certification for the requisitioner upon completion of the lecture on pre-marriage, responsible parenthood and family planning conducted by our Rural Health Midwives.

| Office or Division: | Municipal Health Office | | | |
|---|--|-----------------|-----------------|---|
| Classification: | Simple | | | |
| Type of transaction: | G2C – for government services whose client is the transacting public | | | |
| Who may avail: | Public and Private Sectors | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Visit MHO and state the purpose of Pre-Marriage Counselling for Scheduling | Pre-Marriage Counselling is scheduled every 1 st and 3 rd Thursday of the Month. | | 2-3 minutes | <i>MHO Staff Assigned Midwife Municipal Health Office</i> |
| 2. PRE-MARRIAGE COUNSELLING | Lecture on Pre-Marriage includes on Responsible Parenthood and Family Planning. | None | 1 hour | <i>Assigned Midwife Municipal Health Office</i> |
| 3. ISSUANCE OF CERTIFICATE | Municipal Health Officer issues certificate of Pre-Marriage Completion after successfully attending the lecture. | None | 2-3 minutes | <i>Physician Municipal Health Office</i> |



13. SUSPECTED/PROBABLE/CONFIRMED COVID-19 POSITIVE CASE SERVICES

This refers to handling of covid-19 cases, whether suspected, probable, or confirmed cases.

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| Office or Division: | | Municipal Health Office | | |
| Classification: | | Simple and/or Highly-Technical (Complex) | | |
| Type of transaction: | | G2C – for government services whose client is the transacting public | | |
| Who may avail: | | Public and Private Sectors | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Patient's POSITIVE RT-PCR Result / Endorsement from EOC | 1.1 Inform patient upon receiving the RT-PCR result/endorsement from EOC | None | 5 – 10 minutes | <i>Nurse / Midwife assigned</i> Municipal Health Office |
| | 1.2 Facilitate transport of patient to Isolation Facility/ home | | 30 – 50 minutes | LGU PATIENT TRANSPORT VEHICLE |
| 2. Assessment and Interview | Gather patient information/data | None | 5 – 10 minutes | <i>Nurse In-charge</i> Municipal Health Office |
| 3. Vital Signs | Vital signs and taken and recorded at patient form | None | 3 – 5 minutes | <i>Nurse In-charge</i> Municipal Health Office |
| 4. Consultation and Prescription | Inform Physician on patient condition/examine the patient. Physician prescribes medicines for management of patient's illness | None | 10 – 15 minutes | <i>Physician</i> Municipal Health Office |



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|--|---|------|---------------|---|
| 5. Dispensing of Medicines | Provide medicines for the patient | None | | <i>Pharmacy Assistant On-Duty Municipal Health Office</i> |
| 6. Monitor Patient until Discharge Vaccinated Patient Unvaccinated Patient | Vital Signs monitoring and Assessment of the patient Isolate for 7 days Isolate for 10 days | None | 3 – 5 minutes | <i>Nurse In-charge Municipal Health Office</i> |



MUNICIPAL ENVIRONMENT AND NATURAL RESOURCES OFFICE

External Services



1. SLAUGHTER/MEAT INSPECTOR

The Meat Inspector will interview the applicants and check the documents to proceed the transaction. Transaction done.

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|--|---|--|------------------------|---|
| Office of Division: | Slaughter house | | | |
| Classification: | Simple | | | |
| Type of Transaction: | Easy | | | |
| Who may avail: | Government employee and non-government employee | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| 1. Official Receipt | | | Meat Inspector | |
| CLIENT'S STEP | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE |
| 1. Payment of Fees Proceeds to the MTO | 1. Receive payment | for HOG - Public Consumption = ₱ 110 Home Consumption = ₱ 60 for CATTLE - Public Consumption = ₱ 200 Home Consumption = ₱ 160 for GOAT, SHEEP, OTHERS - Public Consumption = ₱ 80 Home Consumption = ₱ 60 for CARABAO - Public Consumption = ₱ 200 Home Consumption = ₱ 160 | 10 minutes | MTO Staff Municipal Treasurer's Office |



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|---------------------------------------|---|------|------------|---|
| 2. Submission of the official receipt | 2.1. Receive the official receipt 2.2. Inspection and interview 2.3. Weighing | None | 15 minutes | <i>Administrative Assistant II (Meat Inspector II)</i> MENRO |
|---------------------------------------|---|------|------------|---|

2. CUTTING PERMIT

The MENRO Officer and MENRO staff entertain the applicants and the applicant should be fill out the Mayor Permit form and to be follow the interview and checking documents to proceed the transaction. While waiting the certificate of Inspection to be release and sign by the MENRO officer. Transaction is done.

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|--|---|--|---|--|
| Office of Division: | MENRO | | | |
| Classification: | Simple | | | |
| Type of Transaction: | Easy | | | |
| Who may avail: | Government employee and non-government employee | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| 1. Tree planting certificate issued by the Brgy. Captain 2. Official receipt for applicable fees 3. Xerox copy of land title/ Tax Declaration 3. Inspection certificate issued by MENRO 4. Actual Inspection/Picture | | | Barangay MTO Municipal of Assessor's office MENRO MENRO | |
| CLIENT'S STEP | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE |
| 1. Payment of Fees Proceeds to the MTO | 1. Receive payment | Tree Planting Certificate - ₱ 50 Certification fee - ₱ 50 Inspection fee - ₱ 50 Cutting Permit - ₱ 40 | 10 minutes | <i>MTO Staff</i> Municipal Treasurer's Office |



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|-----------------------------------|---|------|------------|------------------------------------|
| 2. Submission of the Requirements | 2.1. Receive the official receipt 2.2. Receive/Checks the completeness of the submitted required documents 2.3. Encode 2.4. Print 2.5. Release Certificate of inspection and signature by the MENRO officer | None | 20 minutes | Menro Officer/Menro Staff MENRO |
|-----------------------------------|---|------|------------|------------------------------------|

3. SOLID WASTE (Vermie)

MENRO Officer posts in Social Media when vermie cast is available in MENRO office.
Vermie cast buyer also can visit the MENRO Office anytime.

| | | | | |
|---|---|------------------------|------------------------|----------------------------|
| Office of Division: | Menro | | | |
| Classification: | Simple | | | |
| Type of Transaction: | Easy | | | |
| Who may avail: | Government employee and non-government employee | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| 1. Official receipt for applicable fees | | | MTO | |
| CLIENT'S STEP | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE |
| 1. wait for the weighing of the vermie cast to be completed | 1. Weighing Vermie cast | None | 10 minutes | MENRO Staff MENRO |



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|--|---|------------------------------------|------------|---|
| 2. Payment of Fees Proceeds to the MTO | 2.1. Receive payment 2.2. Receive the official receipt | Vermie cast- 15 Pesos per kilogram | 15 minutes | MTO Staff Municipal Treasurer's Office |
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4. SOLID WASTE (Scrap)

The scrap buyer will come to the office anytime and talk the MENRO staff that they will be weighing the scrap in the Maribojoc central MRF.

| | | | | |
|---|--|------------------------|------------------------|---|
| Office of Division: | MENRO | | | |
| Classification: | Simple | | | |
| Type of Transaction: | Easy | | | |
| Who may avail: | Government employee and non-government employee | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| 1. Official receipt for applicable fees | | | MTO | |
| CLIENT'S STEP | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE |
| 1. Sacking and Weighing Scrap | 1. We will look at the scale of how many kilos per bag and write on the paper how many kilos are all in the scrap and total. | None | 20 minutes | MENRO Staff MENRO |
| 2. Payment of Fees Proceeds to the MTO | 2.1. Receive payment 2.2. Receive the official receipt | 50 cent per kilogram | 10 minutes | MTO Staff Municipal Treasurer's Office |



5. CRM-FISHING PERMIT

The CRM-Officer will interview the applicants and check the documents to proceed the transaction. While waiting the certificate for fishing permit to be release and sign by the CRM officer. Transaction is done.

| | | | | |
|--|---|---|--|---|
| Office of Division: | MENRO | | | |
| Classification: | Simple | | | |
| Type of Transaction: | Easy | | | |
| Who may avail: | Government employee and non-government employee | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| 1. Barangay Clearance 2. Official receipt for applicable fees 3. Police Clearance 4. Certificate of fishing permit 5. Fishing Permit | | | Barangay MTO Police Station MENRO Mayor Office | |
| CLIENT'S STEP | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE |
| 1.Payment of Fees Proceeds to the MTO | 1. Receive payment | Barangay Clearance - ₱50 Certification fee - ₱ 50 Police Clearance - ₱100 Fishing Permit- ₱420 | 20 minutes | MTO Staff Municipal Treasurer's Office |
| 2. Submission of the Requirements | 2.1. Receive the official receipt 2.2. Receive/Checks the completeness of the submitted required documents 2.3. fill up form by the CRM officer 2.4. Interview | NONE | 15 minutes | CRM-Officer MENRO |



| | | | | |
|--|---|--|--|--|
| | 2.5. Release Certificate of fishing permit and signature by the CRM officer | | | |
|--|---|--|--|--|

6. CERTIFICATE OF TREE PLANTING COMPLIANCE

The MENRO Officer will interview the applicants and check the documents to proceed the transaction. While waiting the certificate of tree planting compliance to be release and sign by the MENRO officer. Transaction is done.

| | | | | |
|--|--|--|------------------------|---|
| Office of Division: | MENRO | | | |
| Classification: | Simple | | | |
| Type of Transaction: | Easy | | | |
| Who may avail: | Government employee and non-government employee | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| 1. Had planted Tree's for constructing a building with picture | | | MENRO | |
| 2. Official receipt for applicable fees | | | MTO | |
| CLIENT'S STEP | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE |
| 1.Payment of Fees Proceeds to the MTO | 1. Receive payment | Certificate of tree planting compliance – ₱ 50 | 10 minutes | MTO Staff Municipal Treasurer's Office |
| 2. Submission of the Requirements | 2.1. Receive the official receipt 2.2. Receive/Checks the completeness of the submitted required documents 2.3. Encode 2.4. Print | None | 20 minutes | MENRO Staff MENRO |



| | | | | |
|--|---|--|--|--|
| | 2.5. Release Certificate of tree planting compliance and signature by the MENRO Officer | | | |
|--|---|--|--|--|



**MARIBOJOC ECO-HERITAGE, TOURISM,
CULTURE AND ARTS OFFICE**
External Services



1. SECURING A MUNICIPAL TOURISM COMPLIANCE CERTIFICATE (Based on Mun. Ordinance No. 02 Series of 2019)

This ensures that the tourism related enterprises operating within the territorial of Maribojoc , Bohol are recognized as having complied with the DOT minimum and progressive level of operating quality and internationally recognized standards for the operation and maintenance of their facilities and services, there ensuring the safety, comfort and convenience of the tourist.

| | | | | |
|---|--|--|------------------------|---------------------------|
| Office or Division: | Municipal Echo-Heritage Tourism Culture and Arts | | | |
| Classification: | Simple | | | |
| Type of transaction: | Government to Business | | | |
| Who may avail: | Tourism Establishment | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| A. For Primary Enterprises: a. Duly accomplished monthly report b. Updated DOT Accreditation Certificate (mandatory) c. Child Protection Policy Statement B. For Secondary Enterprises : a. Updated DOT Accreditation Certificate (optional) b. Child Protection Policy Statement | | Monthly Reports are done by the Tourism Establishments Issued by Department of Tourism Tourism Establishment Issued by Department of Tourism Tourism Establishment | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |



| | | | | |
|---|---|---------|-----------|---|
| 1. Submission of the required documents - Presents the requirements to the staff | Checks the completeness of the submitted required documents | None | 5 minutes | MEHTCA Officer MEHTCA Office |
| 2. Payment of fees - Goes to the Municipal Treasurer's Office, pays the required fee and secure an official receipt - Goes back to MEHTCA office to submit the official receipt | Receives payment Receives the Official Receipt | P 50.00 | 5 minutes | Municipal Treasurer's Office Personnel MTO MEHTCA Officer MEHTCA Office |
| 3. Release of Municipal Tourism Compliance Certificate | Releases the Municipal Tourism Compliance Certificate with complete signatory | None | 5 minutes | MEHTCA Officer MEHTCA Office |

2. ASSISTANCE OF LOCAL TOUR BOOKING AND SIMILAR VISITS

Refers to assistance to services that are directly related to tourism such but not limited to travel and tour services, inbound travel agencies and tour operators and tour guides , tourist transport, other not limited to resorts, homestay, accommodation, recreational center, floating cottages another eco-tourism facilities and services.



| | | | | | | | | | | | | |
|---|---|--|---|---------------------------------|---------|-------|------------------|--------------------------|-----------------------|-----------|-----------|---|
| Office or Division: | | Municipal Echo Heritage Tourism Culture and Arts | | | | | | | | | | |
| Classification: | | Simple | | | | | | | | | | |
| Type of transaction: | | Government to Client | | | | | | | | | | |
| Who may avail: | | Local Tour Booking | | | | | | | | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | | | | | | | | | |
| | | | | | | | | | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE | | | | | | | | |
| 1. For any person/ group of persons who wish to - use tourist destinations exclusively during special occasions, or - tours/books at any tourist destinations must submit communication regarding the planned visit/tour to MEHTCA Office | Receives communication and then be in touch personally or through phone call to concerned tour operators/ in-charge personnel | NONE | 1 day after receiving the communication | MEHTCA Officer MEHTCA Office | | | | | | | | |
| 2. Payment of Fees (<i>for the use of tourist sites with reservation fee</i>) - Goes to the Municipal | Receives payment | <table><tr><td colspan="2">Use of Bakhawan Hall (Based on Mun. Ordinance No. 18 Series of 2017)</td></tr><tr><td>Service</td><td>Rates</td></tr><tr><td>Reservati on Fee</td><td>50% of the Packaged Rate</td></tr><tr><td>8 AM- 5 PM (Mon- Fri)</td><td>P2,000.00</td></tr></table> | Use of Bakhawan Hall (Based on Mun. Ordinance No. 18 Series of 2017) | | Service | Rates | Reservati on Fee | 50% of the Packaged Rate | 8 AM- 5 PM (Mon- Fri) | P2,000.00 | 5 minutes | Municipal Treasurer's Office Personnel |
| Use of Bakhawan Hall (Based on Mun. Ordinance No. 18 Series of 2017) | | | | | | | | | | | | |
| Service | Rates | | | | | | | | | | | |
| Reservati on Fee | 50% of the Packaged Rate | | | | | | | | | | | |
| 8 AM- 5 PM (Mon- Fri) | P2,000.00 | | | | | | | | | | | |



| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|--|--|------------------------------------|-----------|-------------------------|-----------|----------------|--------|---------------------------|---------|---------------------------|---------|------------------|----------|--------------------|----------|--|--|--|--|---|---|---|--|--|--------------------------------------|------------------------------|---------|--|
| <p>Treasurer's Office, pays the agreed over-all payment and secure an official receipt</p> <p>- Goes back to MEHTCA office to submit the official receipt</p> <p>*NOTE: Tourists can directly pay the fees to designated collecting agent on some of the tourist destinations</p> | <p>- Receives the Official Receipt</p> <p>Reservation of tourist destinations/ scheduling of fixed tour date and providing of tour terms and conditions.</p> | <table><tr><td>8 AM- 5 PM (Sat, Sun & Holiday)</td><td>P2,500.00</td></tr><tr><td>5:01 PM- 11:30 Midnight</td><td>P2,500.00</td></tr><tr><td>Plastic Chairs</td><td>P 5/pc</td></tr><tr><td>Plastic Table (4 seaters)</td><td>P 20/pc</td></tr><tr><td>Plastic Table (6 Seaters)</td><td>P 30/pc</td></tr><tr><td>Using of Videoke</td><td>P 300.00</td></tr><tr><td>Using of Live Band</td><td>P 500.00</td></tr><tr><td colspan="2">Use of Punta Cruz Watch Tower Facilities</td></tr><tr><td>Conduct of Pictorials (Reservation and Regulatory Fee)</td><td>P 750.00 (Based on Mun. Ordinance No. 30, Series of 2018)</td></tr><tr><td>Birthday, Wedding Receptions and others</td><td>P1,500.00 (Based on Mun. Ordinance No. 30, Series of 2018)</td></tr><tr><td colspan="2">(Based on Mun. Ordinance No. 37 Series of 2021)</td></tr><tr><td>Entrance Fee *Adult *Senior Citizen *Child *Child < 5 yr old</td><td>P 20.00 P 15.00 P10.00 Free</td></tr><tr><td>Parking Fee *Car/ Van/</td><td>P 50.00</td></tr></table> | 8 AM- 5 PM (Sat, Sun & Holiday) | P2,500.00 | 5:01 PM- 11:30 Midnight | P2,500.00 | Plastic Chairs | P 5/pc | Plastic Table (4 seaters) | P 20/pc | Plastic Table (6 Seaters) | P 30/pc | Using of Videoke | P 300.00 | Using of Live Band | P 500.00 | Use of Punta Cruz Watch Tower Facilities | | Conduct of Pictorials (Reservation and Regulatory Fee) | P 750.00 (Based on Mun. Ordinance No. 30, Series of 2018) | Birthday, Wedding Receptions and others | P1,500.00 (Based on Mun. Ordinance No. 30, Series of 2018) | (Based on Mun. Ordinance No. 37 Series of 2021) | | Entrance Fee *Adult *Senior Citizen *Child *Child < 5 yr old | P 20.00 P 15.00 P10.00 Free | Parking Fee *Car/ Van/ | P 50.00 | <p>MTO</p> <p>MEHTCA Officer MEHTCA Office</p> |
| 8 AM- 5 PM (Sat, Sun & Holiday) | P2,500.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5:01 PM- 11:30 Midnight | P2,500.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Plastic Chairs | P 5/pc | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Plastic Table (4 seaters) | P 20/pc | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Plastic Table (6 Seaters) | P 30/pc | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Using of Videoke | P 300.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Using of Live Band | P 500.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Use of Punta Cruz Watch Tower Facilities | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Conduct of Pictorials (Reservation and Regulatory Fee) | P 750.00 (Based on Mun. Ordinance No. 30, Series of 2018) | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Birthday, Wedding Receptions and others | P1,500.00 (Based on Mun. Ordinance No. 30, Series of 2018) | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| (Based on Mun. Ordinance No. 37 Series of 2021) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Entrance Fee *Adult *Senior Citizen *Child *Child < 5 yr old | P 20.00 P 15.00 P10.00 Free | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Parking Fee *Car/ Van/ | P 50.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | |



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|--|--|---|--|--|--|
| | | Multicab/ Jeepney *Bus/ Cargo Truck *Bicycle/ Motorcycle/ Tricycle Use of Picnic/ Rectangular Shed Use of Tourism Hall 8 AM- 5 PM 5 PM- 10 PM 2 caretaker after 5 PM | P 100.00 P 20.00 P 200.00 P1,800.00 P 200/hr P 600.00 | | |
|--|--|---|--|--|--|



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|-------------------------|--|------|------------|---------------------------------|
| 3. Availment of Booking | Confirmation of Booking *NOTE: All transaction of booking & reservation for private sectors are taken care by the concerned establishment | NONE | 15 minutes | MEHTCA Officer MEHTCA Office |
|-------------------------|--|------|------------|---------------------------------|

3. SCREENING OF TOURIST GUIDED

All tourists guides shall be screened by the Municipal before she/he will be registered formally by the said council for accreditation by the Bohol Tourism Office (BT0), Tagbilaran City.

| | | | | |
|--|--|---|------------------------|---------------------------|
| Office or Division: | Municipal Echo-Heritage Tourism Culture and Arts | | | |
| Classification: | Simple | | | |
| Type of transaction: | Government to Client | | | |
| Who may avail: | Tour guides | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Birth Certificate/ or Baptismal Certificate | | Philippine Statistics Authority/ Local Civil Registrar's Office | | |
| 2. Recommendation Letter | | Barangay Captain of his/her barangay | | |
| 3. Barangay Clearance | | Barangay Hall of his/her residency | | |
| 4. Police Clearance | | Municipal Police Station of his/her residency | | |
| 5. Bio data/ Resume | | The applicant secure his/her own resume | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |



| Pass the screening and evaluation of the committee | | Municipal Tourism Council | | |
|---|---|---------------------------|-----------------|---|
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Passes the screening and evaluation process by the Municipal Tourism Council | Issues Tourist Guide Certificate | None | 10 mins | <i>Municipal Tourism Council MEHTCA Office</i> |
| 2. Payment of fees - Goes to the Municipal Treasurer's Office, pays the required fee and secure an official receipt - Goes back to MEHTCA office to submit the official receipt | Receives payment | P 100.00 | 5 minutes | <i>Municipal Treasurer's Office Personnel MTO</i> |
| 3. Release of Tourist Guide Certificate | Receives the Official Receipt Releases the Tourist Guide Certificate with signatory of Chairman of Municipal Tourism Council and Municipal Mayor | None | 5 minutes | <i>MEHTCA Officer MEHTCA Office</i> |



5. ONE STOP-SHOP INFORMATION CENTER ON CULTURAL HERITAGE MAPPING OF THE MUNICIPALITY

This will be easy access to deliver services on gathering data on cultural heritage mapping wherein a validation and assurance in one place.

| | | | | |
|--|---|--|------------------------|--|
| Office or Division: | Municipal Echo-Heritage Tourism Culture and Arts | | | |
| Classification: | Simple | | | |
| Type of transaction: | Government to Client | | | |
| Who may avail: | The visitor who ask info into the one stop-shop | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Letter of Request for data gathering | | Visitor makes his/her Letter of Request signed by the company/organizations/school | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submission of Letter of Request | Receives and checks the Letter of Request | None | 5 minutes | MEHTCA Officer MEHTCA Office |
| 2. Payment of fees - Goes to the Municipal Treasurer's Office, pays the required fee and secure an official receipt | Receives payment Receives the Official Receipt | P 50.00 | 5 minutes | Municipal Treasurer's Office Personnel MTO |
| 3. Release the data needed | Issuance of copy of data needed for the visitors/students | None | 10 minutes | MEHTCA Officer MEHTCA Office |



| FEEDBACK AND COMPLAINTS MECHANISM | |
|-----------------------------------|--|
| How to send feedback | <p>Answer the Client Feedback Form and drop it at the designated drop box assigned in each office or at the Public Assistance and Complaint Desk.</p> <p>Or you may send your feedback/ complaints through: Email: hr.maribojoc@gmail.com Contact Number: 504-9979</p> <p>Or talk with our Front Desk Personnel</p> |
| How feedbacks are processed | <p>Every Friday, the Human Resource Management Officer opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of receipt of the feedback.</p> <p>The responses or replies of the department/section is then communicated to the citizens.</p> <p>For inquiries and follow-ups, clients may contact the Office of the Mayor at 504-9979 or email at lgumaribojc@gmail.com or hr.maribojoc@gmail.com</p> |
| How to file a complaint | <p>Answer the client complaint form and drop it at the assigned drop box in each office or in front of the Public Assistance and Complaints Desk.</p> |



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|---------------------------------------|--|
| | <p>Complaints can also be filed via telephone or email. Make sure to provide the following information:</p> <ul style="list-style-type: none"> • Name of person/employee being complained • Incidents/Instances • Evidence/Proof <p>For inquiries and follow-ups, clients may contact the Office of the Mayor at 504-9979 or email at lgumaribojc@gmail.com or hr.maribojoc@gmail.com</p> |
| How complaints are processed | <p>Every Friday, the Human Resource Management Officer opens the drop box to assess and evaluate each complaint.</p> <p>Upon evaluation and assessment, the HRMO, with the assistance of the Grievance Committee of LGU Maribojoc, shall initially review the complaint.</p> <p>The HRMO will prepare a written report after the investigation/inspection and submit the same to the Municipal Mayor for appropriate action and will inform the client on the status of the complaint.</p> <p>For inquiries and follow-ups, clients may contact the Office of the Mayor at 504-9979 or email at lgumaribojc@gmail.com or hr.maribojoc@gmail.com</p> |
| Contact Information of CCB, PCC, ARTA | <p>ARTA: complaints@arta.gov.ph</p> <p>Contact Center ng Bayan (CCB): cchotline8888.maribojoc@gmail.com</p> |



| Office | Address | Contact Information |
|---|---|---------------------|
| Office of the Mayor | 2 nd Floor Maribojoc Presidencia, Poblacion, Maribojoc | 5049979 |
| Human Resource Management Office | HR/MCR/Waterworks Bldg., Poblacion, Maribojoc | 09512918937 |
| Municipal Disaster Risk Reduction and Management Office | BFP Bldg., Dipatlong, Maribojoc | 09301576288 |
| Municipal Waterworks Management Office | HR/MCR/Waterworks Bldg., Poblacion, Maribojoc | 09203495199 |
| General Services Office | 1 st Floor New Annex Bldg., Poblacion, Maribojoc | 09639014228 |
| Municipal Planning and Development Office | 2 nd Floor Maribojoc Presidencia, Poblacion, Maribojoc | 09511323393 |
| Municipal Tourism Office | 1 st Floor New Annex Bldg., Poblacion, Maribojoc | 09950144195 |
| Municipal Environment and Natural Resources Office | Dipatlong, Maribojoc | 09120446143 |
| Office of the Municipal Treasurer | 2 nd Floor Maribojoc Presidencia, Poblacion, Maribojoc | 09202384570 |
| Municipal Social Welfare and Development Office | 2 st Floor Maribojoc Presidencia, Poblacion, Maribojoc | 09197689213 |
| Office of the Municipal Civil Registrar | HR/MCR/Waterworks Bldg., Poblacion, Maribojoc | 09194327620 |
| Municipal Budget Office | 1 st Floor Acctg/Budget/Eng'g Bldg., Poblacion, Maribojoc | 09511317954 |
| Municipal Accounting Office | 2 nd Floor Acctg/ Budget/ Eng'g Bldg., Poblacion, Maribojoc | 09204329652 |



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|------------------------------------|--|-------------|
| Municipal Engineering Office | 1 st Floor Acctg/ Budget/ Eng'g Bldg., Poblacion, Maribojoc | 09991029574 |
| Municipal Agriculture Office | Dipatlong, Maribojoc | 09194224355 |
| Municipal Assessor's Office | Mun. Assessor's Office, Poblacion, Maribojoc | 09197990805 |
| Office of the Sangguniang Bayan | SB Bldg., Poblacion, Maribojoc | 09093852396 |
| Municipal Health Office | MHO Bldg., Poblacion, Maribojoc | 09507425141 |