MUNICIPAL GOVERNMENT OF MARGOSATUBIG

CITIZEN CHARTER

2023 (1st Edition)

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I. Mandate:

The Municipal Government of Margosatubig is mandated to take appropriate measures to promote transparency in the agency with regards to the manner of transacting with the public, with the objective of reducing red tape and expediting transactions in government in compliance with Republic Act 11032 also known as the “Ease of Doing Business and Efficient Government service Delivery Act of 2018”

II. Vision:

Margosatubig is a progressive and self-sufficient municipality inhabited by Pro-God and healthy people who are empowered and pro-active living on well planned, orderly and environment-friendly community set in a clean and safe environment and led by a transparent, accountable, competent and systematic local governance.

III. Mission:

To pursue a committed and effective mechanism in the catering of basic services that will result to a desire level of satisfaction among the constituents and clientele in pursuing a more dedicated, effective and efficient governance.

IV. Service Pledge:

As public servants, we, at the Municipal Government of Margosatubig commit to serve our people with loyalty, respect, dignity and integrity. Ensure efficient, transparent, and accountable delivery of government services.

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MAYOR'S OFFICE

1. ISSUANCE OF SPECIAL PERMITS

A Mayor's permit needed by the Barangay/s purok/s organization who are having special activity like disco, pageant or games, etc. in relation to their purok/Barangay fiesta, purok/Barangay anniversary.

Office or Division:	Office of the Municipal Mayor
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business Entities; G2G – Government to Government
Who may avail:	Residents of the Municipality of Margosatubig

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request addressed to the Mayor, stating purpose, date, time, and duration of the activity;	Client
2. Barangay/Purok Certification/Clearance	Barangay and/ or Purok
3. Official Receipt	Municipal Treasurer's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1.1 Check and receive requirement 1.2 Prepare the permit 1.3 Review and approve the permit 1.4 Issue order of payment for the required fees	None	5 minutes	Duly authorized officer/representative
2. Pay required fee at the Municipal Treasurer's Office	Receive payment and issue Official Receipt	P 180.00	5 minutes	MTO Cashier

3. Present Official Receipt and claim the Special Permit	3.1 Check OR 3.2 Encode and print the requested permit 3.3 Have the requested permit signed by the LCE	None None None	5 minutes 5 minutes 5 minutes	Duly authorized officer/ representative LCE
	TOTAL	**Php 180.00**	**27 minutes**	

2. SECURING OF MAYOR'S CLEARANCE / PERMITS / CERTIFICATE

A certification coming from the Office of the Mayor is sometimes required for people seeking employment. Applicants for Philippine National Police (PNP), Armed Forces of the Philippines (AFP), Philippine Coast Guards (PCG) are also required to secure Mayor's Clearance. In some cases, concerned agencies will secure for permit
and other clearances and/or certificates from the Office of the Mayor.

Office or Division:	Mayor's Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen G2B – Government to Business G2G – Government to Government
Who may avail:	All concerned agencies and/or parties

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Original Copy of Barangay Clearance	From their respective Barangay
2. Original Copy of Police Clearance	PNP Margosatubig
3. Cedula	Treasurer's Office
Additional Requirement for PNP/AFP Applicants 4. Court Clearances: Municipal Trial Court (MTC) and Regional Trial Court (RTC)	MTC and RTC offices
5. Official Receipt (O.R.)	Treasurer's Office

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the requirements for assessment and verification	1.1 Receive and review for completeness	None	5 minutes	Mayor's Office Staff

2. Pay required fee at the Mun. Treasurer's Office	Receive payment and issue Official Receipt	P 80.00	5 minutes	MTO Staff
3. Present Official receipt to the Mayor's Office	3.1 Check the OR	None	5 minutes	Mayor's Staff
	3.2 Encode and print the requested clearance/s	None	5 minutes	Mayor's Secretary
	3.3 Have the clearance, permits, certification signed	None	5 minutes	LCE
3. Receive the requested document	Release the signed Clearance, permits, certifications	None	2 minutes	Mayor's Secretary
	TOTAL	None	**27 minutes**	

4. CIVIL WEDDING

The Family Code of the Philippines recognizes the authority of Municipal Mayor to solemnize marriages.

Office or Division:	Office of the Municipal Mayor
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Residents of the Municipality of Margosatubig

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Marriage license • Affidavit of cohabitation (for a man and a woman who have lived together as husband and wife for at least five years and without legal impediment to marry each other) for Article 34 of Executive Order No. 209 Marriage.	• Municipal Civil Registrar • Barangay

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents required, along with the official receipt showing payments of fees	Check requirements presented	None	5 minutes	Mayor's Staff
2. Allow for conduct of interview by authorized officer/ representative.	Validation of the request and brief interview with the client.	None	5 minutes	Mayor's Secretary
3 Secure schedule/date of wedding.	Validation of the Date of wedding	None	5 minutes	Mayor's Secretary
4. Report at the Mayor's Office for the facilitation of Civil Wedding and processing of documents.	4.1 Preparation of the certificate of Marriage	None	15 minutes	Mayor's Secretary
	4.2 Facilitation of wedding proper	None	30 minutes	Municipal Mayor / designated office staff(s)
	4.3 Facilitate signing of documents	None	10 minutes	Mayor's Secretary
	4.4 Release of Marriage Certificate and secure a copy of the Certificate of Marriage	None	5 minutes	Duly authorized officer/ representative
	TOTAL	**None**	**1 Hour, 15 Minutes**	

5. FACILITATION OF REQUEST

Different requests, for example request for permits, materials, assistance, etc, are accommodated on a daily basis. These requests are done through different media like text messages, calls, written and personal appearances. It is our thrust to address these requests as soon as possible.

Office or Division:	**Office of the Municipal Mayor**
Classification:	**Simple**
Type of Transaction:	**G2C – Government to Citizen** **G2B – Government to Business** **G2G – Government to Government**
Who may avail:	**All concerned parties**

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Request letter	Requesting party

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit Written Letter Request or Schedule appearance before the LCE or concerned office	Receive the letter request and schedule appearance of requesting party to the LCE	None	5 mins	Mayor's Staff
2. Wait for confirmed schedule or approval / disapproval of the said request	Inform client of the schedule of the meeting or approval or disapproval of request	None	1 min	Mayor's Secretary
3. Appearance before the LCE or concerned office	Concerned party meeting with LCE	None	5 mins	LCE
4. *if approved,* proceed to concerned office for request facilitation	Granting of request	None	5 mins	Mayor's Secretary
	TOTAL		**16 minutes**	

5. PROVISION BURIAL ASSISTANCE

The Office of the Mayor offers financial assistance to defray funeral and related expenses to indigent individual or families.

Office or Division:	**Office of the Municipal Mayor**
Classification:	**Simple**
Type of Transaction:	**G2C – Government to Citizen**
Who may avail:	**Residents of the municipality**

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Barangay Certificate of Indigency 2. Photocopy of Death Certificate 3. Government issued ID of the Client 4. Contract or official receipt named after the person indicated in the Barangay Certificate of Indigency	-Barangay Hall -Health Facility where the deceased expired -SSS, GSIS, PSA, -Postal ID, Pag-Ibig Funeral Service Provider

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present the required documents to the Mayor's Office Administrative Staff for initial assessment and verification	1.1 Receive the required documents and check for completeness.	None	5 mins	Mayor's Staff
	1.2 Wait for the approval of the LCE	None	5 mins	LCE
	1.3 Start processing the request	None	5 mins	Mayor's Secretary
	1.4 Endorse to MSWDO	None	5 mins	Mayor's Staff
Wait for the release of the assistance	Release of assistance (cash)	None	5 mins	MSWDO
	TOTAL	**None**	**25 minutes**	

6. PROVISION FINANCIAL ASSISTANCE

Aside from burial assistance, the Mayor's Office offers other financial assistance to indigent individuals or families as the need arises.

Office or Division:	**Office of the Municipal Mayor**
Classification:	**Simple**
Type of Transaction:	**G2C – Government to Citizen**
Who may avail:	**Residents of the municipality**

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Barangay Certificate of Indigency 2. Medical Abstract 3. Government issued ID of the Client 4. Written Letter Request	-Barangay Hall -Hospital-Attending Physician -SSS, GSIS, PSA, -Postal ID, Pag-Ibig -The Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the required documents to the Mayor's Office Administrative Staff for initial assessment and verification	1.1 Receive the required documents and check for completeness.	None	5 mins	Mayor's Staff
	1.2 Wait for the approval of the LCE	None	5 mins	LCE
	1.3 Start processing the request	None	5 mins	Mayor's Secretary
	1.4 Endorse to MSWDO	None	5 mins	Mayor's Staff
2. Wait for the release of the assistance	Release of assistance (cash)	None	5 mins	MSWDO

	TOTAL		**25 minutes**	

7. REQUEST FOR THE USE OF MAYOR TORIBIO MINOR GYMNASIUM

Office or Division:	**Office of the Municipal Mayor**
Classification:	**Simple**
Type of Transaction:	**G2C – Government to Citizen**
Who may avail:	**All concerned parties**

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Written Request (1 original copy)	Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the written request to the Mayor's Office Administrative Staff for initial assessment and verification	1.1 Receive the required documents	None	5' minutes	Mayor's Office Staff
	1.2 Wait for the approval of the LCE	None	5' minutes	LCE
	1.3 Record the date and time of the requested schedule	None	5' minutes	Mayor's Secretary
2. Pay the required fees at the Municipal Treasurer's Office *Make sure to secure Official Receipt that will be issued upon payment*	2.1 Accept payment based on the required fees 2.2 Issue the Official Receipt	P250.00	5 minutes	Revenue Collection Clerk MTO

3. Return to the Office of the Mayor for recording.	3.1 Check Official Receipt 3.2 Issuance of Mayors Permit	None	5 minutes	Mayor's Staff
	TOTAL	**None**	**25 minutes**	

8. REQUEST FOR USAGE OF GOVERNMENT VEHICLE

Office or Division:	**Office of the Municipal Mayor**
Classification:	**Simple**
Type of Transaction:	**G2C – Government to Citizen** **G2G – Government to Government**
Who may avail:	**All concerned parties**

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Written Request (1 original copy) 2. Usage Form	Client Office of the Mayor

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the written request to Mayor's Office Administrative Staff for initial assessment and verification	1.1 Receive the required documents	None	5 minutes	Mayor's Staff
	1.2 Wait for the approval of the LCE	None	5 minutes	LCE
	1.3 Record the date, time, destination of the requested travel	None	5 minutes	Mayor's Secretary

2. Wait for the confirmation of Request	Give the confirmation of Request	None	5 minutes	Mayor's Secretary
	TOTAL	**None**	**20 minutes**	

9. REQUEST FOR THE USE OF AMBULANCE

Office or Division:	**Office of the Municipal Mayor**
Classification:	**Simple**
Type of Transaction:	**G2C – Government to Citizen** **G2G – Government to Government**
Who may avail:	**All concerned parties**

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Medical Transport Slip 2. Official Receipt	Municipal Health Office Mun. Treasurer's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Medical Transport Slip to the Mayor's Office Administrative Staff for initial assessment and verification	1.1 Receive the required documents.	None	5 minutes	Mayor's Staff
	1.2 Wait for the approval of the LCE	None	5 minutes	LCE
	1.3 Record the date, time, destination of the requested travel	None	5 minutes	Mayor's Secretary
	1.4 Issue order of payment for the required fees	TBD per ordinance #004-2021	5 minutes	Mayor's Secretary

2. Pay the required fees at the Municipal Treasurer's Office *Make sure to secure Official Receipt that will be issued upon payment*	2.1 Accept payment based on the required fees 2.2 Issue the Official Receipt	TBD per ordinance #004-2021	5 minutes 5 minutes	Revenue Collection Clerk Municipal Treasurers Office
3. Return to the Office of the Mayor for issuance of Travel Order	3.1 Check Official Receipt 3.2 Issuance of Travel Order	None None	5' minutes 5' minutes	Mayor's Secretary Mayor's Staff
	TOTAL		**35 minutes**	

10. REQUEST FOR USAGE OF TABLES AND CHAIRS

Office or Division:	**Office of the Municipal Mayor**
Classification:	**Simple**
Type of Transaction:	**G2C – Government to Citizen** **G2G – Government to Government**
Who may avail:	**All concerned parties**

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Written Request Usage Form	Client Office of the Mayor

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the written request to Mayor's Office Administrative Staff for initial assessment and verification	1.1 Receive the required documents. 1.2 Wait for the approval of the LCE	None None None	5 minutes 5 minutes 5 minutes	Mayor's Staff LCE

	1.3 Record the date, time, # of tables and chairs to be borrowed 1.4 Issue order of payment for the required feed	TBD	5 minutes	Mayor's Secretary Mayor's Staff
1. Wait for the confirmation of Request	Give the confirmation of Request	None	5 minutes	Mayor's Staff
	TOTAL	TBD	**30 minutes**	

ACCOUNTING OFFICE

BOOKKEEPING SERVICES

Analyzing, classifying, summarizing and communicating all transactions that are involved in the receipt and disbursement of all government funds and properties, and interpreting the results thereof.

Office or Division:	Office of the Municipal Accountant
Classification:	Simple
Type of Transaction:	Government to Citizen, Government to Business, Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Disbursement Vouchers	Municipal Accounting Office
Obligation Request	Municipal Budget Office
Official Receipts Invoices Delivery Receipts	Supplier
Inspection Reports	General Services Office/ Mayor's Office
Payroll	Different offices
Report of Collection and Deposits	Municipal Treasurer's Office
JEVs Journals Subsidiary and General Ledgers Recapitulation	Municipal Accounting Office

Trial Balance Schedules Transmittal All original supporting documents	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
From Municipal Treasurer's Office, submit financial reports on or before the 5th day of the following month	1.1 Recording	None	15 minutes	Joan A. Mobida under the supervision of Junee Rosse S. Empalmado
	1.2 Preparation of Financial Statements		After all transactions are recorded	Junee Rosse S. Empalmado
	1.3 Submission	None	Monthly, on or before the 20th day of the succeeding month	Junee Rosse S. Empalmado
			Quarterly, on or before the 20th day of the month after the end of the quarter	
			Year-end, on or before the 14th day of February	
End of Transaction				

RECEIVING, RECORDING OF PAID DISBURSEMENTS and PAYROLL-RELATED TRANSACTIONS) and SUBMISSION TO COA

Receiving and Recording of Check Disbursement that are Cash Payroll-related Transactions.

Office or Division:	Office Municipal Accountant
Classification:	Simple
Type of Transaction:	Government to Citizen, Government to Business, Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Disbursement Vouchers	Municipal Accounting office
Obligation Request	Municipal Budget Office
Other Supporting Documents	For Payroll Related Transactions, its supporting documents shall be retained at HRMO (Depends on

	COA if requested or not on a later date per new Minimum Documentary Requirements)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
From Municipal Treasurer's Office, submit paid vouchers on or before the 5th day of the following month	1.1 Check and Receive paid disbursement vouchers from Municipal Treasurer's Office as transmitted	None	1 hour (Depends on the bulk submission made)	Grace Beato Under Supervision of Junee Rosse Empalmado
	1.2 Sorting and Segregation of copies for submission to COA and Accounting records.	None	5 minutes	
	1.3. Review of Paid Vouchers to be transmitted to COA	P 100.00	2 hours	Junee Rosse S. Empalmado
	1.4 Approval of Transmittal		5 minutes	Randi L. Revilla
End of Transaction				

RECEIVING AND RECORDING OF RECEIPTS AND DEPOSITS

Receiving and recording of receipts and deposits in the books.

Office or Division:	Office of the Municipal Accountant
Classification:	Simple
Type of Transaction:	Government to Citizen, Government to Business, Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Official receipts	Municipal Treasurer's Office
Reports of Collections and Deposits	Municipal Treasurer's Office
Deposit Slips	Municipal Treasurer's Office
Summary of Report of Collections and Deposits	Municipal Treasurer's Office
Other supporting documents	Municipal Treasurer's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Receive from Municipal Treasurer's Office	1.1 Receive official receipts and	None	2 minutes	Junee Rosse S. Empalmado

	summary reports of collections and deposits			
	1.2 Assign JEV numbers to each report of collections		2 minutes	Rand L. Revilla
	1.3 Record JEVs in the accounting system		2 minutes	Randi L. Revilla
	1.4 Review and approve JEVs	None	2 minutes	Randi L. Revilla
End of Transaction				

RECEIVING AND RECORDING GENERAL JOURNAL ENTRIES (ADJUSTING ENTRIES)

Receiving and Recording of General Journal Entries for Adjusting Entries

Office or Division:	Office of the Municipal Accountant
Classification:	Simple
Type of Transaction:	Government to Citizen, Government to Business, Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Supporting documents for adjustments e.g. journals, JEVs, etc.	Municipal Accounting Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Prepare various adjusting entries	None	5 minutes	Junee Rosse S. Empalmado
	1.2 Receive adjusting entries	None	1 minute	Junee Rosse S. Empalmado
	1.3 Assign JEV numbers to each adjusting entries	None	2 minutes	Junee Rosse S. Empalmado
	1.4 Record JEVs in the accounting system	None	2 minutes	Junee Rosse S. Empalmado
	1.5 Review and approve JEVs	None	3 minutes	Randi L. Revilla
End of Transaction				

RECEIVING AND RECORDING GENERAL JOURNAL ENTRIES (DEPRECIATION ENTRIES)

Receiving and Recording of General Journal Entries for Depreciation Entries.

Office or Division:	Office of the Municipal Accountant
Classification:	Simple
Type of Transaction:	Government to Citizen, Government to Business, Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Supporting documents for adjustments e.g. journals, JEVs, etc.	Municipal Accounting Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Prepare various adjusting entries	None	5 minutes	Junee Rosse S. Empalmado
	1.2 Receive adjusting entries	none	1 minute	Junee Rosse S. Empalmado
	1.3 Assign JEV numbers to each adjusting entries	none	2 minutes	Junee Rosse S. Empalmado
	1.4 Record JEVs in the accounting system	none	2 minutes	Junee Rosse S. Empalmado
	1.5 Review and approve JEVs	none	3 minutes	Randi L. Revilla
End of Transaction				

NATIONAL TAX ALLOCATION (NTA) ENTRY AND INTEREST INCOME FROM CURRENT AND TIME DEPOSIT ACCOUNTS

Review and record National Tax Allocation Allotment (NTA) Entry and Interest Income from Current and Time Deposit Accounts.

Office or Division:	Office of the Municipal Accountant
Classification:	Simple
Type of Transaction:	Government to Citizen, Government to Business, Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Bank Debit Memo	Bank Institution
JEV	Generated through Accounting System

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Recording of NTA and Interest Income in JEV System	None	1 minute	Junee Rosse S. Empalmado
	1.2 Review and approve JEVs	None	1 minute	
End of Transaction				

BANK LOAN-RELATED AMORTIZATION

Review and Record Bank Loan-related Amortization.

Office or Division:	Office of the Municipal Accountant
Classification:	Simple
Type of Transaction:	Government to Citizen, Government to Business, Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Amortization Table	Treasurer's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Receive Obligated Transaction with supporting documents from the Budget Office	1.1 Receive from Budget Office ObR and assign DV Number	None	1 minute	Avelina Guevarra
	1.2 DV Preparation		1 minute	Relloso B. Garcia
	1.3 Stamping and numbering supporting documents		1 minute	Avelina Guevarra
	1.4 Checking of supporting documents		1 minute	Accountants
	1.5 DV Signing		1 minute	Municipal Accountant
Receive Paid Vouchers with duplicate checks from the Treasury Office	1.6 Assigning of JEV Number and entered in the JEV System		1 minute	Joan Mobida under supervision of Junee Rosse Empalmado
	1.7 Review JEVs for fund transfer to other and special accounts entries		5 minute	Junee Rosse Empalmado

	1.8 Review and approve JEVs		5 minutes	Randi L. Revilla
End of Transaction				

REGULAR EMPLOYEES' PAYROLL (PAID THRU ATM)

Records and reviews Regular Employees' Payroll including RATA, MAGNA CARTA, Promotion and Step Increment (Paid thru ATM)

Office or Division:	Office of the Municipal Accountant
Classification:	Simple
Type of Transaction:	Government to Citizen, Government to Business, Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Subsidiary Ledgers	Generated through the Accounting System
JEV	Printed Related Bank Documents
Other supporting documents	Printed Related Bank Documents

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Receive Obligated Transaction with supporting documents from the Budget Office	1.1 Receive from Budget Office ObR and assign DV Number	None	1 minute	Avelina Guevarra
	1.2 DV Preparation		1 minute	Relloso B. Garcia
	1.3 Stamping and numbering supporting documents		1 minute	Avelina Guevarra
	1.4 Checking of supporting documents		1 minute	Accountants
	1.5 DV Signing		1 minute	Municipal Accountant
Receive Paid Vouchers with duplicate checks from the Treasury Office	1.6 Assigning of JEV Number and entered in the JEV System		1 minute	Joan Mobida under supervision of Junee Rosse Empalmado
	1.7 Review JEVs for fund transfer to other and special accounts entries		5 minute	Junee Rosse Empalmado
	1.8 Review and approve JEVs		5 minutes	Randi L. Revilla
End of Transaction				

FUND TRANSFER TO OTHER AND SPECIAL ACCOUNT ENTRIES

Review and record fund transfer to other and special account entries.

Office or Division:	Office of the Municipal Accountant
Classification:	Simple
Type of Transaction:	Government to Government
Who may avail:	Officials and employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Subsidiary Ledgers JEV	Generated through Accounting System
Other supporting documents	Other Financial Institutions and Special Accounts

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Receive Obligated Transaction with supporting documents from the Budget Office	1.1 Receive from Budget Office ObR and assign DV Number	None	1 minute	Avelina Guevarra
	1.2 DV Preparation		1 minute	Relloso B. Garcia
	1.3 Stamping and numbering supporting documents		1 minute	Avelina Guevarra
	1.4 Checking of supporting documents		1 minute	Accountants
	1.5 DV Signing		1 minute	Municipal Accountant
Receive Paid Vouchers with duplicate checks from the Treasury Office	1.6 Assigning of JEV Number and entered in the JEV System		1 minute	Joan Mobida under supervision of Junee Rosse Empalmado
	1.7 Review JEVs for fund transfer to other and special accounts entries		5 minute	Junee Rosse Empalmado
	1.3 Review and approve JEVs		5 minutes	Randi L. Revilla
End of Transaction				

RECOGNITION OF RHU INCOME, SET-UP OF RECEIVABLE AND TRUST LIABILITY TO DOCTORS OF VARIOUS COLLECTED RHU RECEIVABLE ACCOUNTS

Review, recognition, and recording of RHU Income, Set-up of Receivable and Trust Liability to RHU Personnel of Various Collected Health Generated Receivable Accounts.

Office or Division:	Office of the Municipal Accountant
Classification:	Simple

Type of Transaction:	Government to Government			
Who may avail:	RHU			
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**			
Subsidiary Ledgers	Generated through Accounting System			
JEV	Other Financial Institutions and Special Accounts			
PHIC auto credit notice	RHU			
List of regular and consultant doctors	RHU			
Other supporting documents	End-user			
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Receive from Treasurer's Office and RHU	1.1 Prepare documents for the recording of RHU income, set-up of receivable and trust liability to RHU Personnel of various collected Health Related receivable accounts	None	1 Hour	Junee Rosse S. Empalmado / Randi L. Revilla
	1.5 Review and approve JEVs		6 minutes	Randi L. Revilla
End of Transaction				

CASH ADVANCE LIQUIDATION REPORTS

Review and Record Cash Advance Liquidation Reports

Office or Division:	Office of the Municipal Accountant			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Municipal Officials and employees			
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**			
Liquidation reports Appendix A and B	Officials and employees			
Disbursement Vouchers	Accounting Office			
Obligation Request	Budget Office			
Official Receipts Certificate of Appearance	End-user			
Travel Order	Mayor			
Boarding passes Other supporting documents	End-user			
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

Received from Officials and employees	1.1 Receive travel and activity related liquidation reports	None	2 minutes	Junee Rosse Empalmado
	1.2 Pre-audit travel related liquidation reports	None	10 minutes	Junee Rosse S. Empalmado
	1.3 Assign JEV number to liquidation reports		1 minute	Junee Rosse Empalmado
	1.4 Record JEVs in the accounting system		3 minutes	Junee Rosse Empalmado
	1.5 Review JEVs		6 minutes	Randi L. Revilla
	1.6 Approve JEVs		15 minutes	Randi L. Revilla
End of Transaction				

PETTY CASH LIQUIDATION REPORTS

Review and Record Petty Cash Liquidation Reports

Office or Division:	Office of the Municipal Accountant
Classification:	Simple
Type of Transaction:	Government to Government
Who may avail:	Officials and employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Petty Cash Liquidation reports	Petty Cashier
PEVs	Generated through Accounting System
Summary of Expenses	Petty Cashier
Obligation Request	Budget Office
Official Receipts Other supporting documents	Petty Cashier

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Receive from Petty Cashiers	1.1 Receive Audited Petty Cash Liquidation Reports	None	2 minutes	Junee Rosse Empalmado
	1.2 Assign JEV number to petty cash liquidation reports	None	10 minutes	Junee Rosse S. Empalmado
	1.3 Record JEVs in the accounting system		2 minutes	Junee Rosse Empalmado
	1.4 Review JEVs	None	1 minute	Randi L. Revilla

	1.5 Approves JEVs		3 minutes	Randi L. Revilla
End of Transaction				

ALLOCATION OF REAL PROPERTY TAX POOL SHARING (17 BARANGAYS)

Review and Record Allocation of Real Property Tax Pool Sharing among 17 Barangays.

Office or Division:	Office of the Municipal Accountant
Classification:	Simple
Type of Transaction:	Government to Government
Who may avail:	Officials and employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
RPT Pool Sharing Subsidiary Ledger JEV	Generated through the Accounting System

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Assign JEV number to allocation of RPT pool sharing (17 barangays)	None	1 minute	Accounting Office
	1.2 Record JEVs in the accounting System	None	5 minutes	Accounting Office
	1.3 Review and approve JEVs		2 minutes	Accounting Office
Receive Obligated Transaction with supporting documents from the Budget Office	1.1 Receive from Budget Office ObR and assign DV Number	None	1 minute	Avelina Guevarra
	1.2 DV Preparation		1 minute	Relloso B. Garcia
	1.3 Stamping and numbering supporting documents		1 minute	Avelina Guevarra
	1.4 Checking of supporting documents		1 minute	Accountants
	1.5 DV Signing		1 minute	Municipal Accountant
Receive Paid Vouchers with duplicate checks from the Treasury Office	1.6 Assigning of JEV Number and entered in the JEV System		1 minute	Joan Mobida under supervision of Junee Rosse Empalmado
	1.7 Review JEVs for fund transfer to other and special		5 minute	Junee Rosse Empalmado

	accounts entries			
	1.3 Review and approve JEVs		5 minutes	Randi L. Revilla
End of Transaction				

BIR REMITTANCES (THRU AUTHORITY TO DEDUCT ACCOUNT- ADA)

Review and record BIT Remittances (Through Authority to Deduct Account – ADA)

Office or Division:	Office of the Municipal Accountant
Classification:	Simple
Type of Transaction:	Government to Business
Who may avail:	BIR

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Filed BIR Return	Accounting
Payment Confirmation	Treasury
ADA	Bank Institution
Official Receipts Listing and other supporting documents	BIR

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Reviewed draft BIR Return	1.1 Receive from Budget Office ObR and assign DV Number	None	1 minute	Avelina Guevarra
	1.2 DV Preparation		1 minute	Relloso B. Garcia
	1.3 Stamping and numbering supporting documents		1 minute	Avelina Guevarra
Receive Obligated Transaction with supporting documents from the Budget Office	1.4 Checking of supporting documents		1 minute	Accountants
	1.5 DV Signing		1 minute	Municipal Accountant
	1.6 Assigning of JEV Number and entered in the JEV System		1 minute	Joan Mobida under supervision of Junee Rosse Empalmado
	1.7 Review JEVs for fund transfer to other and special accounts entries		5 minute	Junee Rosse Empalmado
	1.8 Review and approve JEVs		5 minutes	Randi L. Revilla
End of Transaction				

CERTIFICATIONS

Preparation of Certificates of Net Take Home Pay and Deductions for Municipal Officials' and employees' statutory deductions (HDMF, PHIC, GSIS) and personal loans (GSIS HDMF, DBP, 1st Valley Bank).

Office or Division:	Office of the Municipal Accountant			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Officials and employees			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Copy of Payroll		Payroll maker		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Filled up forms from Officials and employees	1.1 Issue employees' certification of Net Take Home Pay for: HDMF DBP 1st Valley Bank	None	10 minutes	Accounting Office
	1.2 Employees' Certification of Contribution for: GSIS HDMF PHIC			
End of Transaction				

REMITTANCES OF GSIS, PHIC, HDMF, SSS, DBP, BIR, and 1st Valley Bank

Remittances of Mandatory Deductions of various government agencies & other deductions bounded by MOA.

Office or Division:	Office of the Municipal Accountant			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Officials and employees			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Billing Statements		GSIS, HDMF, PHIC, DBP, SSS and 1st Valley Bank		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
From HRMO	Preparation of remittances of GSIS, DBP, and 1st Valley Bank	None	20 minutes To submit every 10th	Accounting Office

	PHIC, HDMF, and SSS	None	day of the following month Every end of the month and to submit on the15th day of the following month	
Reviewed Remittances	1.1 Receive and assign DV Number	None	1 minute	Accounting Office
	1.2 DV Preparation		1 minute	
	1.3 Stamping and numbering supporting documents		1 minute	
	1.4 Checking of supporting documents		1 minute	
	1.5 DV Signing		1 minute	
Received paid vouchers from Treasury Office	1.6 Assigning of JEV Number and entered in the JEV System		1 minute	
	1.7 Review JEVs Accounting System		5 minutes	
	1.8 Review and approve JEVs		5 minutes	
End of Transaction				

OTHER SERVICES

Other Services not previously mentioned but are done by the office.

Office or Division:	Office of the Municipal Accountant
Classification:	Highly Technical
Type of Transaction:	Government to Government, Government to Citizen, Government to Business
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Monthly Pre-Closing Trial Balance Subsidiary Ledgers Journals Pre-closing Trial balance, Schedules,	Generated through the Accounting System

Financial Statement Cash flows	
Bank statements	Bank Institutions
List of payrolls for cash advance	Different clients
ObR, Invoices, Delivery Receipts, Contracts	Budget Office, End-user, Supplier
Payroll	Different client
Disbursement Vouchers	Accounting Office
Hospital statement of account	RHU
End-user certification, Photocopy of DV, Delivery Receipts, Inspection Reports	General Services Office
Collector's ID, Authorization	Supplier and Officials and employees
Summary of Supplies and Material Issued (SSMI), Requisition Issuance Slip, RIS), Subsidiary Ledger Cards	General Services Office and Accounting Office
Journal Entry Vouchers (JEV)	Generated through the Accounting System

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Prepare and submit monthly Pre-Closing Trial Balance; On or before 20th day of the succeeding month	None	1 day	Accounting Office
	1.3 Prepare monthly Summary of Expenditure Reports; 7 days after the submission of monthly trial Balance	None	3 days	Accounting Office
	1.4 Prepare and submit quarterly Financial Statements; On or before 20th day of the succeeding month after the end of the quarter		5 days	Accounting Office
	1.5 Prepare quarterly reports to DILG; On or before 15th day of the succeeding month after the end of the quarter		4 hours	Accounting Office
	1.6 Monthly aging of Cash Advances for COA; On or before 8th day of the succeeding month		3 days	Accounting Office

	1.7 Monthly Bank Reconciliation Statements; On or before 5th day after receipt of bank statements		2 days per month	
	1.8 Submit original documents to COA office; 2 months after the submission of reports		4 hours	Accounting Office
	1.9 Prepare disbursement vouchers (DV) for cash advance		2 minutes	
	1.10 Prepare disbursement vouchers (DV) for Continuing Appropriation and 20% Development Fund related fixed asset appropriation		3 minutes	
	1.11 Prepare disbursement vouchers (DV) for Unclaimed Police Allowance, Payroll and Financial Assistance		7 minutes	
	1.12 Prepare disbursement vouchers (DV) for Real Property Tax (RPT) fund transfer to 27 Barangays		10 minutes	Accounting Office
	1.13 Prepare disbursement vouchers (DV) for patient refund		7 minutes	
	1.14 Prepare disbursement vouchers (DV) for suppliers retention claims		7 minutes	
	1.15 Monitor and assign disallowed amount		15 minutes	Accounting Office
	1.16 Monitor and process issuances of Drugs and Medicines Inventory and Medical, Dental, and Laboratory Supplies Inventory; Monthly		1 week	Accounting Office
End of Transaction				

PAYMENT OF SALARIES AND OTHER BENEFITS

Processing of Payroll/Voucher for Salary and Honorarium for Regular and Job Order, Financial Assistance, Supplies, Infrastructure for a specific period as mandated by law.

Office or Division:	Office of the Municipal Accountant
Classification:	Simple
Type of Transaction:	Government to Government
Who may avail:	Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Payroll	Different offices
Daily Time Record (DTR)	Bank Institutions
Obligation Request (ObR)	Budget Office
Approved Leave Application	HRMO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Receive from Budget Office all financial claims	1.1 Record receipt of payroll and supporting documents, and assigns corresponding number	None	10 minutes	Accounting Office
Received paid vouchers from Treasury Office	1.2 DV Preparation		1 minute	Accounting Staff
	1.3 Stamping and numbering supporting documents		1 minute	Accounting Staff
	1.4 Checking of supporting documents		1 minute	Accounting Staff
	1.5 DV Signing		1 minute	Accounting Staff
	1.6 Assigning of JEV Number and entered in the JEV System		1 minute	Accounting Staff
	1.7 Review JEVs Accounting System		5 minutes	Accountant
	1.8 Review and approve JEVs		5 minutes	Accountant
End of Transaction				

HONORARIUM OF JOB ORDERS/CONTRACT OF SERVICE

Processing of Voucher for Honorarium for Job Order.

Office or Division:	Office of the Municipal Accountant
Classification:	Simple

Type of Transaction:	Government to Government
Who may avail:	Job Orders/Contract of Service

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplishment Report	HRMO
Daily Time Record (DTR)	HRMO
Obligation Request (ObR)	Budget Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Receive from Budget Office all financial claims	1.1 Encode receipt of payroll and supporting documents, and assigns correspondi ng number	None	10 minutes	Accounting Office
	1.2 DV Preparation		1 minute	Accounting Staff
	1.3 Stamping and numbering supporting documents		1 minute	Accounting Staff
	1.4 Checking of supporting documents		1 minute	Accounting Staff
	1.5 DV Signing		1 minute	Accounting Staff
Received paid vouchers from Treasury Office	1.6 Assigning of JEV Number and entered in the JEV System		1 minute	Accounting Staff
	1.7 Review JEVs Accounting System		5 minutes	Accountant
	1.8 Review and approve JEVs		5 minutes	Accountant
End of Transaction				

FINANCIAL ASSISTANCE (MEDICAL, FIRE VICTIMS, EDUCATIONAL AND BURIAL)

Processing of Voucher for Honorarium for Financial Assistance (Medical, Fire Victims, and Burial).

Office or Division:	Office of the Municipal Accountant
Classification:	Simple
Type of Transaction:	Government to Citizen, Government to Government
Who may avail:	Indigent clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Financial Assistance (Medical, Fire Victims, and Burial): Obligation Request	Budget Office

Case Summary Certificate of Eligibility	MSWDO
Certificate of Indigency (Barangay)	Barangay
Medical Abstract/Certification from attending Physician/Discharge Summary Statement of Account/Bills Doctor's Prescription (for medicine)	Hospital attended by the client
Special Power of Attorney (if Payee is in Mandaue City Hospital)	Claimant
Additional requirements for Fire Victims: Fire Incident report	BFP
List of affected individuals (CSWS)	CSWS
Additional requirements for Burial assistance: Death certificate Birth certificate (surviving legal heirs)	LCR

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Receive from Budget Office all financial claims	1.1 Receive and record the obligated financial claim and assign corresponding number	None	10 minutes per transaction	Accounting Office
	1.2 DV Preparation		1 minute	Accounting Staff
	1.3 Stamping and numbering supporting documents		1 minute	Accounting Staff
	1.4 Checking of supporting documents		1 minute	Accounting Staff
	1.5 DV Signing		1 minute	Accounting Staff
Received paid vouchers from Treasury Office	1.6 Assigning of JEV Number and entered in the JEV System		1 minute	Accounting Staff
	1.7 Review JEVs Accounting System		5 minutes	Accountant

	1.8 Review and approve JEVs		5 minutes	Accountant
End of Transaction				

FINANCIAL ASSISTANCE (SENIOR CITIZEN)

Processing of Voucher for Financial Assistance (Senior Citizen).

Office or Division:	Office of the Municipal Accountant
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	Senior Citizens

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Financial Assistance (Senior Citizen): Obligation Request	Budget Office
Masterlist from OSCA and other supporting documents	OSCA Office/MSWD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Receive from Budget Office all financial claims	1.1 Receive and record the obligated financial claim and assign corresponding number	None	10 minutes per transaction	Accounting Office
	1.2 DV Preparation		1 minute	Accounting Staff
	1.3 Stamping and numbering supporting documents		1 minute	Accounting Staff
	1.4 Checking of supporting documents		1 minute	Accounting Staff
	1.5 DV Signing		1 minute	Accounting Staff
Received paid vouchers from Treasury Office	1.6 Assigning of JEV Number and entered in the JEV System		1 minute	Accounting Staff
	1.7 Review JEVs Accounting System		5 minutes	Accountant
	1.8 Review and approve JEVs		5 minutes	Accountant
End of Transaction				

REPLENISHMENT OF PETTY CASH FUND

Processing of Voucher for Replenishment of Petty Cash Fund.

Office or Division:	Office of the Municipal Accountant
Classification:	Simple
Type of Transaction:	Government to Government
Who may avail:	Different offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Replenishment of Petty Cash Fund: Approved Obligation Request (ObR)	Budget Office
Disbursement Voucher (DV)	Accounting Office
Petty Cash Vouchers	Petty Cash Custodian
Summary of Disbursements	Petty Cash Custodian
Bills, receipts, sales invoices, RER	Petty Cash Custodian
Where applicable, Inventory Custodian Slip (ICS)	Petty Cash Custodian

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Receive from Budget Office all financial claims	1.1 Receive and record the obligated financial claim and assign corresponding number	None	10 minutes per transaction	Accounting Office
	1.2 DV Preparation		1 minute	Accounting Staff
	1.3 Stamping and numbering supporting documents		1 minute	Accounting Staff
	1.4 Checking of supporting documents		1 minute	Accounting Staff
	1.5 DV Signing		1 minute	Accounting Staff
Received paid vouchers from Treasury Office	1.6 Assigning of JEV Number and entered in the JEV System		1 minute	Accounting Staff
	1.7 Review JEVs Accounting System		5 minutes	Accountant
	1.8 Review and approve JEVs		5 minutes	Accountant
End of Transaction				

CONSULTANCY

Processing of Voucher for Consultancy.

Office or Division:	Office of the Municipal Accountant
Classification:	Simple
Type of Transaction:	Government to Government
Who may avail:	Consultants

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Consultancy: Obligation Request	Budget Office
Contract of Service Authority of Mayor to sign contract	Client
Abstract of Bids	BAC
BAC Resolution	BAC
Accomplishment Report Curriculum Vitae Consultancy Evaluation Board	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Receive from Budget Office all financial claims	1.1 Receive and record the obligated financial claim and assign corresponding number	None	10 minutes per transaction	Accounting Office
	1.2 DV Preparation		1 minute	Accounting Staff
	1.3 Stamping and numbering supporting documents		1 minute	Accounting Staff
	1.4 Checking of supporting documents		1 minute	Accounting Staff
	1.5 DV Signing		1 minute	Accounting Staff
Received paid vouchers from Treasury Office	1.6 Assigning of JEV Number and entered in the JEV System		1 minute	Accounting Staff
	1.7 Review JEVs Accounting System		5 minutes	Accountant
	1.8 Review and approve JEVs		5 minutes	Accountant
End of Transaction				

LAST SALARY

Processing of Voucher for Last Salary.

Office or Division:	Office of the Municipal Accountant
Classification:	Simple
Type of Transaction:	Government to Government
Who may avail:	Officials and employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Last Salary:	
Approved Obligation Request	Budget Office
Disbursement Voucher	Accounting Office
Clearance	HRMO
Last Pay Computation	HRMO
Approved Daily Time Record	HRMO
Additional requirements in case of death of claimant: Death certificate authenticated by PSA Marriage contract authenticated by PSA Birth certificate of all surviving legal heirs authenticated by PSA Designation of next-of-kin Waiver of rights of children 18 years old and above	Claimant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Receive from Budget Office all financial claims	1.1 Receive and record the obligated financial claim and assign corresponding number	None	10 minutes per transaction	Accounting Office
	1.2 DV Preparation		1 minute	Accounting Staff
	1.3 Stamping and numbering supporting documents		1 minute	Accounting Staff
	1.4 Checking of supporting documents		1 minute	Accounting Staff
	1.5 DV Signing		1 minute	Accounting Staff
Received paid vouchers from	1.6 Assigning of JEV Number and entered in the JEV System		1 minute	Accounting Staff

Treasury Office				
	1.7 Review JEVs Accounting System		5 minutes	Accountant
	1.8 Review and approve JEVs		5 minutes	Accountant
End of Transaction				

CASH ADVANCE (ACTIVITY/PROGRAM)

Processing of Voucher for Cash Advance (Activity/Program).

Office or Division:	Office of the Municipal Accountant
Classification:	Simple
Type of Transaction:	Government to Government
Who may avail:	Officials, and employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Cash Advance (Activity/Program): Obligation Request	Budget Office
Activity Design	End-user
Approved amount of Bond	Treasurer's Office
Certificate of no pending cash advance	Accounting Office
If travel, attach the following: Invitation	Agency conducting the seminar/training
Appendix A	Office concerned
Travel Order	Head of Agency

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Receive from Budget Office all financial claims	1.1 Receive and record the obligated financial claim and assign corresponding number	None	10 minutes per transaction	Accounting Office
	1.2 DV Preparation		1 minute	Accounting Staff
	1.3 Stamping and numbering supporting documents		1 minute	Accounting Staff
	1.4 Checking of supporting documents		1 minute	Accounting Staff
	1.5 DV Signing		1 minute	Accounting Staff

Received paid vouchers from Treasury Office	1.6 Assigning of JEV Number and entered in the JEV System		1 minute	Accounting Staff
	1.7 Review JEVs Accounting System		5 minutes	Accountant
	1.8 Review and approve JEVs		5 minutes	Accountant
End of Transaction				

HONORARIA ALLOWANCE FOR QUALIFIED NATIONAL AGENCIES

Processing of Voucher for Incentive Allowance for Judge, Chief of Police, MLGOO, and Fire Marshall

Office or Division:	Office of the Municipal Accountant
Classification:	Simple
Type of Transaction:	Government to Government
Who may avail:	Qualified National Agenicies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Honoraria of qualified NGA officials Obligation Request	Budget Office
Payroll	Accounting Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Receive from Budget Office all financial claims	1.1 Receive and record the obligated financial claim and assign corresponding number	None	10 minutes per transaction	Accounting Office
	1.2 DV Preparation		1 minute	Accounting Staff
	1.3 Stamping and numbering supporting documents		1 minute	Accounting Staff
	1.4 Checking of supporting documents		1 minute	Accounting Staff
	1.5 DV Signing		1 minute	Accounting Staff
Received paid vouchers from Treasury Office	1.6 Assigning of JEV Number and entered in the JEV System		1 minute	Accounting Staff

	1.7 Review JEVs Accounting System		5 minutes	Accountant
	1.8 Review and approve JEVs		5 minutes	Accountant
End of Transaction				

HONORARIUM OF SPEAKER/FACILITATOR

Processing of Voucher for Honorarium of Speaker/Facilitator

Office or Division:	Office of the Municipal Accountant
Classification:	Simple
Type of Transaction:	Government to Government, Government to Citizen
Who may avail:	Speaker/Facilitator

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Honorarium of Speaker/Facilitator: Obligation Request	Budget Office
Activity Design	End-user
Letter of Invitation	Agency conducting the seminar/training
Certificate of Service Rendered/ Accomplishment	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Receive from Budget Office all financial claims	1.1 Receive and record the obligated financial claim and assign corresponding number	None	10 minutes per transaction	Accounting Office
	1.2 DV Preparation		1 minute	Accounting Staff
	1.3 Stamping and numbering supporting documents		1 minute	Accounting Staff
	1.4 Checking of supporting documents		1 minute	Accounting Staff
	1.5 DV Signing		1 minute	Accounting Staff
Received paid vouchers from Treasury Office	1.6 Assigning of JEV Number and entered in the JEV System		1 minute	Accounting Staff
	1.7 Review JEVs Accounting System		5 minutes	Accountant

	1.8 Review and approve JEVs		5 minutes	Accountant
End of Transaction				

UPON LIQUIDATION (FOREIGN AND LOCAL TRAVEL)

Processing of Voucher for Upon Liquidation (Foreign and Local Travel)

Office or Division:	Office of the Municipal Accountant
Classification:	Simple
Type of Transaction:	Government to Government
Who may avail:	Officials and employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Upon Liquidation (Foreign and Local Travel): Liquidation Report	Client
Paper/electronic plane, boat or bus tickets, boarding pass, terminal fee	Different transportation operators
OR for Registration fee Reimbursement Expense Receipt (RER)	Client
Certificate of appearance/attendance Copy of previously approved itinerary of travel	Employees/officials attending the seminar/training
Certificate of Travel Completed	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Receive from Budget Office all financial claims	1.1 Receive and record the obligated financial claim and assign corresponding number	None	10 minutes per transaction	Accounting Office
	1.2 DV Preparation		1 minute	Accounting Staff
	1.3 Stamping and numbering supporting documents		1 minute	Accounting Staff
	1.4 Checking of supporting documents		1 minute	Accounting Staff
	1.5 DV Signing		1 minute	Accounting Staff

Received paid vouchers from Treasury Office	1.6 Assigning of JEV Number and entered in the JEV System		1 minute	Accounting Staff
	1.7 Review JEVs Accounting System		5 minutes	Accountant
	1.8 Review and approve JEVs		5 minutes	Accountant
End of Transaction				

LOCAL TRAVEL REIMBURSEMENT

Processing of Voucher for Local Travel Reimbursement

Office or Division:	Office of the Municipal Accountant
Classification:	Simple
Type of Transaction:	Government to Government
Who may avail:	Officials and employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Local Travel (Reimbursement): Obligation Request	Budget Office
Invitation from the seminar/training organizer	Agency conducting the seminar/training
Approved Travel Order	Mayor's Office
Approved itinerary of travel (Appendix A)	Accounting Office
Paper/electronic plane, boat or bus tickets, boarding pass, terminal fee Original copy of OR for Registration fee	Different transportation operators
Certificate of Expenses Not Requiring Receipts	Client
Certificate of appearance/attendance	Agency conducting the seminar/training
Certificate of Travel Completed (Appendix B)	Accounting Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Receive from Budget Office all financial claims	1.1 Receive and record the obligated financial claim and assign corresponding number	none	10 minutes per transaction	Accounting Office
	1.2 DV Preparation		1 minute	Accounting Staff
	1.3 Stamping and numbering supporting documents		1 minute	Accounting Staff

	1.4 Checking of supporting documents		1 minute	Accounting Staff
	1.5 DV Signing		1 minute	Accounting Staff
Received paid vouchers from Treasury Office	1.6 Assigning of JEV Number and entered in the JEV System		1 minute	Accounting Staff
	1.7 Review JEVs Accounting System		5 minutes	Accountant
	1.8 Review and approve JEVs		5 minutes	Accountant
End of Transaction				

CASH ADVANCE FOR TRAVEL (FOREIGN)

Processing of Voucher for Cash Advance for Travel (Foreign)

Office or Division:	Office of the Municipal Accountant
Classification:	Simple
Type of Transaction:	Government to Government
Who may avail:	Officials and employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Cash Advance for Travel (Foreign): Obligation Request	Budget Office
Letter of Invitation of host/sponsoring/country/agency/ Organization	Agency conducting the seminar/training
Approved Travel Order/Office Order from Local Chief Executive of Agency Authority to Travel Abroad issued by DILG and/or Supreme Court in case of court employees	Mayor's Office
Approve itinerary of travel (Appendix A)	Office concerned
For plane fare, quotations of three travel agencies or its equivalent Flight itinerary issued by the airline/ticketing office/ travel agency	Different travel agencies
Copy of the United Nations Development Programme (UNDP) rate for the Daily Subsistence Allowances (DSA) for the country of destination for the computation of DSA to be claimed	Bangko Sentral ng Pilipinas (BSP)

Document to show the dollar to peso exchange rate at the date of grant of cash advance	Foreign country
Where applicable, authority from the OP to claim representation expenses	OP
Certification from the accountant that the previous cash advance has been liquidated and accounted for in the books	OP
In case of seminars/trainings: Invitation addressed to the agency inviting participants (issued by the foreign country)	Foreign country
Acceptance of nominees as participants Programme Agenda and Logistics Information	Agency conducting the seminar/training

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Receive from Budget Office all financial claims	1.1 Receive and record the obligated financial claim and assign corresponding number	None	10 minutes per transaction	Accounting Office
	1.2 DV Preparation		1 minute	Accounting Staff
	1.3 Stamping and numbering supporting documents		1 minute	Accounting Staff
	1.4 Checking of supporting documents		1 minute	Accounting Staff
	1.5 DV Signing		1 minute	Accounting Staff
Received paid vouchers from Treasury Office	1.6 Assigning of JEV Number and entered in the JEV System		1 minute	Accounting Staff
	1.7 Review JEVs Accounting System		5 minutes	Accountant
	1.8 Review and approve JEVs		5 minutes	Accountant
End of Transaction				

TERMINAL LEAVE BENEFITS

Processing of Voucher for Terminal Leave Benefits

Office or Division:	Office of the Municipal Accountant
Classification:	Simple
Type of Transaction:	Government to Government

Who may avail:	Officials and employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Terminal Leave Benefits: Disbursement Voucher	Accounting Office
Obligation Request	Budget Office
Clearance from Money, Property, and Legal Accountabilities	HRMO
Application for Leave Complete Service Record Computation of Leave Credits	HRMO
Fiscals' Clearance Affidavit of No Pending Case	Prosecutor's Office
Certified True Copy of the following: First Appointment Latest Notice of Salary Adjustment Statement of Assets, Liabilities, and Net Worth	Client
Letter of Retirement/Resignation Acknowledgement of Letter of Retirement/Resignation	Mayor
Computation of Salary Overpayment (if applicable)	Accounting Office
Deed of Undertaking (if applicable)	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Receive from Budget Office all financial claims	1.1 Receive and record the obligated financial claim and assign corresponding number	None	10 minutes per transaction	Accounting Office
	1.2 DV Preparation		1 minute	Accounting Staff
	1.3 Stamping and numbering supporting documents		1 minute	Accounting Staff
	1.4 Checking of supporting documents		1 minute	Accounting Staff
	1.5 DV Signing		1 minute	Accounting Staff
Received paid vouchers from Treasury Office	1.6 Assigning of JEV Number and entered in the JEV System		1 minute	Accounting Staff

	1.7 Review JEVs Accounting System		5 minutes	Accountant
	1.8 Review and approve JEVs		5 minutes	Accountant
End of Transaction				

FIRST SALARY

Processing of Voucher for First Salary

Office or Division:	Office of the Municipal Accountant
Classification:	Simple
Type of Transaction:	Government to Government
Who may avail:	Officials and employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
First Salary: Obligation Request	Budget Office
Daily Time Record	Client
Appointment duly received by CSC	HRMO
Oath of Office Certificate of Assumption Statement of Assets, Liabilities, and Net Worth BIR Form 1902/2305 PhilHealth Member's Data Record (MDR) Assignment Order (if applicable)	Client
Clearance from Money, Property, and Legal Accountabilities (if transfer from other agency)	General Services Office- from previous office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Receive from Budget Office all financial claims	1.1 Receive and record the obligated financial claim and assign corresponding number	None	10 minutes per transaction	Accounting Office
	1.2 DV Preparation		1 minute	Accounting Staff

	1.3 Stamping and numbering supporting documents		1 minute	Accounting Staff
	1.4 Checking of supporting documents		1 minute	Accounting Staff
	1.5 DV Signing		1 minute	Accounting Staff
Received paid vouchers from Treasury Office	1.6 Assigning of JEV Number and entered in the JEV System		1 minute	Accounting Staff
	1.7 Review JEVs Accounting System		5 minutes	Accountant
	1.8 Review and approve JEVs		5 minutes	Accountant
End of Transaction				

ADVERTISING PUBLICATION

Processing of Voucher for Advertising Publication

Office or Division:	Office of the Municipal Accountant
Classification:	Simple
Type of Transaction:	Government to Business, Government to Citizen
Who may avail:	Advertising agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Advertising/Publication: Activity Design Approved Purchase Request (PR)	End-user
Request for Quotation (RFQ)	Mayor's Office
Abstract of Request for Quotation	Different suppliers
BAC Resolution	BAC
Approved PO	Mayor's Office/General Services Officer
Advertising Contract	End-user
Bill/Charge Invoice	Supplier
Inspection and Acceptance Report (IAR)	General Services Officer
Copy of newspaper clippings evidencing publication and/or CD in case of TV/radio commercial Philgeps Registration Mayor's/Business Permit	End-user
Income Tax Return (for ABCs above 500k)	BAC
BAC Meeting Agenda Minutes of BAC Meeting- Opening	BAC

of Bids Invitation to Observers (at least 3) Annual Procurement Plan (Approved) Philgeps Posting of Request for Quotation (Bid Notice Abstract) Philgeps Posting of Award/P.O (Award Notice Abstract) And other supporting documents	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Receive from Budget Office all financial claims	1.1 Receive and record the obligated financial claim and assign corresponding number	None	10 minutes per transaction	Accounting Office
	1.2 DV Preparation		1 minute	Accounting Staff
	1.3 Stamping and numbering supporting documents		1 minute	Accounting Staff
	1.4 Checking of supporting documents		1 minute	Accounting Staff
	1.5 DV Signing		1 minute	Accounting Staff
Received paid vouchers from Treasury Office	1.6 Assigning of JEV Number and entered in the JEV System		1 minute	Accounting Staff
	1.7 Review JEVs Accounting System		5 minutes	Accountant
	1.8 Review and approve JEVs		5 minutes	Accountant
End of Transaction				

PURCHASE OF GASOLINE, OIL LUBRICANTS, AND ETC.

Processing of Voucher for Purchase of Gasoline, Oil Lubricants, and etc.

Office or Division:	Office of the Municipal Accountant
Classification:	Simple
Type of Transaction:	Government to Government
Who may avail:	Officials and employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Purchase of Gasoline, Oil Lubricants, and etc.: Obligation Request	Budget Office
Trip ticket	Driver/General Services Officer
Summary of Consumption with	Admin/ General Services Officer
Certificate of Availability of Funds	Supplier
Charge/Sales Invoice Acceptance and Inspection Report	General Services Officer
Purchase of Gasoline, Oil Lubricants, and etc.: Obligation Request	Budget Office
Trip ticket	Driver/General Services Officer
Summary of Consumption with	Admin/ General Services Officer
Certificate of Availability of Funds	Supplier

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Receive from Budget Office all financial claims	1.1 Receive and record the obligated financial claim and assign corresponding number	None	10 minutes per transaction	Accounting Office
	1.2 DV Preparation		1 minute	Accounting Staff
	1.3 Stamping and numbering supporting documents		1 minute	Accounting Staff
	1.4 Checking of supporting documents		1 minute	Accounting Staff
	1.5 DV Signing		1 minute	Accounting Staff
Received paid vouchers from Treasury Office	1.6 Assigning of JEV Number and entered in the JEV System		1 minute	Accounting Staff
	1.7 Review JEVs Accounting System		5 minutes	Accountant
	1.8 Review and approve JEVs		5 minutes	Accountant
End of Transaction				

REPAIRS AND MAINTENANCE – EQUIPMENT

Processing of Voucher for Repairs and Maintenance – Equipment

Office or Division:	Office of the Municipal Accountant
Classification:	Simple
Type of Transaction:	Government to Government
Who may avail:	Officials and employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Purchase of Gasoline, Oil Lubricants, and etc.: Obligation Request	Budget Office
Trip ticket	Driver/General Services Officer
Summary of Consumption with	Admin/ General Services Officer
Certificate of Availability of Funds	Supplier
Charge/Sales Invoice Acceptance and Inspection Report	General Services Officer
Purchase of Gasoline, Oil Lubricants, and etc.: Obligation Request	Budget Office
Trip ticket	Driver/General Services Officer
Summary of Consumption with	Admin/ General Services Officer
Certificate of Availability of Funds	Supplier

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Receive from Budget Office all financial claims	1.1 Receive and record the obligated financial claim and assign corresponding number	None	10 minutes per transaction	Accounting Office
	1.2 DV Preparation		1 minute	Accounting Staff
	1.3 Stamping and numbering supporting documents		1 minute	Accounting Staff
	1.4 Checking of supporting documents		1 minute	Accounting Staff
	1.5 DV Signing		1 minute	Accounting Staff

Received paid vouchers from Treasury Office	1.6 Assigning of JEV Number and entered in the JEV System		1 minute	Accounting Staff
	1.7 Review JEVs Accounting System		5 minutes	Accountant
	1.8 Review and approve JEVs		5 minutes	Accountant
End of Transaction				

LEASE OF VENUE

Processing of Voucher for Lease of Venue

Office or Division:	Office of the Municipal Accountant
Classification:	Simple
Type of Transaction:	Government to Government, Government to Business
Who may avail:	Officials and employees, and other business entities

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Lease of Venue: Attendance Sheets/List of Participants Inspection and Acceptance report (AIR)	End-user
Billing/Charge Invoice/Sales Invoice	Hotel
Purchase Order approved/duly received by supplier	General Services Office
Purchase Request (Approved) Activity Design	End-user
BAC Documents:	BAC
BAC Resolution (duly approved by HOPE)	BAC Secretariat
Abstract of Quotation Request for Quotation (at least 3)	BAC Secretariat
Annual Procurement Plan (Approved)	BAC
Certification by PIO- posting to 3 conspicuous places	BAC
Philgeps Posting of Request for Quotation (Bid Notice Abstract)	BAC
Philgeps Posting of Award/P.O (Award Notice Abstract)	BAC
BAC Meeting Agenda	BAC
Minutes of BAC Meeting-Opening of Bids	BAC

Invitation to Observers (at least 3)	BAC
Eligibility Documents of Bidders Philgeps Registration Mayor's/Business Permit Other pecuniary documents	BAC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Receive from Budget Office all financial claims	1.1 Receive and record the obligated financial claim and assign corresponding number	None	10 minutes per transaction	Accounting Office
	1.2 DV Preparation		1 minute	Accounting Staff
	1.3 Stamping and numbering supporting documents		1 minute	Accounting Staff
	1.4 Checking of supporting documents		1 minute	Accounting Staff
	1.5 DV Signing		1 minute	Accounting Staff
Received paid vouchers from Treasury Office	1.6 Assigning of JEV Number and entered in the JEV System		1 minute	Accounting Staff
	1.7 Review JEVs Accounting System		5 minutes	Accountant
	1.8 Review and approve JEVs		5 minutes	Accountant
End of Transaction				

PROGRESS/FINAL BILLING

Processing of Voucher for Progress/Final Billing

Office or Division:	Office of the Municipal Accountant
Classification:	Simple
Type of Transaction:	Government to Government, Government to Business
Who may avail:	Contractors

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Progress/Final Billing: Accomplishment report	End-user

Inspection report Certificate of completion	Engineer's Office
Pictures of on-going/completed projects	Engineer's Office
Contractor's Affidavit	Engineer's Office
Retention/Warranty Bond (30%)	Engineer's Office
Certificate of No Negative Slippage	Engineer's Office
Notice of Suspension/Resume, if applicable	Engineer's Office
Copy of previous paid vouchers	Engineer's Office
Copy of Approved Contract	Engineer's Office
Variation Order, if applicable Other Pecuniary documents	Engineer's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Receive from Budget Office all financial claims	1.1 Receive and record the obligated financial claim and assign corresponding number	None	10 minutes per transaction	Accounting Office
	1.2 DV Preparation		1 minute	Accounting Staff
	1.3 Stamping and numbering supporting documents		1 minute	Accounting Staff
	1.4 Checking of supporting documents		1 minute	Accounting Staff
	1.5 DV Signing		1 minute	Accounting Staff
Received paid vouchers from Treasury Office	1.6 Assigning of JEV Number and entered in the JEV System		1 minute	Accounting Staff
	1.7 Review JEVs Accounting System		5 minutes	Accountant
	1.8 Review and approve JEVs		5 minutes	Accountant
End of Transaction				

RETENTION (CLAIMS)

Processing of Voucher for Retention (Claims)

Office or Division:	Office of the Municipal Accountant
Classification:	Simple
Type of Transaction:	Government to Business, Government to Citizen
Who may avail:	Contractors, Suppliers
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Retention (Claims):	Utility Worker- Bookkeeping Division,

Original Certification (from end user) Copy PO Copy OR Copy PR Copy Invoice Copy Voucher Copy Inspection Report (3 months supplies and 1 year equipment and non- equipment) Other pecuniary documents	Accounting Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Receive from Budget Office all financial claims	1.1 Receive and record the obligated financial claim and assign corresponding number	None	10 minutes per transaction	Accounting Office
	1.2 DV Preparation		1 minute	Accounting Staff
	1.3 Stamping and numbering supporting documents		1 minute	Accounting Staff
	1.4 Checking of supporting documents		1 minute	Accounting Staff
	1.5 DV Signing		1 minute	Accounting Staff
Received paid vouchers from Treasury Office	1.6 Assigning of JEV Number and entered in the JEV System		1 minute	Accounting Staff
	1.7 Review JEVs Accounting System		5 minutes	Accountant

	1.8 Review and approve JEVs		5 minutes	Accountant
End of Transaction				

SHOPPING/ SMALL VALUE (ABC BELOW PHP50,000.00)

Processing of Voucher for Shopping/ Small Value (ABC below Php50,000.00)

Office or Division:	Office of the Municipal Accountant
Classification:	Simple
Type of Transaction:	Government to Business, Government to Citizen
Who may avail:	Contractors, Suppliers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Shopping/Small Value- ABC below Php 50,000.00: Retention (1%) of Surety Bond/Bank Guarantee	Insurance Corporation/Bank
Inspection and Acceptance Report (AIR)	General Services Office
Charge Invoice/Delivery Receipt/Sales Invoice	Supplier
Purchase Order approved/duly received by supplier Purchase Request (Approved)	Mayor's Office/General Services Office
Activity Design, if any	End-user
BAC Documents: BAC Resolution (duly approved by HOPE) Abstract of Quotation Request for Quotation (at least 3)	BAC
Annual Procurement Plan (Approved)	BAC Secretarial
Certification by PIO- posting to 3	PIO
conspicuous places Philgeps Posting of Request for Quotation (Bid Notice Abstract) Philgeps Posting of Award/P.O (Award Notice Abstract) BAC Meeting Agenda Eligibility Documents of Bidders Philgeps Registration Mayor's/Business Permit SPA, if applicable Other Pecuniary documents	BAC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Receive from Budget Office all financial claims	1.1 Receive and record the obligated		10 minutes per transaction	Accounting Office

	financial claim and assign corresponding number	None		
	1.2 DV Preparation		1 minute	Accounting Staff
	1.3 Stamping and numbering supporting documents		1 minute	Accounting Staff
	1.4 Checking of supporting documents		1 minute	Accounting Staff
	1.5 DV Signing		1 minute	Accounting Staff
Received paid vouchers from Treasury Office	1.6 Assigning of JEV Number and entered in the JEV System		1 minute	Accounting Staff
	1.7 Review JEVs Accounting System		5 minutes	Accountant
	1.8 Review and approve JEVs		5 minutes	Accountant
End of Transaction				

SMALL VALUE- ABC PHP 50,000.00 TO PHP 500,000.00

Processing of Voucher for Small Value- ABC Php 50,000.00 to Php 500,000.00

Office or Division:	Office of the Municipal Accountant
Classification:	Simple
Type of Transaction:	Government to Business, Government to Citizen
Who may avail:	Suppliers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Small Value- ABC Php 50,000.00 to Php 500,000.00: Retention (1%) of Surety Bond/Bank Guarantee	Insurance Corporation/Bank
Inspection and Acceptance Report (AIR)	General Services Office
Charge Invoice/Delivery Receipt/Sales Invoice	Supplier
Property Acknowledgement Receipt (PAR) if applicable Inventory Custodian Slip, if applicable Purchase Order approved/duly received by supplier Purchase Request (Approved)	General Services Office
Activity Design, if any	End-user
BAC Documents:	BAC

BAC Resolution (duly approved by HOPE) Abstract of Quotation Request for Quotation (at least 3)	
Annual Procurement Plan (Approved)	BAC Secretarial
Certification by PIO- posting to 3 conspicuous places	PIO
Philgeps Posting of Request for Quotation (Bid Notice Abstract) Philgeps Posting of Award/P.O (Award Notice Abstract) BAC Meeting Agenda Minutes of BAC Meeting- Opening of Bids Invitation to Observers (at least 3) Other pecuniary documents	BAC
Eligibility Documents of Bidders Philgeps Registration Mayor's/Business Permit Omnibus Sworn Statement SPA, if applicable	BAC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Receive from Budget Office all financial claims	1.1 Receive and record the obligated financial claim and assign corresponding number	None	10 minutes per transaction	Accounting Office
	1.2 DV Preparation		1 minute	Accounting Staff
	1.3 Stamping and numbering supporting documents		1 minute	Accounting Staff
	1.4 Checking of supporting documents		1 minute	Accounting Staff
	1.5 DV Signing		1 minute	Accounting Staff
Received paid vouchers from Treasury Office	1.6 Assigning of JEV Number and entered in the JEV System		1 minute	Accounting Staff
	1.7 Review JEVs Accounting System		5 minutes	Accountant
	1.8 Review and approve JEVs		5 minutes	Accountant
End of Transaction				

SMALL VALUE – ABC ABOVE PHP 500,000.00

Processing of Voucher for Small Value – ABC above Php 500,000.00

Office or Division:	Office of the Municipal Accountant
Classification:	Simple
Type of Transaction:	Government to Business, Government to Citizen
Who may avail:	Suppliers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Small Value- ABC above Php 500,000.00: Retention (1%) of Surety Bond/Bank Guarantee	Insurance Corporation/Bank
Inspection and Acceptance Report (AIR)	General Services Office
Charge Invoice/Delivery Receipt/Sales Invoice	Supplier
Property Acknowledgement Receipt (PAR) if applicable Inventory Custodian Slip, if applicable Purchase Order approved/duly received by supplier Purchase Request (Approved)	General Services Office
Activity Design, if any	End-user
BAC Documents: BAC Resolution (duly approved by HOPE) Abstract of Quotation Request for Quotation (at least 3)	BAC
Annual Procurement Plan (Approved)	BAC Secretarial
Certification by PIO- posting to 3 conspicuous places	PIO
Philgeps Posting of Request for Quotation (Bid Notice Abstract) Philgeps Posting of Award/P.O (Award Notice Abstract) BAC Meeting Agenda Minutes of BAC Meeting- Opening of Bids Invitation to Observers (at least 3)	BAC
Eligibility Documents of Bidders Philgeps Registration Mayor's/Business Permit Omnibus Sworn Statement SPA, if applicable Other pecuniary documents	BAC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Receive from Budget Office all financial claims	1.1 Receive and record the obligated financial claim and assign corresponding number		10 minutes per transaction	Accounting Office

		None		
	1.2 DV Preparation		1 minute	Accounting Staff
	1.3 Stamping and numbering supporting documents		1 minute	Accounting Staff
	1.4 Checking of supporting documents		1 minute	Accounting Staff
	1.5 DV Signing		1 minute	Accounting Staff
Received paid vouchers from Treasury Office	1.6 Assigning of JEV Number and entered in the JEV System		1 minute	Accounting Staff
	1.7 Review JEVs Accounting System		5 minutes	Accountant
	1.8 Review and approve JEVs		5 minutes	Accountant
End of Transaction				

PUBLIC-BIDDING GOODS

Processing of Voucher for Public-Bidding Goods

Office or Division:	Office of the Municipal Accountant
Classification:	Simple
Type of Transaction:	Government to Business, Government to Citizen
Who may avail:	Suppliers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Public Bidding- Goods: Retention (1%) of Surety Bond/Bank Guarantee	Insurance Corporation/Bank
Inspection and Acceptance Report (AIR)	General Services Office
Charge Invoice/Delivery Receipt/Sales Invoice Property Acknowledgement Receipt (PAR) if applicable Inventory Custodian Slip, if applicable	Supplier
Purchase Order approved/duly received by supplier Purchase Request (Approved)	General Services Office
Activity Design, if any	End-user
Public Bidding- Goods: Retention (1%) of Surety Bond/Bank Guarantee	Insurance Corporation/Bank
Inspection and Acceptance Report (AIR)	General Services Office
Activity Design, if any	End-user

BAC Documents: Notice to Proceed Performance Bond (with attached O.R. for premium paid on Surety Bond) Notice of Award BAC Resolution (duly approved by HOPE) Abstract of Bids BAC-TWG Post Evaluation report BAC Meeting Agenda Minutes of BAC Meeting- Pre-procurement (2M and up), pre-bid (1M and up), opening of bids Invitation to Observers (at least 3) Newspaper Publication (10M and up)	BAC
Certification by PIO- posting to 3 conspicuous places	PIO
Philgeps Posting of Award/P.O. (Award Notice Abstract) Philgeps Posting of Invitation To Bid (Bid Notice Abstract) Invitation to Bid Annual Procurement Plan (Approved) Eligibility of Documents of Bidders: DTI/SEC/CDA Registration PhilGEPS Registration Mayor's/Business Permit Eligibility of Documents of Bidders: DTI/SEC/CDA Registration PhilGEPS Registration Mayor's/Business Permit Tax Clearance Statement of ongoing and similar complete gov't and private contracts including contracts awarded but not yet started Certification of whether or not the prospective bidder is a manufacturer, a supplier or distributor (if applicable) Bid Security in the prescribe form, amount, and validity period Technical specification which may include production/delivery schedule and manpower requirements and/or after sales service/parts, if applicable Omnibus Sworn Statement Audited FS, stamp received by BIR Income Tax Return (stamp received by BIR) SPA, if applicable/Corp Secretary Certificate Net Financial	BAC

Calculated Capacity Bid Form Bill of Quantities/Detailed estimates Pictures, brochures of the products for bidding Other pecuniary documents	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Receive from Budget Office all financial claims	1.1 Receive and record the obligated financial claim and assign corresponding number	None	10 minutes per transaction	Accounting Office
	1.2 DV Preparation		1 minute	Accounting Staff
	1.3 Stamping and numbering supporting documents		1 minute	Accounting Staff
	1.4 Checking of supporting documents		1 minute	Accounting Staff
	1.5 DV Signing		1 minute	Accounting Staff
Received paid vouchers from Treasury Office	1.6 Assigning of JEV Number and entered in the JEV System		1 minute	Accounting Staff
	1.7 Review JEVs Accounting System		5 minutes	Accountant
	1.8 Review and approve JEVs		5 minutes	Accountant
End of Transaction				

INFRASTRUCTURE AND PROJECTS

Processing of Voucher for Infrastructure and Projects

Office or Division:	Office of the Municipal Accountant
Classification:	Simple
Type of Transaction:	Government to Business, Government to Citizen
Who may avail:	Contractors

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Infrastructures and Projects: Retention (10%) or Bank Guarantee	BAC

(10%)/Surety Bond with Ins Com Cert and OR/Warranty Bond (30% of total cost) Inspection Report Accomplishment Report Certificate of Completion Certificate of No Negative Slippage Contract Pictures of on-going/completed Contractor's Affidavit Sketch Plan/Drawings and Technical Specifications Program of Works/Bill of Quantities	
BAC/Bidding Documents: SP Resolution on Ratification of the Contract Authority to the Mayor to sign/enter into contract Notice to Proceed Performance Bond (with attached O.R. for premium paid on Surety Bond) Notice of Award BAC Resolution (duly approved by HOPE) Abstract of Bids BAC-TWG Post Evaluation Report BAC Meeting Agenda/Minutes of BAC Meeting- Pre- procurement (2M and up), Pre-bid (1M and up), opening of bids Invitation to Observers (at least 3- in every stages) Newspaper Publication (15M and up)	BAC
Certification by PIO- posting to 3 conspicuous places	PIO
Philgeps Posting of Awards/P.O (Award Notice Abstract) Philgeps Posting of Invitation to Bid (Bid Notice Abstract) Invitation To Bid	BAC
Certificate of Availability of Funds (CAF-CTO/CBO)	Treasurer's Office/ Budget Office
Annual Procurement Plan (Approved)	BAC Secretariat
Eligibility Documents of Bidders: DTI/SEC/CDA Registration PhilGEPS Registration Mayor's/Business Permit Tax Clearance Statement of ongoing and similar complete gov't and private contracts including contracts awarded but not yet started Certification of whether or not the prospective bidder is a manufacturer, a supplier or distributor (if applicable) Bid Security in the prescribe form,	BAC

amount, and validity period	
Technical specification which may include production/delivery schedule and manpower requirements and/or after sales service/parts, if applicable Omnibus Sworn Statement Audited FS, stamp received by BIR Income Tax Return (stamp received by BIR) SPA, if applicable/Corp Secretary Certificate Net Financial Calculated Capacity Bid Form Bill of Quantities/Detailed estimates Letter of intent Additional Performance Security (if variation order exceeds 10% of the original contract cost Other pecuniary documents	BAC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Receive from Budget Office all financial claims	1.1 Receive and record the obligated financial claim and assign corresponding number	None	10 minutes per transaction	Accounting Office
	1.2 DV Preparation		1 minute	Accounting Staff
	1.3 Stamping and numbering supporting documents		1 minute	Accounting Staff
	1.4 Checking of supporting documents		1 minute	Accounting Staff
	1.5 DV Signing		1 minute	Accounting Staff
Received paid vouchers from Treasury Office	1.6 Assigning of JEV Number and entered in the JEV System		1 minute	Accounting Staff
	1.7 Review JEVs		5 minutes	Accountant

	Accounting System			
	1.8 Review and approve JEVs		5 minutes	Accountant
End of Transaction				

RELEASE THE VOUCHER/PAYROLL TO TREASURER'S OFFICE

After confirmation of completeness of supporting documents, Vouchers/Payrolls are forwarded by the liaison to the Municipal Treasurer's Office to further process Voucher/Payroll.

Office or Division:	Office of the Municipal Accountant
Classification:	Simple
Type of Transaction:	Government to Citizen, Government to Business, Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
None	None

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Receive from Budget Office all financial claims	1.1 Receive and record the obligated financial claim and assign corresponding number	None	10 minutes per transaction	Accounting Office
	1.2 DV Preparation		1 minute	Accounting Staff
	1.3 Stamping and numbering supporting documents		1 minute	Accounting Staff
	1.4 Checking of supporting documents		1 minute	Accounting Staff
	1.5 DV Signing		1 minute	Accounting Staff
Received paid vouchers from Treasury Office	1.6 Assigning of JEV Number and entered in the JEV System		1 minute	Accounting Staff

	1.7 Review JEVs Accounting System		5 minutes	Accountant
	1.8 Review and approve JEVs		5 minutes	Accountant
End of Transaction				

PRE-AUDIT ADVICE

Prepares Pre-Audit Advice in compliance with LBP & DBP to honor checks

Office or Division:	Office of the Municipal Accountant
Classification:	Simple
Type of Transaction:	Government to Citizen, Government to Business, Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
All issued cheques	Treasurer's Office

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
From Treasurer's Office	Receive and encode cheques and Stamping from advice from Treasurer's Office for LBP Accounts. For DBP accounts, encode and Print Advice.	None	5 minutes (Depends on Number Cheques processed)	Relloso B. Garcia
	Checked and Uploaded to WeAccess (For LBP Accounts) by the Accountant IV. For DBP Accounts, check only.	None	5 minutes	Junee Rosse Empalmado
	Noted and Approved WeAccess Uploaded Advice of Check Issued (LBP) For DBP Accounts requires two	None	5 minutes (Depends on internet reliability)	Randi L. Revilla Municipal Accountant Jerome Almodovar

	signatories, Approval of Municipal Treasurer.			Municipal Treasurer
End of Transaction				

CORRESPONDENCE, COMMUNICATIONS

Keeps records of communication, receives incoming communications from the different offices

Office or Division:	Office of the Municipal Accountant			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Mayor, Other Officials, and offices			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Letter request		Other offices		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Transmittal from different offices	Receive incoming communications	None	5 minutes per communication	Accounting Office
	Record to Logbook	None	1 minute per communication	Accounting Office
End of Transaction				

OUTGOING COMMUNICATIONS

Prepares and sends outgoing communications to different offices.

Office or Division:	Office of the Municipal Accountant			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Different offices			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Letter/ Memorandum/ Notice		Other offices		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
	Draft and Compose letter of inquiry or response	None	2 days or depends upon the communication or request	Accounting Office
	Record to logbook	None	1 minute per communication	Accounting Office
End of Transaction				

CERTIFICATE OF UTILIZATION

Prepares and sends outgoing communications to different offices.

Office or Division:	Office of the Municipal Accountant
Classification:	Simple
Type of Transaction:	Government to Government
Who may avail:	Different offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter/ Memorandum/ Notice	Other offices

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Prepare Statement of Receipts and Disbursements	None	1 hour	Accountants
	Reviewed, verified, and approval Statement of Receipts and Disbursements	None	30 minutes	Accountants and Signatories
End of Transaction				

BARANGAY ACCOUNTS/ REMITTANCES

Recording of Barangay transaction documents and financial reporting in conformity with the Philippine Public Sector Accounting Standards (PPSAS) and keeping of Barangay Financial records in a simplified manner as prescribed by the Commission on Audit.

Office or Division:	Barangay
Classification:	Simple
Type of Transaction:	Government to Government
Who may avail:	17 Barangays of Margosatubig

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Report of Collections and Deposits (RCD's) and Cashbook	Barangay Treasurer (BT)
Duplicate copies of the Official Receipts	
Deposit Slips and Bank Statements	
Original copies of the Disbursement Voucher (DVs) with its supporting documents (SDs)	
Duplicate copies of the Checks and Punong Barangay Certification (PBC)	
Liquidation Reports (LRs) with its supporting documents	Barangay Treasurer (BT), Accountable Officer

Record of Appropriation (RAO), Statement of Appropriations, Obligations and Balances (SAOB) and Record of Estimated and Actual Income (REAI)		Barangay Treasurer (BT), Chairman on Committee of Appropriation		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Barangay Treasurer submits financial reports on or before the 10th day of the following month	1.1 Receive and check the completeness of monthly financial reports submitted by the Barangay Treasurer	None	30 minutes	Gilbert Water under the supervision of Junee Rosse S. Empalmado
	1.2 Journalize received monthly financial reports and print JEVs	None	5 minutes	Accountants and Signatories
	1.3 Review and approve JEVs		3 minutes	Junee Rosse S. Empalmado
	1.4 Submission of financial reports, approved JEVs, monthly Trial Balance with complete supporting documents to COA	None	2 hours per barangay	Gilbert Wate, Junee Rosse S. Empalmado, Randi L. Revilla

	1.5 Prepare Monthly Bank Reconciliation Statement for submission to COA		2 hours from barangay	Gilbert Water under the supervision of Junee Rosse S. Empalmado
	1.6 Filing of accounting Copies		3 hours per barangay	
	1.7 Prepare Annual Financial Statements with complete schedules		8 hours per barangay	Junee Rosse S. Empalmado
End of Transaction				

AGRICULTURE OFFICE

1. ENROLMENT to the REGISTRY SYSTEM for BASIC SECTOR in AGRICULTURE (RSBSA)

ABOUT THE SERVICE**:**
To register Farmers, fisher folks and farm laborers that serve as a targeting mechanism for the identification of beneficiaries for different agriculture-related programs and services of the government

Office or Division:	OFFICE OF THE MUNICIPAL AGRICULTURE			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Farmers Fisher folks			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
• Barangay Certification • 2x2 picture • Valid Id (Photo Copy)		Client		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Go directly to MAO and present the required documents	1.1 Interview the farmer and advice to secure documents to be attached	none	5 minutes	MAO STAFF

	1.2 Assist farmer to fill-out and sign the RSBSA form		5 minutes	
2. Secure the signature of the Barangay Captain and return the signed form to MAO	2.1 Receive the sign form and check documents for signature of MA and MAFC Chairman 2.2 Submit the RSBSA with complete attachments and signatures to DA Region for encoding	none	5 minutes 1 Day	MAO STAFF
Total		**None**	**1 day & 15 minutes**	

2. RICE, CORN, VEGETABLE SEEDS, SEAWEEDS INPUTS & SEEDLINGS DISTRIBUTION & INSURANCE

ABOUT THE SERVICE:

The Municipal Agriculture Office provides information on the availability of Seeds. The Technician assigned to a particular barangay may provide the information and conduct an ocular inspection to the area where the seeds are to be planted. And continuous monitoring will be done by the technician to assure that the given seeds where planted.

Office or Division:	OFFICE OF THE MUNICIPAL AGRICULTURE
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Farmers Fisher folks Schools
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• RSBSA Registered	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. AVAILING of FREE SEAWEEDS INPUTS & SEEDLINGS				
Proceed to MAO	Interview Fisher folks, request to sign the masterlist then release the seedlings	none	5 minutes	MAO Fishery Tech.
B. AVAILING of FREE VEGETABLE SEEDS				

Go directly to Mao request and choose the preferred vegetable seeds	Interview client, release the chosen seeds after signing the masterlist	none	5 minutes	HVCDP Tech.
C. AVAILING of FREE INBRED SEEDS UNDER RCEF				
Proceed to MAO	Refer to RSBSA Marterlist From RCEF, if included, interview farmers, take photo, then release	none	5 minutes	Rice Tech.
D. AVAILING of FREE CORN SEEDS				
Proceed to MAO	-Refer to RSBSA Masterlist, if included, interview farmers.	None	5 minutes	Corn Tech.
E. ACCESING FREE INSURANCE for CROP, LIVESTOCK and FISHERIES				
Proceed to MAO to apply for the insurance	-Refer to RSBSA Masterlist. If included in the masterlist, interview the farmer for relevant information	None	5 minutes	Fishery Tech. HVCDP Tech. Rice Tech. Corn Tech. Livestock Tech.
	Total	**None**	**5 minutes**	

3. TREATMENT & VACCINATION OF ANIMALS

Office or Division:	OFFICE OF THE MUNICIPAL AGRICULTURE
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	All

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
None	Client

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
A. ANIMAL TREATMENT				
1. Go directly to MAO and request for the services	Interview the owner & give Prescription if supplies are not available	none	10 minutes	Livestock Tech.
2. Call or go with the	2.1 Interview the owner, proceed to his house examine the	none	Within one day depending on the distance	Livestock Tech.

trained Technician	animal and administer necessary drugs		and time of reporting	
	2.2 Conduct follow-up treatments, if necessary.			
B. **IMMUNIZATION of DOGS and CATS AGAINST RABIES**				
1. Go directly to MAO bringing along the dogs/cats for immunization	Interview the owner and immunize the animals	none	10 minutes per Dogs/cats	Livestock Tech.
2. For massive vaccination request from barangay Officials for schedule	2.1 Set the date and place of vaccination	none	10 minutes per Dogs/cats	Livestock Tech.
	2.2 Conduct vaccination on the schedule date	none	Within one day (duration depends on the distance)	Livestock Tech.

4. REGISTRATION of SERVICE MOTOR BOAT, FISHING BOATS and GEARS

Office or Division:	OFFICE OF THE MUNICIPAL AGRICULTURE
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Fisherfolks

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Barangay Clearance 2. Cedula 3. 5x7 Pumpboat Picture 4. 2x2 ID Picture	• Barangay Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to MAO	Provide the clients short briefing and its requirements for application	none	10 minutes	MAO
2. Fill-up application for permit and resignation	2.1 Evaluate the application form and schedule the inspection of the vessel/gear	none	10 minutes	Fishery Tech.
	2.2 Take ad-measurement of the vessel		20 minutes (depending on size of the boat)	

3. Pay the necessary fees	3.1 Issues official Receipt	Depending on the HP, measurement and gears		MTO Staff
	3.2 Prepares the documents for signature		10 minutes	MAO/MTO Staff
Get the approved Permit and License from the MAO	Release the Permit/License	none	2 minutes	Fishery Tech. AGRI TECH MAO STAFF
Total		**Depending on the HP, measurement and gears**	**52 minutes depending on the size of the boat**	

5. MONITORING & VALIDATION OF DAMAGE CROPS, LIVESTOCK & FISHERIES

Office or Division:	OFFICE OF THE MUNICIPAL AGRICULTURE
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Damage report Documentation of affected area	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report to Agriculture Office	1.1 Conduct visitation of affected area	none	1Day	Assign Technician
	1.2 Making of damage report to be submit to PCIC		5 minutes	MAO STAFF
Total		**none**	**1 day & 5 minutes**	

6. RECOGNITION OF ACTIVE SURVEILLANCE OF AFRICAN SWINE FEVER (RAS)

Office or Division:	OFFICE OF THE MUNICIPAL AGRICULTURE
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Swine Buyer/Shipper

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Shipper License 2. Barangay Certification 3. Official Receipt	Client Barangay Office Mun. Treasurer's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Treasury Office	Issuance of Official Receipt	P100.00	5 minutes	MTO Staff
2.Present OR to Agriculture Office	2.1 Prepare certification & RAS 2.2 Release certification to client	none	5 minutes 5 minutes	MAO MAO STAFF
	Total	**none**	**15 minutes**	

ASSESSOR'S OFFICE

1. ISSUANCE OF TAX DECLARATION ON TRANSFER OF OWNWERSHIP

Office or Division:	OFFICE OF THE MUNICIPAL ASSESSOR
Classification:	Highly Technical
Type of Transaction:	G2C
Who may avail:	ALL

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Certificate of Title • Certified Photocopy (2 Copies)	Registry of Deeds
Deed of sale • Certified Photocopy (2 Copies)	Notary Public
Approved survey plan • Certified Photocopy (2 Copies)	Bureau of Lands
eCAR from BIR • Certified Photocopy (2 Copies)	Bureau of Internal Revenue

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements for	1.1 Interview the client	none	5 minutes	Assessor'sStaff

the transfer of ownership for issuance of Tax Declaration	1.2 Review completeness of Documents as per check list	none	5 minutes	Assessment Clerk
2. Pay Tax Declaration Fee	none	P 50.00	5 minutes	MTO
	2.1 Prepare FAAS for Tax Declaration	none	10 minutes	Mun. Assessor
	2.2 Recommending Approval	none	2 minutes	Mun. Assessor
Waiting for approval of the Prov'l. Assessor	2.3 Indorse FAAS to the Provincial Assessor for Approval	none	7 Working days	Provincial Assessor Office, Pagadian City
Received copy of Tax Declaration on Transfer of Ownership	Releasing of Tax Declaration	none	5 minutes	Assessor's staff
	Total	**none**	**7 days & 22 minutes**	

2. ISSUANCE OF TAX DECLARATION ON SUBDIVISION

Office or Division:	OFFICE OF THE MUNICIPAL ASSESSOR
Classification:	Highly-Technical
Type of Transaction:	G2C
Who may avail:	ALL

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Certificate of Title • Certified Photocopy (2 Copies)	Registry of Deeds
Extra-Judicial Partition Deed of sale/Donation • Certified Photocopy (2 Copies)	Notary Public
Approved Subdivision Plan • Certified Photocopy (2 Copies)	Bureau of Lands
eCAR from BIR • Certified Photocopy (2 Copies)	Bureau of Internal Revenue

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements for the Subdivision for issuance of Tax Declaration	1.1 Interview the client	none	5 minutes	Assessor's Staff
	1.2 Review completeness of Documents as per check list	none	5 minutes	Assessment Clerk

2. Pay Tax Declaration Fee	none	P 50.00	5 minutes	MTO
	2.1 Prepare FAAS for Tax Declaration	none	10 minutes	Mun. Assessor
	2.2 Recommending Approval	none	2 minutes	Mun. Assessor
3. Waiting for approval of the Prov'l Assessor	Indorse FAAS to the Provincial Assessor for Approval	none	7 Working days	Provincial Assessor Office, Pagadian City
4. Received copy of Tax Declaration on Subdivision	Releasing of Tax Declaration	none	5 minutes	Assessor's Staff
	Total	**none**	**7 days & 32 minutes**	

3. ISSUANCE OF NEWLY CONSTRUCTED BUILDING

Office or Division:	OFFICE OF THE MUNICIPAL ASSESSOR
Classification:	Highly-Technical
Type of Transaction:	G2C
Who may avail:	ALL

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request for Ocular Inspection Building Plan • Certified Photocopy (2 Copies)	Municipal Assessor Office Municipal Engineer's Office

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements for the newly constructed building for issuance of Tax Declaration	1.1 Interview the Client	none	5 minutes	Assessor's Staff
	1.2 Conduct ocular Inspection	none	1 hour	Assessor's Staff
2. Pay Tax Declaration Fee	none	P 50.00	5 minutes	MTO
	2.1 Prepare FAAS for Tax Declaration	none	10 minutes	Mun. Assessor
	2.2 Recommending Approva	none	3 minutes	Mun. Assessor

	2.3 Indorse FAAS to the Prov'l. Assessor for Approval	none	7 Working days	Provincial Assessor Office, Pagadian City
3. Received copy of Tax Declaration on Subdivision	Releasing of Tax Declaration	none	5 minutes	Assessr's Staff
	Total	**P50.00**	**7 days, 1 hour & 28 minutes**	

4. ISSUANCE OF CERTIFIED TRUE COPY OF TAX DECLARATION

Office or Division:	OFFICE OF THE MUNICIPAL ASSESSOR
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	ALL

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Name of Declarant	Assessor's Office
Official Receipt	MTO

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay for Certified True Copy of Tax Declaration	none	P 50.00	15 minutes	MTO
2. Proceed to Assessor's Office & present OR	1.1 Interview the Client	None	5 minutes	Assessment Clerk
	1.2 Prepare Certified True Copy of Tax Declaration	None	5 minutes	Mun. Assessor
	1.3 Affixed Signature	None	5 minutes	Mun. Assessor
3. Receive certified true copy of Tax Declaration	1.4 Release certified true copy of Tax Declaration	none	5 minutes	Assessor's Staff
	Total	**P 50.00**	**35 minutes**	

5. ISSUANCE OF CERTIFICATION

Office or Division:	OFFICE OF THE MUNICIPAL ASSESSOR
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	ALL

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Name of Declarant (Tax Declaration)	Owner's copy/Assessor's office
Official Receipt	MTO

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure all requirements for Issuance of Certificates	1.1 Interview the client	none	5 minutes	Assessor's Staff
	1.2 Prepare certification	none	5 minutes	Mun. Assessor
	1.3 Affixed Signature	none	5 minutes	Mun. Assessor
	1.4 Recording /Releasing of certification	none	5 minutes	Assessor's Staff
• Certificate of Landholding	None	P 100.00	10 minutes	MTO
• Certificate of No Real Property/properties declared	None	P 100.00	10 minutes	MTO
• Certificate of No Improvements for residential and commercial lot	None	P100.00	10 minutes	MTO
Total		**P100 per certificate**	**30 minutes**	

BUDGET OFFICE

Internal Services

1. PREPARATION OF ANNUAL AND SUPPLEMENTAL BUDGET

Prepare Annual and Supplemental Budget for all offices and as the need arises for Supplemental

Office or Division:	**Budget**
Classification:	**Complex**
Type of Transaction:	**G2G (Government to Government)**
Who may avail:	**All offices within the LGU**

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved Letter to Request for Supplemental Budget	LGU Margosatubig – Budget Office
~NOTHING FOLLOWS~	

CLIENT STEP/S	AGENCY STEP/S	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit proposal of Department's Annual and Supplemental Budgets	1.1 Collect all copies of department's proposed expenditure program 1.2 Consolidate and finalize all proposal for submission to the Sangguniang Bayan	None	5 minutes 3 days	Municipal Budget Officer (Budget Office)
	Total	**None**	**3 days & 5 minutes**	

2. PREPARATION AND RECONCILIATION OF STATEMENT OF APPROPRIATION, ALLOTMENT AND OBLIGATION (SAAOB) MONTHLY

Prepare SAAOB on a monthly basis

Office or Division:	**Budget**
Classification:	**Simple**
Type of Transaction:	**G2G (Government to Government)**
Who may avail:	**All offices within the LGU**

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
RRR or Financial Statements (FS)	Budget Office
~NOTHING FOLLOWS~	

CLIENT STEP/S	AGENCY STEP/S	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit summary of reconciling items included in the RAAO and submit a copy of final monthly SAAOB to Accounting, Treasury, Mayor's Office and COA	Verify all reconciling items to pre-finalized in the SAAOB	None	1 day	*Municipal Budget Officer (Budget Office)*
	Total	**None**	**1 day**	

3. PREPARATION ANNUAL INVESTMENT PLAN (AIP)

AIP preparation

Office or Division:	**Budget**
Classification:	**Simple**
Type of Transaction:	**G2G (Government to Government)**
Who may avail:	**All offices within the LGU**

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
AIP per office	All LGU offices
~NOTHING FOLLOWS~	

CLIENT STEP/S	AGENCY STEP/S	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a copy of AIP per office	Collate and finalize the PPAs to be included in the Annual / Supplemental Budget	None	1 Day	Municipal Budget Officer (Budget Office)
	Total	**None**	**1 day**	

4. PREPARE LOCAL FINANCE COMMITTEE CERTIFICATION FOR REPROGRAMMING/REALIGNMENT

Preparation of LFC Certification for Reprogramming/Realignment

Office or Division:	**Budget**
Classification:	**Simple**
Type of Transaction:	**G2G (Government to Government)**
Who may avail:	**Local Finance Committee**

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
MDC Resolution	MDC Chairperson
SB Resolution	Secretary to the Sanggunian

~NOTHING FOLLOWS~				
CLIENT STEP/S	**AGENCY STEP/S**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit Certification to the Secretary to the Sanggunian to secure SB Resolution	Facilitate the submission of Certification to the Sangguniang Bayan	None	1 day	Municipal Budget Officer (Budget Office)
	Total	**None**	**1 day**	

5. PREPARE LGU INTEGRATED FINANCIAL TOOLS (LIFT) QUARTERLY

Submission of quarterly LIFT reports to BLGF Central Office

Office or Division:	**Budget**			
Classification:	**Simple**			
Type of Transaction:	**G2G (Government to Government)**			
Who may avail:	**Treasury, Provincial Treasurer, BLGF**			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
eSRE reports (soft copy)			Budget Office	
~NOTHING FOLLOWS~				
CLIENT STEP/S	**AGENCY STEP/S**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Encode the eSRE reports of the Budget Office to the LIFT System	A. Review and approve the encoded reports	None	1 hour	Admin. Assistant II (System Encoder) (Budget Office)
	Total	**none**	**1 hour**	

6. RECORD OBLIGATION REQUEST/S AS TO THE EXISTENCE OF APPROPRIATION

Timely recording of every obligation request/s

Office or Division:	**Budget**			
Classification:	**Simple**			
Type of Transaction:	**G2G (Government to Government)**			
Who may avail:	**All LGU offices**			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
Obligation request per transaction			Concerned offices	
~NOTHING FOLLOWS~				
CLIENT STEP/S	**AGENCY STEP/S**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

1. Submit obligation request/s to the person-in-charge for recording	1.1 Record the ObR to the RAAO 1.2 For signature of the Box B (Budget Officer)	None None	20 minutes 10 minutes	Bookbinder IV (Budget Office) Municipal Budget Officer (Budget Office)
	Total	**none**	**30 minutes**	

7. CHECK BALANCES OF APPROPRIATIONS OF DIFFERENT OFFICES

To monitor actual appropriations of every office.

Office or Division:	**Budget**			
Classification:	**Simple**			
Type of Transaction:	**G2G (Government to Government)**			
Who may avail:	**All LGU offices**			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
Obligation request per transaction			Concerned offices	
~NOTHING FOLLOWS~				
CLIENT STEP/S	**AGENCY STEP/S**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit reconciliation of per office's balances of appropriation	1.1 Monitor the footing of all expenses recorded versus allotment and appropriation per office 1.2 Double check the amount reflected in the RAAO and SAAOB	None None	30 minutes 20 minutes	Bookbinder IV (Budget Office) Municipal Budget Officer (Budget Office)
	Total	**None**	**50 minutes**	

EXTERNAL SERVICES

1. REVIEW ANNUAL & SUPPLEMENTAL BUDGET AND PROVIDE TECHNICAL ASSISTANCE TO THE BARANGAY & SK BUDGETING

Office or Division:	**Budget**	
Classification:	**Simple**	
Type of Transaction:	**G2G (Government to Government)**	
Who may avail:	**All 17 Barangays within the municipality**	
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**

RRR or Financial Statements (FS)			Barangay Treasurer	
~NOTHING FOLLOWS~				
CLIENT STEP/S	**AGENCY STEP/S**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit Appropriation Ordinance with attached copy of RRR or FS	A. Provide a copy of recommendation to support the SB Resolution relating to Annual/ Supplemental Budget	None	1 Day	Municipal Budget Officer (Budget Office)
	Total	**None**	**1 day**	

DISASTER RISK REDUCTION AND MANAGEMENT

1. INFORMATION, EDUCATION and COMMUNICATION (IEC)

The issuance of IEC materials to requesting party ensures the valuable information relevant to Disaster Risk Reduction and Management.

Office or Division:	Municipal Disaster Risk Reduction and Management			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Letter Request from the client		Client		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit letter request to LCE attention MDRRMO	Receive letter request	None	5 minutes	MDDRM Staff
1. Wait for action of the request	2.1 Identify / classify IEC materials being requested	None	5 minutes	MDRRMO Staff MDRRMO
	2.2 Coordinate concern section for the preparation of IEC materials needed	None	10 minutes	

	2.3 Prepare IEC materials	None	10 minutes	
	2.4 Inform the requesting entity of the status of their request	None	5 minutes	
2. Receive IEC materials requested	Issue the IEC materials requested	None	5 minutes	MDRRMO Staff
	Total	**None**	**40 minutes**	

2. CONDUCT DRRM-RELEVANT TRAININGS AND SEMINARS

The trainings and seminars conducted will equip participants with appropriate knowledge and skills that conform with the standards set by governing agencies as mandated by RA 10121.

Office or Division:	Municipal Disaster Risk Reduction and Management
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Letter Request addressed to LCE attention MDRRMO	Client

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit letter request to LCE attention MDRRMO	1.1 Receive letter request	None	5 minutes	Mayor's Staff
2. Wait for action of the request	2.1 Endorse letter to LCE for approval of the request	None	1 day	
	2.2 Upon approval, forward the letter request to MDRRMO	None	**20** minutes	
	2.3 MDRRMO will assign a training team to handle the training & inform the requesting party of the schedule &	None	10 minutes	MDRRMO

	other details of the training / seminar			
3. Client will prepare the program and venue of the activity	Training team will prepare the modules	None	(Preparations of the prior activity is excluded)	MDRRMO Training Team
	Total	**None**	**1 day & 20 minutes**	

3. EMERGENCY RESPONSE

In order to preserve life and guarantee the safety and well-being of the public, a quick and timely response of any emergency must be delivered.

Office or Division:	Municipal Disaster Risk Reduction and Management			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Request may be done verbally via any electronic communication device		Client		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Call MDRRMO number / hotline	1.1 Answer immediately the call and inquire the following informations: a. nature of emergency / type of incident b. caller's information c. location of the incident d. individuals affected and status	None	5 minutes	MDRRM Staff MDRRMO
2. Wait for action of the request	2.1 Verify the availability of rescue vehicle & organize rescue team	None	5 minutes	MDRRM Staff
	2.2 Prepare rescue equipment & medical kits	None	10 minutes	MDRRMO

	2.3 Mobilize the rescue team towards the location of the incident	None	10 minutes	
3. Assist or answer queries for the rescue team	Arrive at the incident scene and immediately performs the following: a. First aid b. documentation c. traffic management d. control crowd	None	30 minutes (depending on the distance of the incident)	Rescue Responders
4. If eligible, accompany patient	If necessary, transport patient to nearest hospital, however, if patient refuses for transfer, let him/her sign waiver indicating refusal to be transferred to nearest hospital	None	30 minutes (depending on the distance of the incident)	Rescue Responders
	Total	**None**	**1 hour & 30 minutes (depending on the distance of the incident)**	

4. PROVISION OF HAZARD MAPS, DRRM DATA, WEATHER ADVISORIES

Office or Division:	Municipal Disaster Risk Reduction and Management
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Letter	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request to MDDRMO	Receive letter of request for appropriate action & approval	None	10 minutes	MDRRM Staff MDRRMO

2. Receive the request	Issue the requested documents	None	5 minutes	MDRRM Staff
	Total	**none**	**15 minutes**	

5. ISSUANCE OF MDRRMO CERTIFICATION

Issuance of certificate ensures the general public that documents are readily available.

Office or Division:	Municipal Disaster Risk Reduction and Management
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request letter addressed to LCE indicating the type of certification is needed	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request to the Mayor's Office	Receive letter of request	None	5 minutes	Mayor's Staff
2. Wait for the request through phone call or email	2.1 Endorse letter to the LCE for approval	None	1 day	
	2.2 Upon approval, forward the request letter to the MDRRMO	None	5 minutes	
	2.3 MDRRMO prepares the certification	None	10 minutes	MDRRM Staff
3. Receive the Certification	Issue the MDRRMO certification	None	5 minutes	MDRRM Staff
	Total	**None**	**1 day & 25 minutes**	

ENGINEERING OFFICE

1. ISSUANCE OF BUILDING PERMITS

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 pals, specifications and other pertinent documents with the duly notarized applications are found satisfactory and substantially conforming with the National Building Code of the Philippines and its Implementing Rules and Regulations (IRR).

Office / Division	Municipal Engineers Office
Classification	Highly Technical
Type of Transaction:	G2G – Government to Citizen
Who may avail:	ALL

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Tax declaration/ lot title (1 original, 2 photocopy) * Consent of the lot owner-if not the lot owner	Lot Owner
2. Complete sets of building plans (architectural, structural, sanitary and electrical) duly signed and sealed by the architect/civil engineer, sanitary engineer and electrical engineer (5 sets blueprint)	Licensed Professional Practitioner
3. Application forms for building, sanitary and electrical duly accomplished and signed and sealed by the professional signatories (5 Original copies each form)	Mun. Engineering Office
4. Building specifications duly signed and sealed by architect/civil engineer (5 Original copies)	Licensed Professional Practitioner
5. Building cost and estimates of materials duly signed and sealed by architect/civil engineer and duly notarized. (5 Original copies)	Licensed Professional Practitioner
6. Cedula of project owner and lot owner - if not the lot owner (3 photocopies)	RCC III/Barangay Hall
7. Photocopy of PRC IDs, PTR IDs signed and sealed with 3 signatures (3 photocopies)	Licensed Professional Practitioner

8. Zoning Compliance Certificate (1 Original Copy)	Mun.Planning & Development Coordinator
9. Barangay Clearance (1 Original Copy)	Barangay Hall
10. Fire Safety Evaluation Clearance (FSEC) (1 Original Copy)	Bureau of Fire
11. Construction Board	Owner

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Secure application forms & other requirements	Brief the client regarding the requirements.	None	15 minutes	Mun. Engineer
2. Submit duly accomplished Application Form (Notarized) & requirements	Evaluation of the documents & assessment of fees	None	10 minutes	Office Clerk
3. Proceed to the municipal Treasury Office & pay the required fees	Issue Official Receipt	See table 1	8 minutes	Collection Clerk Treasury Office
4. Return to the Office of the Building 5. Official & wait for the approval & releasing of Building Permit	Record the OR and completely filled-up application/Building Permit No.	None	15 minutes	Office Clerk
6. Claim & sign in the Record Book as proof of receipt of the Building Permit	Issue Building Permit	None	2 minutes	Office Clerk
TOTAL		**As Per Assessment**	**50 minutes**	

TABLE 1

SCHEDULE OF BUILDING FEES PER SQ.M.	Amount
1. Original complete construction up to twenty (20) sq.m.	**Php 2.00 per sq. m.**

2. Additional/renovation/alteration up to Twenty (20) sq.m. regardless of floor area of original construction	**Php 2.40 per sq. m.**
3. Above 20 sq.m. to 50 sq.m.	**Php. 3.40 per sq. m.**
4. Above 50 sq.m. to 100 sq.m.	**Php. 4.80 per sq. m.**
5. Above 100 sq.m. to 150 sq.m	**Php. 6.00 per sq. m.**
6. Above 150 sq.m.	**Php. 7.20 sq. m.**

2. ISSUANCE OF CERTIFICATE OF OCCUPANCY

Office/Division:	Municipal Engineer's Office
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizens
Who may avail:	ALL
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Approved Building Permit, Sanitary/Plumbing Permit, Electrical Permit (1 Photocopy)	Office of the Building Official
Certificate of Completion duly signed & sealed by Civil Engineer/Architect (1 Original)	Office of the Building Official
Application for Certificate of Occupancy	Office of the Building Official
Fire Safety Inspection Certificate (FSIC) (1 Original)	Bureau of Fire Protection (BFP)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Secure application forms & other requirements.	Brief the client regarding the requirements.	None	15 minutes	Mun. Engineer
2. Submit duly accomplished Application Form (Notarized) & requirements	Evaluation of the documents & assessment of fees	None	10 minutes	Office Clerk
3. Proceed to the Municipal Treasury Office & pay the required fees	Issue Official Receipt	See Table 1	10 minutes	Revenue Collection Clerk

4. Return to the Office of the Building Official & wait for the approval & releasing of Occupancy Permit	Record the OR and completely filled-up Occupancy Permit No	None	15 minutes	Engineering Staff
5. Claim & Sign in the Record Book as proof of receipt of the Occupancy Permit	Issue Occupancy Permit	None	2 minutes	Engineering Clerk
TOTAL		**Per Costing**	**52 minutes**	

TABLE 1

FIXED COSTING	AMOUNT
Costing up to Php 150,000.00	**Php. 100.00**
Costing more than Php 150,000.00 up Php 400,000.00	**Php. 200.00**
Costing more than Php 400,000. Up to Php 850,000.00	**Php. 400.00**
Costing more than Php 850,000.00 up to Php 1,200,000.00	**Php.800.00**
Every million or portion thereof in excess of Php 1,200,000.00	**Php 800.00**

ENVIRONMENT & NATURAL RESOURCES

EXTERNAL SERVICES

1. TREE PLANTING

All concerned agencies/individuals must coordinate with the Office of the Municipal Environment & Natural Resources for their tree planting activities.

Office or Division:	Municipal Environment & Natural Resources
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government
Who may avail:	General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Coordination Letter	Requesting party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit the coordination letter to the office	Receive the letter from the client	None	5 minutes	MENRO Staff
2. Provide information and details such as time, expected no. of participants	2.1 Inquire for further details about the requested activity	None	30 minutes	MENRO
	2.2 Check seedling availability	None	20 minutes	
3. Wait for the confirmation on the availability of seedlings	Inform the client the availability of seedlings and assign a place for the tree planting	None	10 minutes	MENRO Staff
4. Conduct tree planting	Assist & guide clients in the preparation of the area	None	1 day	MENRO Staff
	Total	**None**	**1 day, 1 hour & 5 minutes**	

2. REQUEST FOR TREE PLANTING CERTIFICATE

Clients may request for a Certificate of Tree Planting

Office or Division:	Municipal Environment & Natural Resources
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government
Who may avail:	General Public

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Documentation of the tree planting activity conducted	Requesting party

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Request for a tree planting certificate	Ask clients details of the tree planting conducted	None	15 minutes	MENRO Staff
2. Submit documents/photos	Receive the documents/photos form the client	None	5 minutes	MENRO
	Prepare the Certificate requested	None	20 minutes	
2. Receive the certificate	Issue/release the tree planting certificate	None	10 minutes	MENRO Staff
	Total	**None**	**50 minutes**	

3. GARBAGE COLLECTION

“Sulong Igsoon Margosanon, Lungsod atong Hinluon, Insaktong Paglabay atung Gamiton (SILHIG) Program is implemented in the entire municipality of Margosatubig. Constituents must observe proper disposal of wastes. Garbage collection is done regularly and there is specified day for specific type of garbage to be collected.

Office or Division:	Municipal Environment & Natural Resources
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	All residents of Margosatubig

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Wastes must be properly segregated	None

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Household and caretakers of different facilities must segregate their wastes properly	1.1 Prepare vehicles for the collection of garbage	None	30 minutes	Driver
	1.2 Assigned garbage collectors prepare necessary PPE		30 minutes	Garbage Collectors
2. Household waste must be placed at the designated pick-up area	2.1 Pick-up wastes at designated area	None	7 hours	MENRO
	2.2 Transport collected wastes at Magahis Ecopark	None		
	Total	**None**	**8 hours**	

4. PROCEDURE IN SECURING PERMIT TO CUT TREES

Clients may request for a Certificate of Tree Planting

Office or Division:	Municipal Environment & Natural Resources
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Home Owners/SPA Holder

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request to MENRO Office, stating the following information: a. Purpose b. Species of the trees to be cut	Client

2. Certification from Barangay Chairman that applicant is residing on that place and owner of the trees	Barangay Hall
3. SPA if applicant is authorized by the owner	PAO/Private Lawyers
4. Picture of the tree/s	Client
5. Land Tax Clearance	MTO
6. Mayor's Clearance interposing no objection on the cutting of tree/s	Mayor's Office
7. Community Tax Certificate/cedula	MTO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach MENRO Office	1.1 Review the cutting permit requirements and set time and date	None	20 minutes	MENRO
	1.2 Inspection and verification of trees to be cut	None	2 hours	MENRO
2. Proceed to MTO for payment of fees	None	P100	15 minutes	MTO
3. Present OR to MENRO	Submit request to Mayor's Office for issuance of certificate	None	2 hours	Mayor's Office Staff
4. Receive the certificate	Issue the Mayor's certificate interposing no objection to the cutting of trees	None	5 minutes	MENRO Staff
	Total	**None**	**4 hours & 40 minutes**	

5. RESOLUTION OF ENVIRONMENT COMPLAINTS/CONCERNS

Complaints regarding issues on environmental exploitation and other environmental concerns are inevitable and must be acted upon immediately.

Office or Division:	Municipal Environment & Natural Resources
Classification:	Complex
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Complaint (if available)	Client
2. Evidences such as photos/videos	Client

CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING TIME	PERSON RESPONSIBLE

		BE PAID		
1. Submit Letter of Complaint, if none, report directly to the Office	1.1 Receive the letter, if none, ask the client to fill in information in the logbook	None	10 minutes	MENRO Staff
2. Provide details about the complaint/issues	2.1 Inform the client that the discussions are recorded	None	5 minutes	MENRO
	2.2 Interview the client the detailed information of the complaint	None	30 minutes	
None	2.3 Conduct site inspection for verification	None	1 day	MENRO Staff
None	2.4 Issue Notice of Violation, Cease and Desist Order or Warning whichever is applicable for the certain complaints/ concerns	None	1 hour	MENRO
	2.5 Monitor compliance of the person concerned for 2 days	None	3 days	MENRO Staff
	2.6 For unresolved issues, endorse and coordinate with higher authorities for appropriate action	None	3 days	MENRO
	Total	**None**	**7 days, 1 hour & 45 minutes**	

HUMAN RESOURCE MANAGEMENT OFFICE

1. PROCESSING OF LEAVE APPLICATIONS

All regular employees must apply for leave of absence pursuant to existing Civil Service rules. All regular employees are entitled to 15 days-Vacation Leave and 15 days Sick Leave from accrued leave credits. Application for Vacation Leave must be filed at least five days in advance, while applications for Sick Leave must be filed immediately upon employee's return from such leave. Sick leave in excess of 5 successive days shall be accompanied by a proper medical certificate.

Office or Division:	OFFICE OF THE HUMAN RESOURCE MANAGEMENT
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	All employees of this LGU

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Leave Forms (CS Form 6, Revised 2020)	
Medical Certificate for Sick Leave Application (exceeding 5 days)	Attending Physician's Clinic/Health Facility/Rural Health Unit

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Secure prescribed request slip from HR Office	Prepares prescribed request slip to employee	none	5 minutes	HR Staff
2. Sign & submit duly accomplished slip to HR Office	2.1 HR personnel receives and records the leave application form in the logbook	none	10 minutes	HR Practitioner
	2.2 HRMO verifies the availability of leave credits and records/updates leave card/ledger	none	20 minutes	HRMO
None	HR forwards the processed application for leave to the Office of the Mayor for approval	none	5 minutes	HR Staff/ Filing Clerk
None	Approval of Application for Leave	None	1 day	Mun. Mayor
	Mayor's authorized personnel return back the approved/disapproved application for leave form to the HRMO	None	20 minutes	Mayor's Staff

3. Receive copy of approved/disapproved Application for Leave	HR Personnel releases employee's copy of approved/disapproved application for leave	none	30 minutes	HR Staff
Total			**1 day, 1hr, & 30 minutes**	

2. ISSUANCE OF SERVICE RECORDS, CERTIFICATE OF EMPLOYMENT AND OTHER PERSONNEL RECORDS

All incumbent or retired/separated employees may request the HRMO copies of service records, certificates of employment and other certificates for any legal purposes, such as requirements for loans, retirement and terminal leave purposes and for employment by other agencies/companies.

Office or Division:	OFFICE OF THE HUMAN RESOURCE MANAGEMENT
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	All incumbent and/or retired/separated employees of this LGU

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Official Receipt (OR)	Treasury Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients proceed to HR Office and fill-out request slip/form for the needed documents	1.1 HR personnel receives the request slip/form and forward the said request to HRMO	none	10 minutes	HR Staff
	1.2 HRMO checks & verifies employment record and other pertinent information in the 201 files and in computer database.	none	15 minutes	HRMO
2. Clients pay corresponding fees	None	P 100.00	20 minutes	Mun. Treasurer's Office

3. Clients present Official Receipt (OR) to HR personnel	3.1 HR personnel forwards OR to HRMO	none	5 minutes	HR Staff
	3.2 HRMO prepares the requested document	none	10 minutes	HRMO
4. Clients receive the requested service record/certificate	HR Personnel releases the requested service record/certificate to clients	none	5 minutes	HR Staff
	Total	**P100.00**	**1 hour & 5 minutes**	

3. ATTENDANCE MONITORING

Personnel assigned/detailed in offices are required to use biometric machine for their attendance while those assigned in the field are required to submit DTR manually with close supervision of the Department Head.

Office or Division:	OFFICE OF THE HUMAN RESOURCE MANAGEMENT
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	All employees of this LGU

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Daily Time Record (DTR)	HR Office
Biometric Machine	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Personnel assigned in the offices log-in & out through finger scan biometric machine daily	1.1 Download the transactions on all finger scan units to the system; post all encoded transactions: Official Business, Leave Application, and Overtime Application every cut-off period	none	4 hours	HR Staff
Personnel with field assignment, log-in and out through logbook daily	1.2 Segregate DTR submitted by the Department	none	4 hours	HR Staff

	(non-finger scan); prepare report on absences; prepare a list of employees who failed to submit DTR for holding of salaries			
	1.3 Process, review and verify printed DTR for late/under time and absences	none	4 hours	HRMO
	1.4 Prepare summary report on late/under time and absences, overtime/ work-order for payroll preparation.	none	2 hours	HRMO
Receive copy of DTR, sign and have it approved by the respective Head of Offices	Release DTR of personnel	none	2 hours	HR Staff
Total			**2 days**	

4. PAYROLL PREPARATION

Payroll preparation is done on the 3rd week of applicable month to avoid delay on the release of salaries to employees.

Office or Division:	OFFICE OF THE HUMAN RESOURCE MANAGEMENT			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	All employees of this LGU			
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**			
Approved DTR	LGU Personnel			
Payroll	HR Office			
OBR				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. LGU personnel submit	1.1 HR personnel receive and	none	2 hours	HR Staff

signed/approved DTR to HR Office	check approved DTR			
None	1.2 Prepares & prints payroll	none	30 minutes	HRMO
None	1.3 Forward printout payroll to the Mun. Accountant & Treasurer for their signatures	none	1 hour	HR Staff
None	1.4 Forward OBRs to the different department heads	none	1 hour	HR Staff
None	1.5 Transmits printout payroll to the Mayor's Office for approval	none	10 minutes	HR Staff
None	1.6 Approval of Payroll	none	1 day	Mun. Mayor
	Total	**none**	**1 day, 4 hours & 40 minutes**	

EXTERNAL SERVICES

1. APPLICATION TO JOB VACANCIES (PLANTILLA POSITIONS)

Publishes vacancies for plantilla positions to Civil Service Commission to make available to all job seekers.

Office or Division:	OFFICE OF THE HUMAN RESOURCE MANAGEMENT
Classification:	Highly-Technical
Type of Transaction:	G2C G2G
Who may avail:	All qualified job seekers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Application Letter addressed to the Municipal Mayor and stating the position applying for	Applicant
Duly accomplished latest CSC Form 212	Applicant (form downloadable at www.csc.gov.ph)
Photocopy of Authenticated Transcript of Records	Applicant
Photocopy of Authenticated Diploma	Applicant

Photocopy of Civil Service Eligibility or PRC Eligibility (if necessary)	Applicant
Photocopy of Latest IPCR (if for promotion)	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant checks for any vacant position at the Civil Service Bulletin Website (www.csc.gov.ph/career/) and Agency Bulletin	1.1 Submit publication to Civil Service Commission vacant position 1.2 Post in three (3) conspicuous places in the Agency.	none	15 days from publication	HRMO
2. Applicant submit his/her documentary requirements to HRMO thru walk-in or E-mails.	2.1 HRMO evaluate the documents submitted by the applicants.	none	5 minutes	HRMO
None	2.2 Conduct selection Line-up of Qualified applicants	none	1 day	HRMO
None	2.3 HRMO together with the members of HRMPSB screen qualified applicants	none	2 hours	HRMO HRMPSB members
None	2.4 Prepare & Submit to the appointing authority the top 5 ranking candidates	none	10 minutes	HRMPSB
	2.5 Prepare Minutes of Meeting	none	10 minutes	HRMPSB Secretary
3. If found qualified for the appointment after the PSB Evaluation, you will be informed to report to the HRMO and submit the complete	Secures requirements and informs applicant of the official date of assumption	none	1 hour	HRMO

requirements for the appointment.				
4. Takes Oath of Office	Facilitates the Oath taking of the newly hired/promoted employee	none	15 minutes	Mun. Mayor HRMO
	Total	**none**	**16 days, 3 hours & 40 minutes**	

LOCAL CIVIL REGISTRY

1. REGISTERING BIRTHS AND ISSUANCE OF CERTIFICATE OF LIVE BIRTH TIMELY (COLB)

This is the process of registering Certificates of Live Birth of Filipino citizens, born in Quezon City, within thirty (30) days from the date of birth.

Office or Division:	**Office of the Municipal Civil Registrar**
Classification:	**Simple Transaction**
Type of Transaction:	**G2C-Government to Citizen**
Who may avail:	**General Public**

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Certificate of Live Birth (1 set)	Hospital, Maternity/Lying-In Clinics, other birthing facilities
Parents' Certificate of Marriage (1 original)	PSA
For Illegitimate Child: • Notarized Affidavit to Use the Surname of the Father if the child was acknowledged • Notarized Joint Affidavit of Two Disinterested Persons / Witness	Municipal Civil Registry Department - Public Attorney's Office, Law Offices

CLIENT STEPS	AGENCY STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Certificate of Live Birth and all the requirements	1.1 Receives Certificate of Live Birth for registration	P50.00 within 30 Days after birth	5 minutes	LCR Staff MCR
	1.2 Checks completeness of entries and attachments		20 minutes	
	1.3 If complete, assigns registry number		15 minutes	

2. Receive released document	Release personal copy to registrant	None	10 minutes	LCR Staff
	Total	**P50.00**	**50 minutes**	

2. LATE REGISTRATION OF CERTIFICATE OF LIVE BIRTH (COLB)

This is the process of registering the Certificates of Live Birth of Filipino citizens, born in Margosatubig, after the thirty (30)-day filing period from the date of birth of the person or those who have no existing record in the Register of Births of the Municipality.

Office or Division:	**Office of the Municipal Civil Registrar**
Classification:	**Highly Technical**
Type of Transaction:	**G2C-Government to Citizen**
Who may avail:	**General Public**

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Any **Two (2)** of the Documentary evidences which may show the name of the child, Date and Place of Birth and Name of Mother (Name of Father if the child has been Acknowledged)	
1. Negative Certificate from (PSA), Manila (SECPA)	PSA Serbilis (Pagadian City)
2. Baptismal Certificate	Church
3. School Record (Nursery, Kindergarten or Preparatory	School
4. Income Tax Return of Parents	BIR
5. Insurance Policy	Insurance Company
6. Medical Records	Rural Health Unit
7. Marriage Certificate if Married	Church
8. Voter's Certificate	Comelec
9. Immunization Card	Rural Health Unit
A. Affidavit of **two (2)** Disinterested Persons who might have witnessed or known the birth of the child.	

CLIENT STEPS	OFFICE PROCEDURE	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all necessary requirements	1.1 Provides requirements for late registration of birth certificate attachments	Late Registration PHP 100.00	11 Days *If Release date falls on a holiday, the next working day; if it falls on Saturday or	MCR Staff
	1.2 Issues Certificate of			

	Live Birth Form 1.3 If completely filled – out with attached requirements, issues order of payment		Sunday, release shall be on a Monday	
	Total	**100.00**	**11 days**	

3. TIMELY REGISTRATION AND ISSUANCE OF CERTIFICATE OF DEATH

This is the process of registering the Certificates of Death of the constituents whose death occurred in Quezon City within thirty (30) days from the date of death.

Office or Division:		**Office of the Municipal Civil Registrar**		
Classification:		**Simple Transaction**		
Type of Transaction:		**G2C-Government to Citizen**		
Who may avail:		**Margosatubig Constituents, Non-residents who died in Margosatubig hospitals or within the vicinity of Margosatubig, Funeral Parlors**		
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
Certificate of Death (1 set)			Hospitals, Funeral Parlors	
CLIENT STEPS	**OFFICE PROCEDURE**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit Certificate of Death for Registration	Receives Certificate of Death for registration, checks if reviewed by health dept. and embalmer's signature	50.00 within 30 Days after birth	30 Minutes	MCR Staff
2. Receive released document	Release personal copy to registrant	none	10 minutes	MCR Staff
	Total	**50.00**	**40 minutes**	

4. LATE REGISTRATION OF CERTIFICATE OF DEATH (COD)

This is the process of registering the Certificates of Death of the constituents who died in Margosatubig after the thirty (30)-day filing period from the date of death.

Office or Division:	**Office of the Municipal Civil Registrar**
Classification:	**Highly Technical**

Type of Transaction:	**G2C-Government to Citizen**
Who may avail:	**Margosatubig Constituents, Non-residents who died in Margosatubig hospitals or within the vicinity of Margosatubig, Funeral Parlors**

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Affidavit for Delayed Registration	Lawyer
2. Affidavit of two Disinterested Person	Lawyer
3. Affidavit of Death	Lawyer
4. Certification from Barangay/Burial	Barangay Office
5. PSA Negative Certification	PSA Serbilis Outlet
6. Picture of Tombstone	
7. CTC of Informant	BTO/MTO

CLIENT STEPS	OFFICE PROCEDURE	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Certificate of Death for late registration	Receives Certificate of Death for registration, checks if reviewed by health dept. and embalmer's signature	Late Registration PHP 100.00	11 Days *If Release date falls on a holiday, the next working day; if it falls on Saturday or Sunday, release shall be on a Monday	LCR Staff MCR
2. Receive released document	Upon receipt of Official Receipt, assign registry no. and release the same			
	Total	**100.00**	**11 days**	

5. APPLICATION AND ISSUANCE OF MARRIAGE LICENSE

The process of applying for and issuing a Marriage License to a couple, wherein one should be a resident of Margosatubig, and intends to marry in Margosatubig.

Office or Division:	**Office of the Municipal Civil Registrar**
Classification:	**G2C-Government to Citizen**
Type of Transaction:	**Highly Technical**
Who may avail:	Margosatubig Constituents, Non-Residents (who intends to marry in Margosatubig) *Marriageable Age: 18 years old

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Marriage License Application Form	Municipal Civil Registry Department
Birth or Baptismal Certificates of both applicants	PSA; Place of Baptism
Community Tax Certificate	Municipal Treasurer's Office

CLIENT STEPS	OFFICE PROCEDURE	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Identification	Issuing clerk determines residence of contracting applicants	None	11 Days *If Release date falls on a holiday, the next working day; if it falls on Saturday or Sunday, release shall be on a Monday	LCR Staff
2. Pay at Treasurer's office the corresponding fees	Issues order of payment	Registration PHP 450.00		MTO
3. Submit all required documents	Once paid, gives marriage license application form	None		LCR Staff MCR
3.1. If applicable, applicants attend Family Planning Seminar (Health Dept.) and Guidance Counseling & Responsible Parenthood (SSDD) and submit Certificate/s before the release of marriage license		Marriage License - PHP 102.00		
4. Receive Marriage License	Release of Marriage License	None		
	Total	**100.00**	**11 days**	

6. REGISTERING OF MARRIAGE CERTIFICATE

The process of applying for and issuing a Marriage License to a couple, wherein one should be a resident of Margosatubig, and intends to marry in Margosatubig.

Office or Division:	**Office of the Municipal Civil Registrar**
Classification:	**Simple**
Type of Transaction:	**G2C-Government to Citizen**
Who may avail:	Margosatubig Constituents, Non-Residents (who intends to marry in Margosatubig) *Marriageable Age: 18 years old

CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Certificate of Marriage (1 set)			Church, Place of marriage	
Request for the Celebration of Marriage in a place other than those authorized by law, if applicable			Place of Marriage	
Community Tax Certificate			Municipal Treasurer's Office	
CLIENT STEPS	**OFFICE PROCEDURE**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submits a Certificate of Marriage for registration	Receives Certificate of Marriage for registration, check entries and signatures	None	15 minutes / Certificate of Marriage	LCR Staff
2. Pay at Treasurer's office the corresponding fees	Issues order of payment	Registration PHP 50.00	15 minutes	MTO
3. Submit all required documents	Upon receipt of Official Receipt, assign registry no. and release the same	None	10 minutes	LCR Staff
		Total	**50.00**	**40 minutes**	

7. ISSUANCE OF CERTIFIED PHOTOCOPY/TRUE TRANSCRIPTION OF BIRTHS, DEATHS AND MARRIAGES

This is the process of acquiring the certified true copy (CTC) or local civil registry (LCR) copy of the Certificates of Births, Death, Marriage registered in Margosatubig.

Office or Division:	**Office of the Municipal Civil Registrar**			
Classification:	**Simple**			
Type of Transaction:	**G2C-Government to Citizen**			
Who may avail:	Margosatubig Constituents, Non-Residents			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
Request Form for Birth, Death and Marriage Certificate			Information Desk	
Government-issued / Valid Identification Card			BIR, SSS, GSIS, PAG-IBIG, LTO, PRC, DFA, Company ID, Post Office	
Letter of Authority, if applicable (1 original)			Client / Document Owner	
CLIENT STEPS	**OFFICE PROCEDURE**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit filled–out CTC	1. Receives application			

application form and ID	with requirements and issues order of payment.	None	15 minutes / Certificate of Marriage	Receiving / Releasing Clerk Municipal Civil Registry Department
2. Pays at the City Treasurer's Office the corresponding fees	2. Upon receiving of Official Receipt, clerk issues claim stub indicating date and time of release	Certified True Copy (CTC) of Death Certificate - PHP 15.00	20 minutes	MTO
3. Receives claim stub	3. Verifies document's availability from the database and/or transmits to Records and Archiving Division for searching		30 minutes if document requires manual searching	LCR Staff MCR
4. Receive document/s	4. Record serial number before release of documents			
	Total	**15.00**	**1 hour & 5 minutes**	

8. PROCESSING PETITIONS UNDER RA 9048/RA 10172 (CORRECTION OF CLERICAL ERROR OR CHANGE OF NAME, PETITION FOR CHANGE IN GENDER/SEX AND DATE OF BIRTH (MONTH & DAY)

R.A. 9048 – PETITION FOR CHANGE OF FIRST NAME (CFN)

This is the process of allowing the document owner to have his/her first name be changed in his/her Certificate Live Birth.

Office or Division:	**Office of the Municipal Civil Registrar**
Classification:	**Complex**
Type of Transaction:	**G2C-Government to Citizen**
Who may avail:	Margosatubig Constituents, Non-Residents

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• PSA Copy of COLB to be corrected • LRCO Copy of COLB to be corrected • Affidavit of Publication	• PSA Serbilis • LRCO Office • Affidavit of Publication (MCR)

• News Paper Clippers • NBI Clearance • Police Clearance • Certificate of Unemployment/Employment • Medical Records • Earliest School Record • Medical Certificate stating that the petitioner has not undergo sex change or sex transplant Certificate of Authenticity in the Medical Certificate stating that the petitioner has not undergone sex change or sex transplant	• News Paper Clippers (MCR) • NBI Clearance • Police Clearance • Notary Public • RHU /Regional Hospital • DepEd • Medical Certificate stating that the petitioner has not undergo sex change or sex transplant

CLIENT STEPS	OFFICE PROCEDURE	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the document sought for correction/ change	1.1 Receiving clerk compares PSA and local copy for consistency of discrepancy.	Filing fee - PHP 3,000.00	10 Minutes/ petition	LCR Staff
	1.2 Dockets petition to determine schedule of interview, issues list of applicable requirements.	Publication - PHP 3,000.00	10 Days mandatory posting period	MCR
	Total	**6,000.00**	**10 days & 10 minutes**	

9.R.A. 9048 – PETITION FOR CORRECTION OF CLERICAL OR TYPOGRAPHICAL ERROR (CCE)

This is the process of allowing the document owner to correct clerical or typographical error in his/her Civil Registration documents.

Office or Division:	**Office of the Municipal Civil Registrar**
Classification:	**Complex**
Type of Transaction:	**G2C-Government to Citizen**
Who may avail:	Margosatubig Constituents, Non-Residents

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Certified True Copy /Local Copy of the certificate sought to be corrected/changed (3 original)	City Civil Registry Department
Authenticated/Latest PSA Copy of the certificate sought to be corrected/changed	PSA

with (1 original, 3 photocopies should be in legal size paper)	
Documents showing the correct entry/entries upon which the correction shall be based. All must be presented in original/certified true copies to be submitted (3 photocopies - should be in legal size paper): • Certificate of Live Birth (Wife/Husband, for Marriage Petition) • Baptismal Certificate • School Records • Voter's Affidavit • SSS/GSIS Records • Medical or Business Record • Certificate of Marriage • Certificate of Live Birth of Child/Children • Certificate of Live Birth of the Father, Mother, and Siblings • Certificate of Marriage of Parents • Government-issued / Valid Identification Card	PSA; School of Client; Comelec; SSS; GSIS; Hospital; Company; BIR, SSS, GSIS, PAG-IBIG, LTO, PRC, DFA, Company ID, Post Office

CLIENT STEPS	OFFICE PROCEDURE	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the document sought for correction/ change	1.1 Receiving clerk compares PSA and local copy for consistency of discrepancy.	Filing fee - PHP 1,000.00	10 Minutes/ petition	LCR Staff
	1.2. Dockets petition to determine schedule of interview, issues list of applicable requirements.	Additional Fee PHP 700.00	10 Days mandatory posting period	MCR
	Total	**P1,700.00**	**10 days & 10 minutes**	

10. REGISTERING OF LEGAL INSTRUMENTS

Admission of Paternity/R.A. 9255 (An Act Allowing Illegitimate Children to Use the Surname of the Father)

This is the process of allowing the child, born from March 19, 2004 onwards, whose parents are not married during the time of birth up to the present, but was acknowledged by the father, to use the surname of the father.

Office or Division:	**Office of the Municipal Civil Registrar**			
Classification:	**Simple**			
Type of Transaction:	**G2C-Government to Citizen**			
Who may avail:	Margosatubig Constituents, Non-Residents			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
Certified True Copy of Child's Certificate of Live Birth, back-to-back, if with Admission of Paternity (1 original)			City Civil Registry Department	
Baptismal Certificate (1 original)			PSA	
• AUSF executed by the mother if child is 0-6 yrs. Old; • AUSF executed by the child if the child is 7-17 yrs. Old; with mother's attestation • AUSF executed by the child if the child is 18 and above yrs. old; without mother's attestation			Municipal Civil Registry Department	
CLIENT STEPS	**OFFICE PROCEDURE**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submits required documents	1. Receives requirements for registration, check if documents are in order	Filing fee - PHP 250.00	20 Minutes/ petition	LCR Staff MCR
	Total	P250.00	20 minutes	

11. LEGITIMATION WITH ADMISSION OF PATERNITY, LEGITIMATION INCLUDING R.A. 9858 / SUPPLEMENTAL REPORT

Legitimation is the process of allowing the child, whose parents were not married at the time of birth, but has a subsequent marriage, to use the surname of the father.

Supplemental Report is the process of supplying the missing or omitted information in the Certificates of Live Birth registered in Quezon City.

Office or Division:	**Office of the Municipal Civil Registrar**	
Classification:	**Complex**	
Type of Transaction:	**G2C-Government to Citizen**	
Who may avail:	Margosatubig Constituents, Non-Residents	
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**
For **Legitimation with Admission of Paternity and Legitimation including R.A. 9858:**		
Certificate of No Previous Marriage (CENOMAR) of both parents (1 original)		PSA
Certificate of Marriage of parents - PSA copy (1 original)		PSA
Certificate of Marriage of parents - LCR copy (1 original)		
Child's Certificate of Live Birth - PSA copy (1 original)		

Child's Certificate of Live Birth - LCR copy (1 original)				
Joint Affidavit of Legitimation			Municipal Civil Registry Department	
Joint Supplemental Affidavit of Minor Parents For RA 9858				
Affidavit of Admission of Paternity				
NOTE: PERSONAL APPEARANCE OF BOTH PARENTS IS REQUIRED				
For **Supplemental:**				
1. Certificate of Live Birth - PSA Copy (1 original)				
2. Certificate of Live Birth - LCR Copy (1 original)				
3. Affidavit of Supplemental Data				
CLIENT STEPS	**OFFICE PROCEDURE**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submits required documents	Receives requirements for registration, check if documents are in order	*Admission of Paternity - PHP 360.00	10 Minutes/ petition	LCR Staff
2. Pays at City Treasurer's Office as indicated in the order of payment	If requirements are in order, issues order of payment	*Legitimation - PHP 360.00	5 Minutes	MTO
3. Receive/ Release document	3.1 Upon receipt of Official Receipt, issues claim stub indicating the time and date of release.	*Legal Instrument - PHP 150.00	15 minutes	LCR Staff
	3.2 Records, assign registry number then transmit to Records Archiving Division for searching, verification, processing, annotation,	*Supplemental Report - PHP 100.00	30 minutes	LCR Staff MCR

	issuance of certification duly signed before release.			
	Total	**P970.00**	**1 hour**	

MUN. NUTRITION ACTION OFFICE

1. NUTRITION ASSESSMENT AND INTERVENTION

Municipal Nutrition Office conducts Nutrition assessment to determine whether a person or group of people are well-nourished (over-nourished or under nourished).

Nutritional assessment can be using the ABCD methods. These refer to the following:

- Anthropometry
- Biochemical methods
- Clinical methods
- Dietary methods

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

Office or Division:	MUNICIPAL NUTRITION ACTION OFFICE – NUTRITION UNIT
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Malnourished children, pregnant & lactating women and children aged 0-59 months and school children.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Referral if available	OTC/ITC
2. Child Record (Baby Booklet or ECCD Card)	RHU/CDC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register on the Customer Assistance Sheet	1.1 Checks the referrals or requirement brought by the clients	None	5 Minutes	MNAO Staff
	1.2 Assess the client's nutritional status and determine the severity of malnutrition	None	10 Minutes	MNAO Staff

	1.3 Counsel the parent/caregiver of child and pregnant or lactating adolescent/women Provide necessary and appropriate nutrition intervention: • For underweight and stunted children; • Provide micronutrient supplement and age appropriate food supply (if available). • For Moderate Acute Malnutrition (MAM); • Provide micronutrient supplement and/or Ready-To-Use Supplementary Food (if available). • For Severe Acute Malnutrition; ➢ With complications refer to hospital for in-patient care. • For pregnant and lactating women; • Provide Ready-To-Use Supplementary Food for mothers and/or	None	1 Hour	MNAO

	micronutrient supplement. (if available)			
	1.4 Provide growth recording sheet and monitoring schedule.	None	1 day	MNAO
	1.5 Coordinate with BNSs for follow-up and monitoring visit.	None	1 day	MNAO Staff
	Total	**None**	**2 days, 1 hour & 15 minutes**	

2. PROVIDING DATA AND REPORTS (Operation Timbang Plus).

Office or Division:	MUNICIPAL NUTRITION ACTION OFFICE- NUTRITION UNIT			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client G2G-Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Request Letter		Requesting Barangay or Agency		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present the Letter of Request to the Municipal Nutrition Office	Review the request	None	5 Minutes	MNAO
2. Received request data	Print or send via email or personally to the requesting Barangay or Agency	None	20 Minutes	MNAO Staff
	Total	**None**	**25 minutes**	

3. AVAILMENT OF NUTRITION PACK AND MICRONUTRIENT SUPPLEMENTS.

Office or Division:	MUNICIPAL NUTRITION ACTION OFFICE- NUTRITION UNIT
Classification:	Simple
Type of Transaction:	G2G- Government to Government G2C- Government to Citizens
Who may avail:	Identified malnourished children in the OPT Plus Record and BNS per Barangay

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. OPT Plus Record for BNS	Barangay
2. For citizens – no requirements	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the list of children with nutrition status of the following: a) Underweight and Severely Underweight b) Stunted and Severely Stunted c) Wasted and Severely Wasted	1.1 Receive and evaluate list of children	None	30 Minutes	MNAO Staff
	1.2 Provide Nutrition Packs or Multivitamins	None	30 Minutes	MNAO Staff:
	Total	**None**	**1 hour**	

4. PROVIDING OF BNS PAYROLL

Office or Division:	MUNICIPAL NUTRITION ACTION OFFICE- NUTRITION UNIT
Classification:	Simple
Type of Transaction:	G2G- Government to Government
Who may avail:	BNS Volunteers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter (Logbook of Duty)	Barangay Health Station
2. Reports of BNSs	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Logbook and Report to the Municipal Nutrition Office	1.1 Validate documents presented	None	10 Minutes	MNAO Staff:

	1.2 Encode BNSs payroll and forward to the Accounting Office.	None	20 Minutes	MNAO Staff:
2. Received the Quarterly incentives	2. Assist the BNSs to the Treasury Office - Disbursing Officer.	None	10 Minutes	Disbursing Officer Office of the Municipal Treasurer
	Total	**None**	**40 minutes**	

5. ISSUANCE OF FORMS FOR BNS

Office or Division:	MUNICIPAL NUTRITION ACTION OFFICE- NUTRITION UNIT			
Classification:	Simple to Complex			
Type of Transaction:	G2G- Government to Government			
Who may avail:	BNS Volunteers			
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**			
1. Request Letter	Requesting Barangay BNSs			
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present the Request Form	Received the Form	None	5 Minutes	MNAO Staff:
2. Wait for the Requested Form	Print Request Form as listed in the Request Letter	None	15 Minutes	MNAO Staff:
3. Received the Requested Form	Give the Request Forms and sign the Record Book for records purposes	None	5 Minutes	MNAO Staff:
	Total	**None**	**25 minutes**	

PLANNING & DEVELOPMENT

External Services

1. ISSUANCE OF ZONING CERTIFICATE / CLEARANCE

Office or Division:	OFFICE OF THE MUNICIPAL PLANNING & DEVELOPMENT COORDINATOR
Classification:	Simple
Type of Transaction:	G2G, G2C

Who may avail:	Any person, firm, agency or instrumentality of the government desiring to erect, construct, repair and convert any building or structure within the jurisdiction of this municipality

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Proof of ownership a. Land Title b. Deed of Absolute Sale	Client
2. Tax Declaration with current tax receipts	Mun. Assessor's Office
3. Location Plan/ Vicinity Map	Client
4. Site development Plan	Client
5. For projects along National Roads: Secure Certification from DPWH indicating the Road Right of Way	DPWH

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit all required documents to the Office of the MPDC	1.1 Checks Zoning classification of lot	none	5 minutes	MPDC Staff
	1.2 Conduct site inspection	none	1.5 days	
	1.3 Approves or disapproves request	none	10 minutes	MPDC
Pay zoning certificate	None	P100 per lot	10 minutes	MTO
Receive zoning certificate	Release or Issue Zoning certificate	None	5 minutes	MPDC Staff
Total			**1.5 days & 30 minutes**	

PUBLIC MARKET FIELD OFFICE

1. PROCESSING OF EVALUATION FOR THE RENEWAL OF LEASE CONTRACT

The Lease Contract is issued to Public Market Vendors that expires every 31st of December each year. Before it is renewed, an evaluation is conducted if the specific vendor is still deserving to be issued a new lease contract.

Office or Division:	PUBLIC MARKET
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Existing public market vendors with lease contract as of December 31 of the previous year.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Sanitary Permit	Rural Health Unit
Government Issued ID	BIR, Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG
Residence Certificate	Treasurer's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for evaluation of lease contract renewal	Fills up the name, stall file number and authorized goods to be sold for concerned section	None	5 minutes	Public Market Field Office staff
2. Approach public market field office staff for status of financial obligation	Issues SOA on the following: a. Unpaid rental fees b. Unpaid extension fees c. Unpaid electrical bills d. Unpaid water bills	None	15 minutes	Public Market Field Office staff
3. Approach market supervisor	Evaluate client to compliance of public market laws and rules, the recommend final action for approval/disapproval of renewal application	None	20 minutes	Market Supervisor
None	Submit renewal application to the Mayor's Office for approval/disapproval	None	1 day (Depending on the availability of the LCE)	LCE
	Total	**None**	**1 day & 40 minutes**	

2. PROCESSING OF LEASE CONTRACT

All vendors whether new or existing at the Public Market are required to have a leases contract in order for them to occupy their stalls/blocks.

Office or Division:	PUBLIC MARKET
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen

Who may avail:	Applicants with approved evaluation for renewal of lease and new applicants with approved evaluation on market space application

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Renewal: a. Approved evaluation for renewal b. Sanitary permit for the current year c. Residence certificate for the current year d. Government Issued ID For New Applicant: a. Sanitary permit for the current year b. Residence certificate for the current year c. Government Issued ID	Public Market Field Office Rural Health Unit Mun. Treasurer's Office BIR, Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG Rural Health Unit Mun. Treasurer's Office BIR, Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For renewal of Lease, present approved evaluation to the Public Market Office staff For new applicant, present approved business space application to Public Market Field Office staff	Evaluate the authenticity of the documents submitted then issue Application Form	None	15 minutes	Public Market Field Office staff
2. Fill out the application form	Check the completeness of the form	None	10 minutes	Public Market Field Office staff
None	Prepares Lease Contract	None	25 minutes	Market Supervisor
3. Sign the Lease Contract	Assist and orient the applicant the details of the contract	None	15 minutes	Public Market Field Office Staff
None	Forward the Lease Contract to the Office of the	None	10 minutes	

	Municipal Treasurer			
Total		**None**	**1 hour & 15 minutes**	

3. COLLECTION OF PUBLIC MARKET ENTRANCE FEES ON FRESH FISH & OTHER MARINE PRODUCTS

Fresh fish and other marine products delivered at the public market are required to pay entrance fees.

Office or Division:	PUBLIC MARKET
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	1. Anybody who delivers fresh fish and/or marine products, usually in bulk to the public market 2. Public market vendors

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
None	

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Deliver or bring fish and other marine products inside the public market	Inspect the delivered marine products	None	10 minutes	Market Personnel
Pay the required entrance fee	Weigh the delivered fish and other marine products and issue official receipts.	1st class fish: P1.00/kl 2nd class fish: P.075/kl 3rd class fish: P.050/kl Seashells & seaweeds: P.025/kl Others not specified: P.050/kl	15 minutes	Ticket Checker Market Personnel
Total			**25 minutes**	

4. COLLECTION OF SLAUGHTER & OTHER RELATED FEES

Slaughter Fees are collected for cows, hogs and goats slaughtered at the slaughter house.

Office or Division:	PUBLIC MARKET-SLAUGHTERHOUSE
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	1. Anybody who wishes to have his cows, hogs and goats slaughtered in the slaughter house 2. Public market vendors, with lease contract, who sell fresh meat

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring cow/hog/goat to the public slaughterhouse for slaughtering	Do the ante mortem inspections	None	10 minutes	Caretaker
2. Pay the required slaughter and other related fees	2.1 Compute the required fees 2.2 Issue official receipts	Slaughter Fee on large animals: P3.00/kilo - Hogs P2.00/kl -Goats P3:00/kl – Cows Ante-Mortem Fees on Large animals – P12.00/head Hogs – P6.00/head Goats – P12.00/head/day Post Mortem for animals: P0.40/kilo or a fraction thereof	15 minutes	Market Personnel
	Total		**25 minutes**	

5. COLLECTION OF SPACE RENTAL FEE

Transient vendors at the bagsakan or farmers market are required to pay open space rental fees.

Office or Division:	PUBLIC MARKET
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen

Who may avail:	Transient vendor at the Bagsakan/Farmers' market			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
None				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Occupy space where the agricultural products will be sold	Inspect the agricultural products	None	10 minutes	Market Personnel
Pays the space rental	Issues official receipts	Tricycle – P20.00 Van/Elf – P50.00	10 minutes	Ticket Checker
	Total		**20 minutes**	

6. COLLECTION OF VARIOUS MARKET ENTRANCE FEES

Transient vendors at the bagsakan or farmers market and salesman who delivers products within public market premises and/or within the premises of other public market facilities are required to pay open space rental fees.

Office or Division:	PUBLIC MARKET			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	1. Transient vendor at the Bagsakan/Farmers' market 2. Salesman who delivers products within the public market premises and/or within the premises of other public market facilities			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
None				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
For transient vendors: Occupy space where the agricultural products will be sold For salesman who delivers products: Deliver goods within the public market premises	Inspect the agricultural products Inspect the goods to be delivered	None	5 minutes 5 minutes	Market Personnel
Pays the space rental	Issue official receipts / cash ticket	Van – P100.00	5 minutes	Ticket Checker

		Bonggo/Elf – P50.00		
	Total		**15 minutes**	

RURAL HEALTH UNIT

1. OUTPATIENT CONSULTATION

Office or Division:	Rural Health Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government
Who may avail:	All constituents of this LGU

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Family Number	Previous OPD Card
PhilHealth MDR/Pantawid ID	PhilHealth/DSWD
Chart/Patient Record	Patient/RHU

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to registration are	1.1 Retrieve record 1.2 Make a new chart 1.3 Issue patient card	None for old patient New Patient- P20.00	5 minutes	Admin. Clerk
2. Proceed to vital signs area	2.1 Take vital signs 2.2 Ask about reason for consultation	None	5 minutes	PHN/RHM on Duty
3. Proceed to consultation room	3.1 Examine patient 3.2 Treatment 3.3 Give prescription 3.4 Give request for laboratory (if needed)	None	20 minutes	MHO/Physician on Duty
4. Go to Drug Dispensing Area	4.1 Dispense medicine 4.2 Health teaching	None	5 minutes	Admin. Clerk RN/RM on Duty
	Total	**None**	**35 inutes**	

2. LABORATORY SERVICES

Office or Division:	Rural Health Unit
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	General public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Laboratory Request	RHU Consultation Room

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure request slip	Issue request slip	None	2 minutes	RHU staff
2. Proceed & present request slip to laboratory	Perform requested procedure: • Complete blood count • Complete blood chemistry • Blood typing • Urinalysis • Stool exam • HBsAG • DSSM • NS1 • Pregnancy Test • Drug Test • Covid Antigen Test	None	20 minutes	MedTech
3. Return to consultation room	Interpretation of result	None	5 minutes	MHO/Physician on Duty
	Total	**None**	**27 minutes**	

3. ISSUANCE OF SANITARY PERMITS / HEALTH CARD

Office or Division:	Rural Health Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government
Who may avail:	General public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Business permit	Mun. Treasury Office
Lab. Test results	RHU/Laboratory of Choice

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed & present business permit & lab test results and other pertinent papers to Rural Sanitary Inspector	1.1 Check the necessary requirements 1.2 Give list of laboratory tests if these are not yet done 1.3 Prepare Sanitary permit or health card	None	3 minutes 2 minutes 5 minutes	Rural Sanitation Inspector
2. Proceed to the Office of the MHO	Sign documents	None	2 minutes	MHO/Physician on Duty
3. Receive documents	Issue sanitary Permit / Health Card	None	3 minutes	Rural Sanitation Inspector
	Total	**None**	**15 minutes**	

4. IMMUNIZATION OF INFANTS

Office or Division:	Rural Health Unit
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All Constituents of this LGU

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Baby Book or immunization card	BHS/Hospital

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to immunization area • Main Heath Center • Brgy. Health Center	1.1 Sign in the client logbook 1.2 Assess / check status of child 1.3 Proceed with immunization	None	3 minutes 5 minutes 3 minutes	PHN/RHM on duty

2. Wait for the immunization card for proper documentation	Fill up the card	None	5 minutes	PHN/RHM on duty
3. Receive the card	Release card & give further instruction	None	3 minutes	Midwife / HRH on duty
	Total	**None**	**19 minutes**	

5. PRENATAL CONSULTATION

Office or Division:	Rural Health Unit
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All Constituents of this LGU

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Prenatal Card	BHS/Hospital

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Prenatal Area	1.1 Issue card to new patients 1.2 Assess patient on Tetanus Toxoid 1.3 Refer to MHO if high-risk pregnancy • Multiple (twin) • Multipara • Hypertensive • Diabetic		3 minutes 5 minutes 2 minutes	PHN/RHM on duty MHO/Physician on Duty
	Total	**None**	**10 minutes**	

6. TB-DOTS CONSULTATION

Office or Division:	Rural Health Unit
Classification:	Simple
Type of Transaction:	G2C

Who may avail:	All Constituents of this LGU

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
TB Card/Referral Form	BHS/RHU/Hospital

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Proceed to Prenatal Area	1.1 Enroll to TB Program 1.2 Assess patient 1.3 Release medication 1.4 Refer to MHO if with complication 1.5 Give prescription		2 minutes 5 minutes 3 minutes 2 minutes 3 minutes	NTP Coordinator MHO/Physician on Duty
	Total	**None**	**15 minutes**	

7. MEDICO-LEGAL EXAMINATION

Office or Division:	Rural Health Unit
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All Constituents of this LGU

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Medico-legal Request	PNP

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Proceed to admitting area	Make a new ITR	None	5 minutes	Admin Clerk
2. Proceed to vital signs area	2.1 Vital signs taking 2.2 Ask about reason for consultation	None	2 minutes 3 minutes	PHN/RHM on Duty
3. Proceed to consultation room	3.1 Examine patient 3.2 Treatment 3.3 Give prescription		5 minutes 5 minutes 5 minutes 5 minutes	MHO/Physician on Duty

	3.4 Sign medico-legal form			
	Total	**None**	**30 minutes**	

5. SIGNING OF DOCUMENTS – DepEd, Death Certificates, LTO, other agencies

Office or Division:	Rural Health Unit
Classification:	Simple
Type of Transaction:	G2C, G2G
Who may avail:	General public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
DepEd form	DepEd
LTO receipt	LTO
Death certificate	LCR
Sanitary permit	RHU

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to registration area	1.1 Check if requirements are complete 1.2 Provide carbon paper if necessary 1.3 Give to MHO for signing	Med. Cert – P20.00	5 minutes	PHN/RHM on Duty
2. Proceed to Consultation Room	Ask about pertinent information and fill-up documents then affix signature	None	5 minutes	MHO
3. Receive documents	Release the signed documents	None	3 minutes	PHN/RHM on Duty
	Total	**none**	**13 minutes**	

SB LEGISLATIVE

1. REVIEW OF THE ANNUAL BUDGET OF THE COMPONENT BARANGAY

The Sangguniang Bayan has the power to review barangay ordinances authorizing the annual appropriations and/or the supplemental appropriation in order to ensure that the provisions of the Local Government Code are complied with.

Office or Division:	Sangguniang Bayan Office
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	Component Barangays of the Municipality

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Transmittal Letter	Punong Barangay/ Barangay Secretary
Appropriation Ordinance for Supplemental Budget (2 original copies)	Punong Barangay/ Barangay Secretary
Supplemental Annual Investment Program duly approved by the Sangguniang Barangay through Resolution if PPAs are not included in the AIP (2 original copies)	Punong Barangay/ Barangay Secretary
Certification of Availability of Funds	Barangay Treasurer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. Within 10 days from its approval the Sangguniang Barangay shall furnish the Sangguniang Bayan copies of their Annual Budget for review and appropriate action. Sign in the Client logbook and submit all the documents to SB Secretariat	**Step 1.** Receives and checks the completeness of the documents. • If incomplete, return documents and advice the client to complete all documents and attachments If documents are complete, receive documents and affix the date,	NONE	20 Minutes	Legislative Staff SB Secretary

	time and signature of the receiving personnel.			
Step 2. Wait for Notification	Include the matter in the Order of Business for 1st Reading. Refer to the concerned committee for review and appropriate action.	NONE	1 Session Day	• SB Secretary • Proponent/Sponsor Committee on Appropriation, Finance, Ways and Means
Step 3. Attend Committee Meeting /Hearing	3.1 Conduct Committee Meeting/Hearing	NONE	2-3 Hours	Committee on Appropriation, Finance, Ways and Means
	3.2 Render Committee Report	NONE	1 Session Day	Committee on Appropriation, Finance, Ways and Means
	3.3 Include the matter for 2nd and Final Reading.	NONE	1 Session Day	• SB Secretary Proponent/Sponsor
	3.4 Prepare copies of Resolution for signature of the Presiding Officer, Floor Leader and Assistant Floor Leader	**NONE**	1 Hour	SB Secretary
	3.5 Signing of Final Copies of Resolution	NONE	2 to 3 days depending on the availability of the signatories	SB Secretary Vice Mayor Floor Leader Assistant Floor Leader
Step 4. Upon notification, return to SB office and receive copy of resolution Sign in the Client logbook and receive a copy.	Ask the client to sign the receiving copy affixing the time and date then release copy of Resolution to the client	NONE	10 Minutes	• Legislative Staff • SB Secretary
End of Transaction				

2. REVIEW OF THE SUPPLEMENTAL BUDGET OF THE COMPONENT BARANGAYS

The Sangguniang Bayan has the power to review barangay ordinances authorizing the annual appropriations and/or the supplemental appropriation in order to ensure that the provisions of the Local Government Code are complied with.

Office or Division:	Sangguniang Bayan Office
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	Component Barangays of the Municipality

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Transmittal Letter	Punong Barangay/ Barangay Secretary
Appropriation Ordinance for Supplemental Budget (2 original copies)	Punong Barangay/ Barangay Secretary
Supplemental Annual Investment Program duly approved by the Sangguniang Barangay through Resolution if PPAs are not included in the AIP (2 original copies)	Punong Barangay/ Barangay Secretary
Certification of Availability of Funds	Barangay Treasurer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. Within 10 days from its approval the Sangguniang Barangay shall furnish the Sangguniang Bayan copies of their Annual Budget for review and appropriate action. Sign in the Client logbook and submit all the documents to SB Secretariat	Receives and checks the completeness of the documents. • If incomplete, return documents and advice the client to complete all documents and attachments If documents are complete, receive documents and affix the date, time and signature of the	NONE	20 Minutes	Legislative Staff SB Secretary

	receiving personnel.			
Step 2. Wait for Notification	Include the matter in the Order of Business for 1st Reading. Refer to the concerned committee for review and appropriate action.	NONE	1 Session Day	• SB Secretary • Proponent/Sponsor Committee on Appropriation, Finance, Ways and Means
Step 3. Attend Committee Meeting /Hearing	3.1 Conduct Committee Meeting/Hearing	NONE	2-3 Hours	Committee on Appropriation, Finance, Ways and Means
	3.2 Render Committee Report	NONE	1 Session Day	Committee on Appropriation, Finance, Ways and Means
	3.3 Include the matter for 2nd and Final Reading.	NONE	1 Session Day	• SB Secretary Proponent/Sponsor
	3.4Prepare copies of Resolution for signature of the Presiding Officer, Floor Leader and Assistant Floor Leader	NONE	1 Hour	SB Secretary
	3.5 Signing of Final Copies of Resolution	NONE	2 to 3 days depending on the availability of the signatories	SB Secretary Vice Mayor Floor Leader Assistant Floor Leader
Step 4. Upon notification, return to SB office and receive copy of resolution Sign in the Client logbook and receive a copy.	Ask the client to sign the receiving copy affixing the time and date then release copy of Resolution to the client	NONE	10 Minutes	• Legislative Staff • SB Secretary
End of Transaction				

3. REVIEW OF BARANGAY ORDINANCE PURSUANT TO SECTION 57 OF RA 7160

Within ten (10) days after its enactment, the Sangguniang Barangay shall furnish copies of all barangay ordinances to the Sangguniang Bayan concerned for review as to whether the ordinance is consistent with law and city or municipal ordinances.

Office or Division:	Sangguniang Bayan Office
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	Component Barangays of the Municipality

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Transmittal Letter	Punong Barangay/ Barangay Secretary
❖ Copies of the approved Ordinance (2 original copies) Attachments: • Minutes Attendance of Public Hearing or consultation	Punong Barangay/ Barangay Secretary

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. Within 10 days from its approval the Sangguniang Barangay shall furnish the Sangguniang Bayan copies of their approved ordinances for review and appropriate action. Sign in the Client logbook and submit all the documents to SB Secretariat	Receives and checks the completeness of the documents. • If incomplete, return documents and advice the client to complete all documents and attachments If documents are complete, receive documents and affix the date, time and signature of the receiving personnel.	NONE	20 Minutes	Legislative Staff SB Secretary
Step 2. Wait for Notification	Include the matter in the Order of	NONE	1 Session Day	• SB Secretary • Proponent/Sponsor

	Business for 1st Reading. Refer to the concerned committee for review and appropriate action.			Committee on Rules and Privileges
Step 3. Attend Committee Meeting /Hearing	3.1 Conduct Committee Meeting/ Hearing	NONE	2-3 Hours	Committee on Rules and Privileges
	3.2 Render Committee Report	NONE	1 Session Day	Committee on Rules and Privileges
	3.3 Include the matter for 2nd and Final Reading.	NONE	1 Session Day	• SB Secretary • Proponent/Sponsor
	3.4 Prepare copies of Resolution for signature of the Presiding Officer, Floor Leader and Assistant Floor Leader	NONE	1 Hour	SB Secretary
	3.5 Signing of Final Copies of Resolution	NONE	2 to 3 days depending on the availability of the signatories	SB Secretary Vice Mayor Floor Leader Assistant Floor Leader
Step 4. Upon notification, return to SB office and receive copy of resolution Sign in the Client logbook and receive a copy.	Ask the client to sign the receiving copy affixing the time and date then release copy of Resolution to the client	NONE	10 Minutes	• Legislative Staff • SB Secretary
End of Transaction				

4. APPLICATION FOR RECLASSIFICATION OF LANDS (SEC. 20 & SEC. 447 PAR 2(VIII) OF RA 7160)

Reclassification of lot from its current usage to other usage is done to conform with zoning and land use laws, rules and regulations.

Office or Division:	Sangguniang Bayan Office
Classification:	Highly Technical

Type of Transaction:	G2G – Government to Government
Who may avail:	Component Barangays of the Municipality

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Endorsement Letter from the Municipal Mayor	Office of the Municipal Mayor
Letter request by the owner requesting for reclassification of land (2 original copies)	Applicant/ Land Owner
❖ Certified True Copy of the Transfer Certificate of Title (TCT) registered in the name of applicant from the register of Deeds ❖ In case property is not registered in the name of the applicant, submit duly notarized: ▪ Deed of Sale and Certificate of Authorized Registration (CAR) from BIR, or ▪ Deed of donation, or ▪ Contract of Lease, or ▪ Authorization to use the land or Affidavit of Consent ❖ In case lot is not yet subdivided among co-owners/heirs, submit ▪ Lot Plan & Subdivision Plan signed by Geodetic Engineer ▪ Notarized deed of assignment ▪ Duly notarized affidavit of consent from co-owners/heirs ❖ DAR Clearance/Certification if TCT was issued by DAR ❖ In case of corporation, submit: ▪ SEC Registration ▪ Updated GIS Sheet ❖ Notarized Corporate Secretary's Certificate	Registry of Deeds Applicant/ Land Owner
❖ Project Description	Applicant

❖ Vicinity Map drawn to scale signed and sealed by Engineer/ Architect	Applicant
❖ Copy of current tax declaration	Municipal Assessor's Office
❖ Copy of current tax receipt	Municipal Treasurer's Office
❖ Certification from the Department of Agriculture or Affidavit of Undertaking	Department of Agriculture (Regional office)
❖ Environmental Compliance Certificate (ECC) or Certificate of Non-Coverage (CNC), whichever is applicable.	Department of Environment and Natural Resources Office
❖ Certification of non-tenancy from BARC Chairman	Barangay Agrarian Reform Council Chairman
❖ Barangay Resolution endorsing the reclassification of land/ interposing no objection to the project.	Sangguniang Barangay of the concerned Barangay
❖ Barangay Clearance or Certification from the Barangay Chairman	Barangay Chairperson of the Concerned Barangay

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. The office of the Mayor forwards the letter of endorsement to the Sangguniang Bayan with the documentary requirements	Receives and checks the completeness of the documents. • If incomplete, return documents and advice the client to complete all documents and attachments If documents are complete, receive documents and affix the date, time and signature of the	NONE	20 Minutes	Legislative Staff SB Secretary

	receiving personnel.			
Step 2. Wait for Notification	Include the matter in the Order of Business for 1st Reading. Refer to the concerned committee for review and appropriate action.	NONE	1 Session Day	• SB Secretary • Proponent/Sponsor Committee on Rules and Privileges
Step 3. Attend Committee Meeting / Hearing	Conduct Committee Meeting/ Hearing	NONE	2-3 Hours	Committee on Rules and Privileges
Step 4. Attend Public Hearing **/** Consultation	4.1 Conduct Public Hearing / Consultation	NONE	2-3 Hours	Committee on Rules and Privileges
	4.2 Render Committee Report	NONE	1 Session Day	Committee on Rules and Privileges
	4.3 Include the matter for 2nd Reading.	NONE	1 Session Day	• SB Secretary Proponent/Sponsor
	4.4 Include measure for 3rd and Final Reading.	NONE	1 Session Day	• SB Secretary Proponent/Sponsor
	4.5 Prepare copies of the Ordinance for signature of the Presiding Officer, Floor Leader and Assistant Floor Leader	NONE	1 Hour	SB Secretary
	4.6 Signing of Final Copies of Ordinance	NONE	2 to 3 days depending on the availability of the signatories	SB Secretary Vice Mayor Floor Leader Assistant Floor Leader
	4.7 Transmit Ordinance to the office of the Local Chief Executive for signing and approval	NONE	10 Minutes	SB Secretary

	4.8 Local Chief Executive will sign/ approve the ordinance.	NONE	10 Days - Maximum	LCE
Step 5. Upon notification, return to SB office and receive copy of Ordinance. Sign in the Client logbook and receive a copy.	5.1 Ask the client to sign the receiving copy affixing the time and date then release copy of Ordinance to the client	NONE	10 Minutes	• Legislative Staff SB Secretary
	5.2 Transmit copy of the Ordinance to the Sangguniang Panlalawigan	NONE	Within 3 Days upon approval.	• Legislative Staff SB Secretary
End of Transaction				

5. APPROVAL OF SUBDIVISION PLANS / DEVELOPMENT PERMITS

Approval of subdivision plans for residential, commercial, or industrial purposes and other development purposes in consonance with national laws and local enactments.

Office or Division:	Sangguniang Bayan Office
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizens
Who may avail:	All Persons - Natural or Juridical

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Endorsement Letter from the Municipal Mayor	Office of the Municipal Mayor
❖ Letter request by the owner requesting for approval of development permit (2 original copies) <u>Attachments:</u> ▪ Project Description ▪ Certified True Copies of TCT ▪ Certified Copies of Tax Declaration (Current) ▪ Tax Clearance (current) ▪ Copy of SB Reclassification Ordinance (if applicable) ▪ Copy of Sang. Panlalawigan Approval of SB Ordinance (if applicable) ▪ DAR Conversion Order ▪ Environmental Compliance Certificate (ECC) or Certificate of Non Coverage	Applicant / Land Owner

▪ Preliminary Approval and Locational Clearance ▪ Zoning Clearance ▪ Site Development Plan signed by a licensed Engineer ▪ Vicinity Map ▪ Topographic Plan All other requirements Pursuant to BP 220 and PD 957 for subdivision projects	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. The office of the Mayor forwards the letter of endorsement to the Sangguniang Bayan with the documentary requirements	Receives and checks the completeness of the documents. • If incomplete, return documents and advice the client to complete all documents and attachments If documents are complete, receive documents and affix the date, time and signature of the receiving personnel.	NONE	20 Minutes	Legislative Staff SB Secretary
Step 2. Wait for Notification	Include the matter in the Order of Business for 1st Reading. Refer to the concerned committee for review and appropriate action.	NONE	1 Session Day	• SB Secretary • Proponent/Sponsor Committee on Rules and Privileges
Step 3. Attend Committee Meeting /Hearing	3.1 Conduct Committee Meeting/ Hearing	NONE	2-3 Hours	Committee on Rules and Privileges
	3.2 Render Committee Report	NONE	1 Session Day	Committee on Rules and Privileges

	3.3 Include the matter for 2nd and Final Reading.	NONE	1 Session Day	• SB Secretary Proponent/Sponsor
	3.4 Prepare copies of Resolution for signature of the Presiding Officer, Floor Leader and Assistant Floor Leader	NONE	1 Hour	SB Secretary
	3.5 Signing of Final Copies of Resolution	NONE	2 to 3 days depending on the availability of the signatories	SB Secretary Vice Mayor Floor Leader Assistant Floor Leader
Step 4. Upon notification, return to SB office and receive copy of resolution Sign in the Client logbook and receive a copy.	Ask the client to sign the receiving copy affixing the time and date then release copy of Resolution to the client	NONE	10 Minutes	• Legislative Staff • SB Secretary
End of Transaction				

6. ACCREDITATION OF CIVIL SOCIETY ORGANIZATIONS (CSOs)

The Office of the Sangguniang Bayan grants Accreditation to a Civil Society Organization (CSO) after meeting all the set criteria and requirements for membership in the Local Special Bodies of the LGU.

Office or Division:	Sangguniang Bayan Office
Classification:	Complex
Type of Transaction:	G2C – Government to Citizens
Who may avail:	All registered associations and organizations in the Municipality of Margosatubig

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Application	Applicant seeking accreditation
Duly Accomplished Application Form	SB Secretary
❖ Duly Approved Board Resolution	Applicant seeking accreditation
❖ Certificate of Registration (SEC / DOLE / CDA, or other agencies whatever is applicable)	Provincial or Regional Office of the applicable agency
❖ List of current Officers and Members	Applicant seeking accreditation
❖ Original Sworn Statement	Applicant seeking accreditation

❖ Annual Accomplishment Report	Applicant seeking accreditation
❖ Financial Statement	Applicant seeking accreditation
❖ Profile indicating the purpose and objectives of the organization	Applicant seeking accreditation
❖ Copy of the Minutes of the Meeting	Applicant seeking accreditation
❖ For CSO applying to be members of the Local School Board or Health Board ❖ Photocopy of profiles of at least three (3) individuals in the organization that will verify involvement in the health and education sector	Applicant seeking accreditation

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. The office of the Mayor forwards the letter of endorsement to the Sangguniang Bayan with the documentary requirements	Receives and checks the completeness of the documents. • If incomplete, return documents and advice the client to complete all documents and attachments If documents are complete, receive documents and affix the date, time and signature of the receiving personnel.	NONE	20 Minutes	Legislative Staff SB Secretary
Step 2. Wait for Notification	Include the matter in the Order of Business for 1st Reading. Refer to the concerned committee for review and appropriate action.	NONE	1 Session Day	• SB Secretary • Proponent/Sponsor Committee on Trade, Industry and Cooperatives
Step 3. Attend Committee Meeting /Hearing	3.1 Conduct Committee Meeting/ Hearing	NONE	2-3 Hours	Committee on Trade, Industry and Cooperatives

	3.2 Render Committee Report	NONE	1 Session Day	Committee on Trade, Industry and Cooperatives
	3.3 Include the matter for 2nd and Final Reading.	NONE	1 Session Day	• SB Secretary Proponent/Sponsor
	3.4 Prepare copies of Resolution for signature of the Presiding Officer, Floor Leader and Assistant Floor Leader	NONE	1 Hour	SB Secretary
	3.5 Signing of Final Copies of Resolution	NONE	2 to 3 days depending on the availability of the signatories	SB Secretary Vice Mayor Floor Leader Assistant Floor Leader
Step 4. Upon notification, return to SB office and receive copy of resolution Sign in the Client logbook and receive a copy.	Ask the client to sign the receiving copy affixing the time and date then release copy of Resolution to the client	NONE	10 Minutes	• Legislative Staff • SB Secretary
End of Transaction				

7. ISSUANCE OF REQUESTED COPIES OF OFFICIAL RECORDS, DOCUMENTS (RESOLUTION & ORDINANCES)

The Office of the Sangguniang Bayan grants Accreditation to a Civil Society Organization (CSO) after meeting all the set criteria and requirements for membership in the Local Special Bodies of the LGU.

Office or Division:	Sangguniang Bayan Office
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	Component Barangays of the Municipality

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
❖ Properly accomplish the request form indicating therein the following information: 1. Name 2. Address 3. Documents Requested 4. Number of Copies	Sangguniang Bayan Office

Purpose				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Step 1. Sign in the Client Logbook & fill out the request form for particular document; purpose & no. of copies	Receive the request form and search for the requested document Check the document then issue Payment Slip	NONE	20 Minutes	Legislative Staff
Step 2. Proceed to the Municipal Treasury Office for the payment of required fee(s)	Accept payment and issue the Official Receipt	Php. 15.00/page for copies of docs.	20 Minutes	Revenue Collection Clerk Municipal Treasury Office
Step 3.	Photocopy and put stamp on the requested documents then forward to the SB Secretary for Signature.	NONE	10 Minutes	Legislative Staff
Step 4. Return to SB Office, present the Official receipt	Check the O.R and record the request in the logbook with O.R. Number	NONE	5 Minutes	Legislative Staff
Step 5. Receive the requested document	Release the duly signed certified true copy/ies of the document	NONE	5 Minutes	Legislative Staff
End of Transaction				

8. PROCESS VOUCHERS AND DOCUMENTS FOR TRAVEL

Office or Division:	Sangguniang Bayan Office
Classification:	Complex
Type of Transaction:	G2G – Government to Government
Who may avail:	Elected Officials and Authorized Employees

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
❖ Communication Letter ❖ DILG Memorandum	

❖ Program / Schedule of Activities Attachments: Cash Advance • Obligation Request (OBR) • Call / Communication Letter • Memorandum of Travel • Approved Itinerary of Travel Liquidation Report • Memorandum of Travel • Certificate of Appearance • Certificate of Attendance • Official Receipt of Registration Fee • Revised Itinerary of Travel • Plane / Ferry Ticket Boarding Pass	Office of the Sangguniang Bayan

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. SB Member submits Call or Communication Letter of the Program to be attended to SB Staff.	Prepares travel documents for Cash Advance with attachments.	NONE	30 Minutes to 1 Hour	Legislative Staff
Step 2. Sign prepared documents	Submit documents to the Vice Mayor and SB Member concern for signature.	NONE	1 to 3 days depending on the availability of the signatories	
Step 2. Wait for Notification.	2.1 Forward documents to the Budget Office to obligate the request.	NONE	1-3 Days	
	2.2 Forward documents to the Accounting Office for the issuance of	NONE	5 Minutes	

	Disbursement Voucher.			
	2.3 Forward documents to the Treasury Office for the issuance Cheque.	NONE	5 Minutes	
Step 3. Claim cheque for Travel		NONE		
Step 4. Upon return submit to SB staff other documents for liquidation.	Prepare Liquidation Report with attachments.	NONE	30 Minutes to 1 Hour	
	Submit documents to the Vice Mayor and SB Member concern for signature.	NONE	1 to 3 days depending on the availability of the signatories	
	Submit Liquidation report to the Accounting Office.	NONE	10 Mins	
End of Transaction				

9. ISSUANCE OF CERTIFICATIONS

The Sangguniang Bayan Office issues Secretary's certificate such as certificate of posting of hearings, orders or decisions, and other certifications of Sangguniang Bayan documents as requested.

Office or Division:	Sangguniang Bayan Office
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Elected Officials and Authorized Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
❖ Properly accomplish the request form indicating therein the following information: ▪ Name ▪ Address Purpose of Certification	Office of the Sangguniang Bayan

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. Sign in the Client Logbook & fill out the request form for particular document; purpose & no. of copies	Receive the request form and then issue Payment Slip	NONE	20 Minutes	SB Secretary
Step 2. Proceed to the Municipal Treasury Office for the payment of required fee(s)	Accept payment and issue the Official Receipt	Php. 100.00/cert.	20 Minutes	Revenue Collection Clerk Municipal Treasury Office
Step 3.	Prepares the Certificate requested.	NONE	30 Minutes	SB Secretary
Step 4. Return to SB Office, present the Official receipt	Check the O.R and record the request in the logbook with O.R. Number	NONE	5 Minutes	SB Secretary
Step 5. Receive the requested document	Release the duly signed certified document.	NONE	5 Minutes	Legislative Staff
End of Transaction				

SOCIAL WELFARE & DEVELOPMENT OFFICE

1. MANAGEMENT OF CHILDREN IN CONFLICT WITH LAW (CICL) & CHILDREN AT RISK (CAR) CASES

Office or Division:	OFFICE OF THE MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Children/Minor committed an offense

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Turn-over/Presentation of Child/Case to OMSWD (once turned over by the PNP	1.1 Conduct Intake Interview (Determination of Child's Discernment)	none	20 minutes	MSWDO
	1.2 Conduct counseling to parents & minor	none	20 minutes	MSWDO
	1.3 Refer case to Barangay Council for the Protection of Children for diversion program	none	20 minutes	MSWDO
2. Attend Diversion proceedings	Attend Diversion proceedings with client, parents and other concerned agencies	None	3 hours	BCPC PNP SW Faith-Based Representative School Representative Complainant
3. Fulfill diversion activities base on approved schedule	Follow-up Diversion activities in the barangay and prepares social case study report	none	2 hours	MSWDO
	Total	**none**	**5 hours & 40 minutes**	

2. MANAGEMENT OF CHILDREN IN NEED OF SPECIAL PROTECTION

Office or Division:	OFFICE OF THE MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Children/Minor victims of abuse under 7610

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**

CLIENT STEPS	**AGENCY ACTION**	**FEES TO**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

		BE PAID		
1. Parent/Guardian divulged the abuse experienced by minor	Conduct Intake Interview	none	30 mins.	MSWDO
2. Submit client/victim to examination with the parent/guardian	2.1 Assist client/victim & refer to agencies providing necessary service/s - PNP - Margosatubig Regional Hospital - Barangay Council for the Protection of Children	none	1 hour	Office Staff
	2.2 Preparation of Social case study report	none	30 minutes	MSWDO
	2.3 Refer client/victim to center for temporary shelter	none	30 minutes	MSWDO
3. Attends/Cooperates in the various follow-up activities	Facilitates Session: - Court Hearing - Counseling	none	3 hours	MSWDO
	Total	**none**	**5 hours & 40 minutes**	

3. MANAGEMENT/FACILITATION OF ALTERNATIVE PARENTAL CARE

Office or Division:	OFFICE OF THE MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT
Classification:	Highly-Technical
Type of Transaction:	G2C, G2G
Who may avail:	Couple/Family wanted to Legally Adopt a Child

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Birth Certificate	Client copy
2. Marriage Contract	Client copy
3. Medical Certificate	RHI
4. Income tax Return or Certificate of Employment	BIR
5. National Bureau of Investigation (NBI) Clearance of Police Clearance	NBI
6. Barangay Certificate stating that the applicant is a resident of the barangay, the length of his/her residence therein, he/she is of good moral character	Barangay
7. Photograph of the applicant/family photo	Client
8. Health & Medical Profile	RHU/Private Doctor
9. Birth Certificate/Foundling Certificate	Client
10. Recent Photograph	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filling of Application form and providing information for Home Study Report & Child Study Report	Conduct intake interview, counseling, and informe Prospective Adoptive parents about the requirements for Adoption	none	1 hour	MSWDO
2. Provide the necessary information for the Home Study Report & Child Study Report	Conduct Home Visitation	none	2 hours	MSWDO
3. Submit duly signed	Submit Home Study report ,	none	Case to Case Basis	MSWDO

application form, Deed of Voluntary Commitment and other requirements	Child Study Report and other necessary documents to DSWD FO IX			
4. Attend Court Hearing	Attends court hearing	none	Case to Case Basis	MSWDO
5. Attend Post Legal Adoption Counseling	Conduct Post Legal Adoption Counseling	none	1 hour/session	MSWDO
	Total	**none**	**Depending on the no. of court hearings to be attended**	

4. PROVISION OF FINANCIAL ASSISTANCE TO INDIVIDUAL IN CRISIS SITUATION

Office or Division:	OFFICE OF THE MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Indigent Individuals in crisis situation

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Medical Certificate (Photocopy) 2. Prescription from Physician (Photocopy) 3. Certificate of Indigency 4. Laboratory/Examination Results (Photocopy)	Physician Barangay Office Medical Laboratories

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client divulged his/her distressed situation	Conduct interview and assessment of client's problem	none	30 minutes	MSWD Staff
2. Present required supporting documents	2.1 Prepares brief social case study report and other necessary documents for Financial Assistance	none	30 minutes	MSWD Staff

	2.2 Facilitate and submit all needed documents to Municipal Mayor's Office for approval	none	1 day	MSWD Staff
3. Receive/claim financial assistance	Facilitate and prepare acknowledgement receipt	none	10 mins.	MWD Staff
	Total	**None**	**1 day, 1 hour & 10 minutes**	

5. ISSUANCE OF SENIOR CITIZEN IDENTIFICATION CARD

Office or Division:	OFFICE OF THE MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Individuals aged 60 years old and above

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Voter's ID/Certification(Photocopy) 2. Vaccination Card (Photocopy) 3. Birth Certificate(Photocopy) 4. 2 pcs. 1x1 ID Picture	Comelec Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure & Fill up application form	Provide the needed requirements	none	5 mins.	MSWD Staff
2. Submit/Present needed requirements	2.1 Interview client and assess the validity of the documents	none	10 mins.	MSWD Staff
	2.2 Prepares/type ID for client's signature	none	5 minutes	MSWD Staff
	2.3 Facilitate and Submit ID for OSCA & Mayor's signature	none	1 day	MSWD Staff

3. Pick up ID	Issuance of duly signed Senior Citizen Identification Card	none	5 minutes	MSWD Staff
	Total	**none**	**1 day & 25 minutes**	

6. ISSUANCE OF PERSON'S WITH DISABILITY IDENTIFICATION CARD & BOOKLETS

Office or Division:	OFFICE OF THE MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT
Classification:	Issuance of Person's with Disability Identification Card & Booklets
Type of Transaction:	
Who may avail:	Needy Person's With Disabilities

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Birth Certificate/Barangay Certification stating the birthdate of client	Client copy/Barangay
2. Certification from Physician stating the type of disability	RHU
3. 2 pcs. 1x1 ID Picture	
4. Vaccination Card (Photocopy)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure & Fill up application form	Provide the needed requirements	none	5 mins.	MSWD Staff
2. Submit/Present needed requirements	2.1 Interview client and assess the validity of the documents	none	10 mins.	MSWD Staff
	2.2 Prepares/type ID for client's signature	none	5 minutes	MSWD Staff
	2.3 Facilitate and Submit ID for Mayor's signature	none	1 day	MSWD Staff
Pick up ID	Issuance of duly signed PWD Identification Card & Booklet	none	5 minutes	MSWD Staff
	Total	**none**	**1 day & 25 minutes**	

7. ISSUANCE OF SOLO PARENT IDENTIFICATION CARD

Office or Division:	OFFICE OF THE MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Solo Parents

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Birth Certificate (Children) (Photocopy) 2. Barangay Certification 3. Certification from Employer stating that he/she is a solo parent 4. 2 pcs. 1x1 ID Picture 5. Vaccination Card (Photocopy)	Client copy Barangay Client's Employer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure & Fill up application form	Provide the needed requirements	none	5 mins.	MSWD Staff
2. Submit/Present needed requirements	2.1 Interview client and assess the validity of the documents	none	10 mins.	MSWD Staff
	2.2 Prepares/type ID for client's signature	none	5 minutes	MSWD Staff
	2.3 Facilitate and Submit ID for Mayor's signature	none	1 day	MSWD Staff
3. Pick up ID	Issuance of duly signed Solo Parent Identification Card	none	5 minutes	MSWD Staff
	Total	**none**	**1 day & 25 minutes**	

8. PROVISION OF ASSISTIVE DEVICE TO SENIOR CITIZEN & PERSON WITH DISABILITIES

Office or Division:	OFFICE OF THE MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT
Classification:	Complex
Type of Transaction:	G2C
Who may avail:	All Senior Citizen & PWD needing assistive device

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Senior Citizen & PWD Identification card (Photocopy) 2. Whole body picture	MSWDO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform unit office about the need of assistive device	Conduct interview with the family of client	none	5 mins.	MSWD Staff
2. Submit/Present needed requirements	2.1 Assess client's situation and the necessity of a device	none	5 mins.	MSWD Staff MSWDO
	2.2 Facilitate and submit pertinent documents for Mayor's approval in the purchase of an assistive device	none	5 days	MSWD Staff
3. Pick up/Claim Assistive Device	Released of assistive device to client	none	5 minutes	MSWD Staff
	Total	**none**	**5 days & 15 minutes**	

9. PREPARATION OF SOCIAL CASE STUDY REPORT

Office or Division:	OFFICE OF THE MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All needy/indigent individuals

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Certificate of Indigency 2. Other pertinent documents	Barangay Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform unit office about the felt need	Conduct Intake Interview	none	5 mins.	MSWD Staff
2. Submit/Present needed requirements	21. Assess client's situation	none	10 mins.	MSWD Staff MSWDO
	2.2 Prepare Social Case Study Report		15 mins.	MSWD Staff
3. Pick up duly signed Social Case Report	Released of duly signed social case study report	none	5 minutes	MSWD Staff
	Total	**None**	**35 minutes**	

TOURISM, CULTURE AND THE ARTS OFFICE (MTCAO)

1. TOURISM INFORMATION

Answering queries on existing tourism sites in the municipality, their location, mode of transportation and tourism activities available in the said sites.

Office or Division:	Municipal Tourism, Culture and the Arts Office (MTCAO)
Classification:	Simple
Type of Transaction:	G2C / G2B / G2G
Who may avail:	Domestic and Foreign Tourist

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
NONE	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

Client may inquire over the phone or in person.	Provide the information being asked as well as the tourism site's contact number.	None	5 minutes	**Tourism Officer**
	TOTAL	**None**	**5 minutes**	

2. SUBMISSION OF TOURISM REPORTS

Submission of monthly reports to the Provincial Tourism Office.

Office or Division:	Municipal Tourism, Culture and the Arts Office (MTCAO)			
Classification:	Simple			
Type of Transaction:	G to G			
Who may avail:				
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Monthly Tourist Arrivals		Hotels and Tourism Sites in the municipality		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submit monthly tourist arrivals report at the Municipal Tourism Office	Consolidate report received from hotels and tourism sites and submit to the Provincial Tourism Office	None	8 hours	Tourism Officer
	TOTAL	**None**	**8 hours**	

3. VARIOUS OFFICE REQUEST

Various request received from clients

Office or Division:	Municipal Tourism, Culture and the Arts Office (MTCAO)			
Classification:	Simple			
Type of Transaction:	G to C			
Who may avail:	All employees, clients and concerned citizens			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1 copy – filled-out Request Form 1 copy – Letter Request (if applicable)		MTCAO Requesting Party		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

1. Submit document	1.1 Receive and review document 1.2 Document stamped received and issues acknowledgement receipt 1.3 For appropriate action	None	10 minutes	Tourism Officer
2. Receives Feedback	Record and gives feedback to the request	None	5 minutes	Tourism Officer
	TOTAL	**None**	**15 minutes**	

4. RECEIVING TOURISM-RELATED COMPLAINTS

Resolving complaints on tourism-related services

Office or Division:	Municipal Tourism, Culture and Arts Office (MTCAO) the			
Classification:	Complex			
Type of Transaction:	G to C			
Who may avail:	All concerned citizens			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1 copy – filled-out Request Form 2 1 copy – Letter Request (if applicable)		MTCAO Requesting Party		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit document	1.1 Receive and review document 1.2 Document stamped received and issues acknowledgement receipt	None None	5 minutes 5 days	Tourism Officer

	1.3 Verifies complaints, gathers evidence information 1.4 Prepares recommendation and forward to the LCE for appropriate action 1.5 Contact Client for Feedback	None None	1 working day 5 minutes	
Receives Feedback	Records received recommendation/solution	None	10 minutes	Tourism Officer
	TOTAL		**6 days and 30 minutes**	

TREASURY OFFICE

1. ISSUANCE OF REAL PROPERTY TAX AND CLEARANCES

Owners of Real Property have to pay Real Property Tax annually. Taxes are percentage of the Property's Taxable Income.

Office or Division:	OFFICE OF THE MUNICIPAL TREASURER
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government
Who may avail:	All real property owners

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Previous tax receipts	Taxpayer's copy
2. Tax receipts	Mun. Treasurer's Office
3. Assessment Record	Mun. Treasurer's Office

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Proceed to Mun. Treasurer's Office	Bill/Compute real property tax	none	5 minutes	MTO Personnel
2. Present tax bill to the assigned collector & pay the tax due	2.1 Issue Official receipts	As stated in the assessment record	3 minutes	MTO Collector

	2.2 Prepare Tax Clearance 2.3 Approve Tax Clearance	None None	5 minutes 3 minutes	
3. Receive Tax Clearance & OR	Release Tax Clearance & OR	None	2 minutes	
	Total	**None**	**18 minutes**	

2. ISSUANCE OF NEW BUSINESS LICENSE / MAYOR'S PERMIT

All enterprises are required to secure a Business License/Mayor's Permit and pay business taxes before start of commercial operations.

Office or Division:	OFFICE OF THE MUNICIPAL TREASURER
Classification:	Simple
Type of Transaction:	G2B – Government to Business
Who may avail:	All proprietors with new business

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Unified Application Form	
2. Proof of registration • Sole Proprietorship • Partnership/Corporation • cooperative	 DTI SEC CDA
3. Barangay Clearance	Barangay Hall where the business is located
4. Proof of Right of Applicant to use location as Business address • Tax Declaration and Updated Tax Receipts • Notarized Contract of lease and Lessor's Business Permit, if not owned, renting	Owner of the Business Place
5. Market clearance, if Stallholder	Market Field Office
6. Environmental Compliance Certificate (ECC) • For gasoline station, funeral homes, poultry, piggery	DENR
7. Sworn Statement of Capitalization	Applicant/owner of the business
8. Fire Safety Inspection Certificate (FSIC)	Bureau of Fire Protection (BFP)
9. Sanitary Permit	RHU Sanitary Inspector

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplish Unified Form/Business Application with complete requirements	Assess and examine the submitted requirements and issue the Business Tax Order of Payment (Assessment Form)	None	10 minutes	BPLO
2. Pay the required fee/s	2.1 Receive payment based on the Assessment Form/Top Order of Payment '2.2 Issue Official Receipt To BFP personnel for Fire Safety inspection – 15% of total assessment fee excluding business tax	Mayor's Permit based on the Sworn Statement of capitalization: Business Clearance P100.00 Business Form P150.00 Zoning Certificate P100.00 Subscription Fee P50.00 Garbage Fee based on type of establishment Weight & Measures based on the type of weight and measures Medical Certificate P100.00 Police Fee for Business P100.00	5 minutes	MTO Personnel

3. Claim the Business Tax Order of Payment/Assessment Form with Official Receipts (OR), CTC, Mayor's Permit and Sanitary Permit	Release Mayor's Permit with the Official receipts (OR), Sanitary Permit, Fire Safety Inspection Certificate (FSIC) and Business Tax Order Payment	None	5 minutes	BPLO
Total		**P700 (excluding Business Tax)**	**20 minutes**	

3. RENEWAL OF BUSINESS PERMIT

Business permit must be renewed form January 1-20, every year. Penalties are imposed after this period. Those for succeeding years are computed as a percentage of Gross Receipts/sales. Payment may be made Annually, Bi-annually or quarterly. Taxes are due on the first 20 days of each quarter.

Office or Division:	OFFICE OF THE MUNICIPAL TREASURER
Classification:	Simple
Type of Transaction:	G2B – Government to Business
Who may avail:	All proprietors with existing business

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Unified Application Form	Provided by BPLO at Business One Stop Shop (BOSS)
2. Previous Business Permit and OR (1 photocopy)	Previously issued to business taxpayers
3. Financial Statement/Income Tax Return/Certificate of Sworn Declaration of Gross Sales (1 photocopy)	From the Accountant of the Business or form the Owner of the Business
4. Barangay Clearance	From the Barangay Hall where the Business is located
5. Market Clearance, if stallholder	Public Market Field Office
6. Fire Safety Inspection Certificate (FSIC)	Bureau of Fire Protection (BFP)
7. Sanitary Permit	From RHU Sanitary Inspector

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished Unified Form/Business	Assess and examine the submitted requirements and	None	5 minutes	

	Application with complete requirements	Issue the Business Tax Order of Payment (Assessment Form)			
2.	Pay the required fee/s	2.1 Receive payment based on the Assessment Form/Top Order of Payment '2.2 Issue Official Receipt To BFP personnel for Fire Safety inspection – 15% of total assessment fee excluding business tax	Mayor's Permit based on the Sworn Statement of capitalization: Business Clearance P100.00 Business Form P150.00 Zoning Certificate P100.00 Subscription Fee P50.00 Garbage Fee based on type of establishment Weight & Measures based on the type of weight and measures Medical Certificate P100.00 Police Fee for Business P100.00	5 minutes	MTO Personnel
3.	Claim the Business Tax Order of Payment/Assessment Form with Official Receipts (OR),	Release Mayor's Permit with the Official receipts (OR), Sanitary Permit, Fire Safety Inspection Certificate (FSIC)	None	5 minutes	BPLO

CTC, Mayor's Permit and Sanitary Permit	and Business Tax Order Payment			
Total		**None**	**15 minutes**	

4. ISSUANCE OF MOTORIZED TRICYCLE OPERATOR'S PERMIT (NEW/RENEWAL)

Motorize tricycle operators registered with Land Transportation Office are given permit to operate within the Municipality of Margosatubig.

Office or Division:	OFFICE OF THE MUNICIPAL TREASURER
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business
Who may avail:	All motorize tricycle operators in the municipality

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
4. Application Form for Motorized Permit (new)	Treasury Office
5. Approved Motorized Permit – Previous Year (renewal)	Operator's File
6. OR/CR of Unit Updated Registration	LTO Office
7. Community Tax Certificate	Treasury Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Secure CTC	Issue CTC for new & renewal of MTOP	P155.00	3 minutes	MTO Collector
5. Submit supporting documents	Review/check the documents submitted by clients	none	5 minutes	MTO Franchise In-Charge
6. Proceed to payment section for assessment and payment of fees and other taxes	6.1 Assess fees to be paid by the client 6.2 Issue Official Receipt 6.3 Prepare MTOP	P2,014.00 None	5 minutes 2 minutes 5 minutes	MTO Franchise In-Charge
7. Receive MTOP with sticker for both new & renewal and	7.1 Check the MTOP duly signed by the LCE	None	1 day	

affix client's signature	7.2 Release MTOP with sticker			
	Total	**None**	**1 day & 20 minutes**	

5. ISSUANCE OF COMMUNITY TAX CERTIFICATE

Community tax certificates are issued to every individual as proof of residency in the municipality.

Office or Division:	OFFICE OF THE MUNICIPAL TREASURER			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Order of payment for other fees & charges		Office involved		
2. Valid ID showing Date of Birth		Client		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Proceed to Mun. Treasurer's Office, for cedula	1.1 Compute fees for cedula 1.2 Issue Community Tax Certificate	As stated in the statement	5 minutes	MTO Personnel
	Total	**None**	**5 minutes**	

WATERWORKS SYSTEM

1. APPLICATION FOR NEW SERVICE CONNECTION

The general public, within the service area, who wants to have access to safe water shall file his application with Margosatubig Waterworks System (MWS) for water service connection after complying the requirements and payment of corresponding fees.

Office or Division:	OFFICE OF THE WATERWORKS SYSTEM	
Classification:	Complex	
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business	
Who may avail:	The general public within the area service of MWS	
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**	

1 pc. Valid ID	Company ID, GSIS, BIR, SSS, COMELEC, etc.
1 pc. 2x2 recent colored ID picture	Personal
Barangay clearance (6 mos. Validity from date of issue)	Office of the Barangay
Location/sketch map	Personal or may seek assistance form MWS personnel
Official Receipts as proof of payment for fees required	MWS Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. APPLICATION OF NEW SERVICE CONNECTION				
4. File request & submit requirements to MWS	Receive request and check completeness of requirements	none	10 minutes	MWS Personnel
5. Proceed & pay fees required	Receive payment & issue official receipts	P1,000.00 application fee P300.00 Guaranty/Deposit	5 minutes	MWS Personnel
6. Present Official Receipts	Record OR No. and application to logbook	none	5 minutes	MWS Personnel
7. Assist MWS staff for site inspection	Conduct on-site inspection and survey the place of applicant	none	1 day	MWS Plumbing staff
B. PROCESSING OF NEW SERVICE CONNECTION				
1. Proceed to Waterworks System Office & follow-up application by presenting official receipts	Locate the application papers of the client	none	5 minutes	MWS staff
2. Receive copy of the contract	Furnish client copy of the contract	none	5 minutes	MWS staff
C. INSTALLATION				
1. Wait for the scheduled linstallation	1. Prepare list of materials, work order, RIS and	none	10 minutes	MWS staff

	transmittal approved by Waterworks In-Charge of Office			
	2. Tapping & installation of new water connection	none	3 days	MWS Plumbing staff
	Total	**P1,300.00**	**4 days & 40 minutes**	

2. LEAK REPAIRS

The concessionaires can report any leaks to MWS, may it be service line or main line, to immediately attended and repaired.

Office or Division:	OFFICE OF THE WATERWORKS SYSTEM
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government
Who may avail:	All concerned citizens

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
None	

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Proceed to MWS	Interview customer to know the details	None	10 minutes	MWS Staff
2. Acknowledge the job order report by signing the maintenance order	1.1 Prepare maintenance order	None	5 minutes	MWS Staff
	1.2 Proceed to leak repair process	None	Service line – 2 to 4 hours Main line – 8 hours to 2 days	MWS Plumbing Staff
	Total	**None**	**Service line – 4 hours & 15 minutes**	

		Main line – 2 days & 15 minutes	

3. VERIFICATION OF WATER BILLS

Concessionaires can verify the water bill/water consumption/reading if they think there is a fluctuation in their consumption.

Office or Division:	OFFICE OF THE WATERWORKS SYSTEM
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All concessionaires of Margosatubig Waterworks System
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Billing Notice or SOA	Meter readers delivered notices to residences

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to MWS and present billing notice	Verify the account details	None	10 minutes	MWS Staff
	Total	**None**	**10 minutes**	

4. WATER BILLS COLLECTION

Concessionaires/consumers must pay their respective monthly bill on or before due date. If the concessionaire fails to pay on or before due, a penalty equivalent to 10% of the bill will be imposed.

Office or Division:	OFFICE OF THE WATERWORKS SYSTEM
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All concessionaires of Margosatubig Waterworks System
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Billing Notice or SOA	Meter readers delivered notices to residences

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present billing notice to the cashier / collection officer	Receive the billing notice and verify & validate the account	None	5 minutes	MWS Personnel
2. Pay amount due and make sure to receive OR	2.1 Accept payment & issues official receipt (OR)	Amount due stated in the water bill	3 minutes	Ms. Nerry C. Lubat *ADAS IV*

	2.2 Post payment to concessionaires' ledger	None	2 minutes	Carlo Jay Emia
Total		**Amount stated in water bill**	**10 minutes**	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	1. Get a copy of the Client Satisfaction Survey (CSR) Form. 2. Answer the CSR Form. 3. Check the Feedback and/or Commendation portion of the CSR Form. 4. Drop it in the designated drop box in the Information Counter.
How feedbacks are processed	Every Friday, the ARTA Vice Chairperson shall open the drop box, and compile and record all feedback submitted. Feedback requiring answers shall be forwarded to the relevant offices and where they are required to answer within three (3) days upon receipt of the feedback. The answer of the concern office shall be then relayed to the client.
How to file a complaint	1. Get a copy of the Client Satisfaction Survey (CSR) Form. 2. Answer the CSR Form. 3. Check the Complaint portion of the CSR Form. 4. Drop the CSR Form at the designated drop box in the Information Counter 5. Complaints can also be filed via telephone. Make sure to provide the following information: Name of person being complained Incident Evidence
How complaints are processed	The ARTA Vice Chairperson shall open the complaints drop box on a weekly basis and evaluate each complaint. The complaints shall be classified according to gravity: Minor Moderate Very Grave Upon evaluation, and approval of the ARTA Chairperson, the PAO shall forward the complaint to the relevant office for their appropriate action. The minor complaint shall be submitted to CART; moderate to HRMO; and very grave complaint to the LCE.
Contact Information of Contact Center ng Bayan (CCB)	Text: 0908 881 6565

	Contact No.: 1-6565 (Php 5.00 + VAT per call anywhere in the Philippines via PLDT landlines) Email: email@contactcenterngbayan.gov.ph Web: www.contactcenterngbayan.gov.ph www.fcebook.com/civilservicegovph
Presidential Complaint Center (PCC)	Bahay Ugnayan, J.P. Laurel Street Malacañang, Manila Hotline:8888 Contact No. (02)736 8621, 736 8645, 736 8603, 736 8629, 736 8621 Email: pcc@malacanang.gov.ph Web: https://op-proper.gov.ph/presidential-action-center/
ARTA	4th and 5th Floor NFA Building, NFA Compound, Visayas Avenue, QC Hotline: 1-ARTA (1-2782) Contact No.: (02) 8478-5091, 8478-5093, 8478-5099 Email: info@arta.gov.ph and complaints@arta.gov.ph Web: http://arta.gov.ph/pages/complaintform.php

Office	Address	Contact Information
Mayor's Office	Pob. Margosatubig, ZDS	Mark Adrian M. Rabara 09124963668
MSWDO Office	Pob. Margosatubig, ZDS	Cherie Blue A. Ganub, RSW 09128408583
Treasury Office	Pob. Margosatubig, ZDS	Donna Khrystin L. Ambaic 09209708380
Civil Registry Office	Pob. Margosatubig, ZDS	Sherwin R. Omay 09703760491
HRMO Office	Pob. Margosatubig, ZDS	Josephine V. Paras 09338771327
MPDC Office	Pob. Margosatubig, ZDS	Engr. Elmer T. Molejon, EnP 09126249823
Engineering Office	Pob. Margosatubig, ZDS	Engr. Cirilo S. Fuentes 09091444837
Assessor's Office	Pob. Margosatubig, ZDS	Roger C. Salon 09197498407
Agriculture/MENRO Office	Pob. Margosatubig, ZDS	Renante G. Cartaciano 09514887221
Accounting Office	Pob. Margosatubig, ZDS	Randi L. Revilla, CPA 09278727394
Mun. Nutrition Action Office	Pob. Margosatubig, ZDS	Glemma J. Briones 09653157441
Budget Office	Pob. Margosatubig, ZDS	Rene E. Maning 09778404024
Waterworks	Pob. Margosatubig, ZDS	Primo L. Encallado

		09072464317
Market Field Office	Pob. Margosatubig, ZDS	San A. Hussain 09381467071
Rural Health Unit	Pob. Margosatubig, ZDS	Rosalie A. Ang, RN 09461637064
SB Legislative Office	Pob. Margosatubig, ZDS	Atty. Jourdan E. Atilano 09178467480