



MUNICIPALITY OF PAYAO

CITIZEN'S CHARTER HANDBOOK

2024 (1st Edition)



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I. Mandate:

The legal mandate of the Local Government Unit of Payao is based on the devolved functions and responsibilities pursuant to Republic Act 7160, otherwise known as the Local Government Code of 1991 and discharge such other functions and responsibilities that are necessary and appropriate.

As per Section 2, Declaration of Policy, (a); "It is hereby declared the policy of the State that the territorial and political subdivisions of the State shall enjoy genuine and meaningful local autonomy to enable them to attain their fullest development as self-reliant communities and make them more effective partners in the attainment of national goals. Toward this end, the State shall provide for a move responsive and accountable local government structure instituted through a system of decentralization whereby local government units shall be given more powers, authority, responsibilities, and resources. The process of decentralization shall proceed from the national government to local government units."

Further, Section 3, Operative Principles of Decentralization, (b) states that; "There shall be established in every local government unit an accountable, efficient, and dynamic organizational structure and operating mechanism that will meet the priority needs and services requirements of its communities."

These previously mentioned Sections of RA 7160 will always be the guiding principle of every local government unit to further their mandates in serving their constituents and providing effective and efficient delivery of services to one and all.

II. Vision:

We envision Payao as agri-fishery enriched and tourist booming locality with God-fearing, empowered and healthy citizenry in a safe, disaster and climate change resilient, sustainable natural resources and culture-friendly local governance.

III. Mission:

The Local Government Unit of Payao together with stakeholder shall;

- Upgrade agriculture and Fishery capability
- Pursue dynamic implementation of environmental laws by protecting and maintaining a balance ecology thru a participatory and culture-friendly governance;
- Develop people's consciousness through participatory, transparency and accountability process;



- Delivery basic social and economic services; Initiate and pursue tourism development
- Develop inter-relationship between the Local Government, Civil Society, Private for strong local governance;
- Strengthen peace and security measures
- Implementation Disaster Risk Reduction Management and Climate Adaption

IV. Service Pledge:

We, the Municipal Officials and Employees of the Municipality of Payao, do pledge to our constituents that for a speedy reliable and effective service, we will:

1. Address all applications, requests, and complaints impartially, and ensure the swift and efficient handling of every transaction;
2. Provide all services by leveraging innovative information technology, streamlined requirements, and efficient processes to improve the convenience and satisfaction of taxpayers;
3. Uphold the rights of our clients by fostering transparency and accountability, while encouraging their involvement in decision-making processes;
4. Provide essential services promptly and without discrimination to uphold the trust and confidence of our clients;
5. Acknowledge and address any failures to meet our service commitments, accepting full responsibility for any shortcomings;
6. Ensure that every person leaves our premises satisfied with our services, in line with Republic Act 9485, the Anti-Red Tape Act of 2007.



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OFFICE OF THE MUNICIPAL MAYOR
External Services



1. Mayor's Clearance

The Mayor's Clearance is issued to individuals needing the document that states that he/she has no pending case filed with the Office of the Mayor

Office or Division:	Office of the Municipal Mayor			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may avail:	Residents only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal				
Barangay Clearance (1 Original copy)		Barangay Hall-Office of the Punong Barangay		
Official Receipt		Municipal hall-Office of the Municipal Treasurer		
Representative				
Barangay Clearance (1 Original copy)		Barangay Hall-Office of the Punong Barangay		
Official Receipt		Municipal hall-Office of the Municipal Treasurer		
Identification Card of the Rep.		BIR, Post Office, DFA, SSS, Pag-ibig, PRC etc		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Municipal Hall	1. Give the Log Book to the Client	None	5 minutes	<i>Public Assistant Desk Officer</i>
2. Present the required documents to Mayor's office administrative staff for initial assessment and verification	2. Receive the required documents and check for completeness 2.1. order to pay the required fees if all required documents were given 2.2. start processing request	None	15minutes	<i>Administrative Staff (MMO)</i>
3. Pay the required fees at the MTO *make sure to secure official receipt that will be issued upon payment	3. Accept the payment based on the required fees 3.1. Issue the Official receipt	₱100.00	10 minutes	<i>Revenue Collector (MTO)</i>



4. Return to the Mayor's Office for the Processing and release of Clearance	4. Check the Official Receipt 4.1. Issue the Mayor's Clearance	None	10 minutes	Administrative Staff (MMO)
TOTAL		100.00	40 minutes	

2. Job Recommendation

Job recommendations are issued for job seekers needing the documents that state that the LCE was endorsing him/her for the position he/she applying for.

Office or Division:		Office of the Municipal Mayor		
Classification:		Simple		
Type of Transaction:		G2C- Government to Clients		
Who may avail:		Working age residents		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Clearance		Barangay Hall-Office of the Punong Barangay		
Identification Card (Original Copy)		BIR, Post Office, DFA, SSS, Pag-ibig, PRC etc		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Municipal Hall	1. Give the Log Book to the Client	None	5 minutes	Public Assistant Desk Officer
2. Present the required documents to Mayor's office administrative staff for initial assessment and verification	2. Receive the required documents 2.1.Wait for the approval of the LCE Start processing request	None	20 minutes	Administrative Staff (MMO)
3. Wait for the processing and release of Job recommendation	3. Issue the recommendation	None	10 minutes	Administrative Staff (MMO)
TOTAL		None	35minutes	



3. Affidavit

Affidavit is issued to individuals needing the document to support his/her application for delayed registration of birth and marriage, legitimation and cohabitation.

Office or Division:	Office of the Mayor			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may avail:	Resident only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal				
Negative Certification of Birth (1original copy)		Philippine Statistic Office		
Representative				
Negative Certification of Birth (1original copy)		Philippine Statistic Office		
Identification Card of the Representative (1 original copy)		BIR, Post Office, DFA, SSS, Pag-ibig, PRC etc		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Municipal Hall	1. Give the Log Book to the Client	None	5 minutes	<i>Public Assistant Desk Officer</i>
2. Present the required documents to Mayor's office administrative staff for initial assessment and verification	2. Receive the required document and complete the needed details 2.1. Start processing the request	None	20 minutes	<i>Administrative Staff (MMO)</i>
3. Wait for the processing and release of Affidavit	3. Issue the Affidavit	None	5 minutes	<i>Administrative Staff (MMO)</i>
TOTAL		None	30 minutes	



4. Request for Financial Assistance

Financial Assistance is issued to individual needing the financial aid to support their medication and needs

Office or Division:	Office of the Mayor			
Classification:	Complex			
Type of Transaction:	G2C- Government to Client			
Who may avail:	Resident only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal				
Indecency Certification(1 original copy)		Barangay Hall-Office of the Punong Barangay		
Medical Abstract or Hospital Bill		Hospital-Attending Physician		
Representative				
Indecency Certification(1 original copy)		Barangay Hall-Office of the Punong Barangay		
Medical Abstract or Hospital Bill		Hospital-Attending Physician		
Identification Card of the Representative (1 original copy)		BIR, Post Office, DFA, SSS, Pag-ibig, PRC etc		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Municipal Hall	1. Give the Log Book to the Client	None	5 minutes	Public Assistant Desk Officer
2. Present the required documents to Mayor's office administrative staff for initial assessment and verification	2. Received the required document 2.1 Wait for the approval of the LCE 2.2 Endorse to MSWDO	None	20 minutes	Administrative Staff (MMO)
3 Wait for the processing request	3. Assess the Client 3.1 Prepare and process the voucher	None	15 days	MSWDO Staff / MBO Staff/Acctg. Staff/MTO Staff/Mayor's Office Staff
4 Wait for the release of Check		None	10 minutes	MSWDO Staff
TOTAL		None	15 days and 40 minutes	



5. Request for Burial Assistance

Burial Assistance is issued to individual needing the financial support associated with funeral and burial arrangement.

Office or Division:		Office of the Mayor		
Classification:		Complex		
Type of Transaction:		G2C- Government to Client		
Who may avail:		Resident only		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal				
Indigency Certification(1 original copy)		Barangay Hall-Office of the Punong Barangay		
Death Certificate (1 copy)		Hospital		
Representative				
Indigency Certification(1 original copy)		Barangay Hall-Office of the Punong Barangay		
Death Certificate (1 copy)		Hospital		
Identification Card of the Representative (1 original copy)		BIR, Post Office, DFA, SSS, Pag-ibig, PRC etc		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Municipal Hall	1. Give the Log Book to the Client	None	5 minutes	<i>Public Assistant Desk Officer</i>
2. Present the required documents to Mayor's office administrative staff for initial assessment and verification	2. Received the required document 2.1. Wait for the approval of the LCE 2.2. Endorse to MSWDO	None	20 minutes	<i>Administrative Staff (MMO)</i>
3. Wait for the processing request	3. Assess the Client 3.1. Prepare and process the voucher	None	15 days	<i>MSWDO Staff / MBO Staff/Acctg. Staff/MTO Staff/Mayor's Office Staff</i>
4. Wait for the release of Check		None	10 minutes	<i>MSWDO Staff</i>
TOTAL		None	15 days and 40 minutes	



6. Request for the use of the Municipal Gymnasium

The use of the Municipal Gymnasium is render to individuals needing a big place to conduct their programs/activities

Office or Division:		Office of the Mayor		
Classification:		Simple		
Type of Transaction:		G2C- Government to Client		
Who may avail:		Resident only		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written Request		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Municipal Hall	1. Give the Log Book to the Client	None	5 minutes	<i>Public Assistant Desk Officer</i>
2. Present the written request to the Mayor's Office Administrative Staff for initial verification	2. Received the written request. 2.1.Wait for the approval of the LCE 2.2.Record the date, time and destination of the requested travel	None	5 minutes	<i>Administrative Staff (MMO)</i>
3. Wait for the confirmation of the request	3. Give confirmation of request	None	5 minutes	<i>Administrative Staff (MMO)</i>
TOTAL		None	15 minutes	



7. Schedule Civil Wedding

A civil marriage is a simply one where the marriage ceremony has a municipal official performing the ceremony. it takes place without any religious affiliation and meets the legal requirements of the government or location of the wedding.

Office or Division:		Office of the Mayor		
Classification:		Simple		
Type of Transaction:		G2C- Government to Client		
Who may avail:		Couples on legal age		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Marriage License		Municipal Hall-MCR		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Municipal Hall	1. Give the Log Book to the Client	None	5 minutes	<i>Public Assistant Desk Officer</i>
2. Present the required documents to the Mayor's Office Administrative Staff for initial verification	2. Received the required documents 2.1. Interview the client 2.2. Record the names of the couple, date and time of marriage, place of marriage and contact number	None	5 minutes	<i>Administrative Staff (MMO)</i>
3. Wait for the confirmation of the requested schedule	3. Issue the confirmation	None	5 minutes	<i>Administrative Staff (MMO)</i>
TOTAL		None	15 minutes	



8. Endorsement to Request Financial Assistance (medication)

Endorsement are issued to individual needing the documents that states that the client finds financial difficulty to answer her/his needs to maintain and sustain her/his medication needs and treatments and refer for favorable and possible financial assistance.

Office or Division:		Office of the Mayor		
Classification:		Simple		
Type of Transaction:		G2C- Government to Client		
Who may avail:		Resident only		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal				
Indigency Certificate (1 original copy)		Barangay Hall- Office of the Punong Barangay		
Medical Abstract (1 Photocopy)		Hospital-attending Physician		
Representative				
Indigency Certificate (1 original copy)		Barangay Hall- Office of the Punong Barangay		
Medical Abstract (1 Photocopy)		Hospital-attending Physician		
Identification Card of the Representative (1 original copy)		BIR, Post Office, DFA, SSS, Pag-ibig, PRC etc		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Municipal Hall	1. Give the Log Book to the Client	None	5 minutes	<i>Public Assistant Desk Officer</i>
2. Present the required documents to the Mayor's Office Administrative Staff initial assessment	2. Received the required documents 2.1.Wait for the approval of the LCE 2.2. Start processing the request	None	15 minutes	<i>Administrative Staff (MMO)</i>
3. Wait for the processing and release of endorsement	3. Issue the endorsement	None	5 minutes	<i>Administrative Staff (MMO)</i>
TOTAL		None	25 minutes	



OFFICE OF THE MUNICIPAL MAYOR
Internal Services



1. Executive Order, Memorandum Order and Office Order

Executive Order is directive issued by the Local Chief Executive that manages operation of the federal government. Memorandum Order is an instruction to provide with information about particular matter. Office Order contains directions or instructions which are complied with the person receiving the order.

Office or Division:		Office of the Mayor		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Department Heads/Head of Offices in the municipality		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Memorandum Order/Executive Order (1 original/photocopy)		DILG, or Provincial Government		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the required document to the mayor's office Chief of staff for reference	1. Receive the required document 1.1 Start preparing the order	None	30 minutes	Chief of Staff/Administrative Staff (MMO)
2. Wait for the preparing and release of order	2. Issue the order	None	10 minutes	Chief of Staff/Administrative Staff (MMO)
TOTAL		None	40 minutes	

2. Certificate of Appearance

Certification of Appearance is issued to individuals needing the document that states that he/she appeared in the Office of the Municipal Mayor for Official Business

Office or Division:		Office of the Mayor		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:		All government personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Identification Card (1 original copy)		BIR, Post Office, DRA, GSIS, Pag-IBIG, PRC, etc		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the municipal hall lobby	1. Give the logbook to the client	None	5 minutes	Public Assistance Desk officer



2. Present the identification Card to Mayor's Office Administrative staff for verification	2. Check identification Card 2.1 Start Processing the Certificate of Appearance	None	2 minutes	Administrative Staff (MMO)
3. Wait for the release of Certificate of Appearance	3. Issue Certificate of Appearance	None	5 minutes	Administrative Staff (MMO)
TOTAL		None	12 minutes	

3. Certification

Certifications are issued to individuals needing the document to affirm the validity of information.

Office or Division:	Office of the Mayor			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Residents only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Certification		Barangay Hall-Office of the Punong Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the municipal hall lobby	1. Give the logbook to the client	None	5 minutes	Public Assistance Desk officer
2. Present the required documents to the mayor's office administrative staff for verification	2. Receive the required document 2.1 Wait for the approval of the LCE 2.2 Start processing the request	None	15 minutes	Administrative Staff (MMO)
3. Wait for the processing and releasing of Certification	3. Issue the Certification	None	10 minutes	Administrative Staff (MMO)
TOTAL		None	30 minutes	



4. Receive and Release Claims/Disbursement Voucher (DV)

Receive all claims/disbursement vouchers with supporting documents for the signature of the LCE. Release and control all the signed/completed claims/disbursement voucher to concerned department/office.

Office or Division:		Office of the Mayor		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:		LGU Employee in-charge on Receiving/Releasing Claims/DV		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Control Book		MTO/MBO/Accounting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Deliver the claims/DV to Mayor's office administrative staff * make sure to control at logbook all the claims/DV that will be deliver	1. Receive the claims/DV and check for completeness 1.1 Sign on the logbook as proof of receipt	None	5 minutes	Administrative Staff (MMO)
2. wait for the release of log book	2. Issue the log book 2.1 Start receiving the claims/DV 2.2. complete the lacking document/infor mation checked at the routing slip 2.3. Bring the claims/DV on the table of the LCE for his signature 2.4 Release the signed/complet ed claims/DV to concerned Office	None	30 minutes	Administrative Staff (MMO)
TOTAL		None	35 minutes	



5. Receive and release Communications

Receive all incoming communication addressed to the Municipal Mayor. Release the communication to concerned person/office

Office or Division:		Office of the Mayor		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Receiving copy/logbook (1 official logbook)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Deliver the communication to the records officer *make sure to have receiving copy/book of that will be deliver	1. Receive the communication and check for the completeness 1.1 Mark and sign on the receiving copy/book as a proof of receipt	None	5 minutes	Administrative Staff (MMO)
2. Wait for the release of receiving copy/book	2. Issue the receiving copy/book 2.1 Start scanning, controlling and recording all the communication 2.2 Bring the communication on the LCE's table for his action 2.3. Wait for the order of the LCE 2.3.1 Release the communication to concerned person/office 2.3.2 File all acted/read communication	None	30 minutes	Chief of Staff/ Records Officer/Administrative Staff (MMO)
TOTAL		None	35 minutes	



6. Endorsement to Request Financial Assistance (Project/Activity/Program)

Endorsement are issued to individuals needing the documents that states that the office of the Municipal Mayor refer, support and approve its resolution/request for favorable and possible fund assistance or support

Office or Division:	Office of the Mayor			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Barangay Government, Schools and Associations in the municipality			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal				
Resolution (1 original Copy)		Barangay Hall- Office of the Punong barangay School- Principal's office or Association- office of the President		
Representative				
Resolution (1 original Copy)		Barangay Hall- Office of the Punong barangay School- Principal's office or Association- office of the President		
Identification Card (1 original copy)		BIR, Post Office, DFA, SSS, Pag-ibig, PRC etc		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the municipal hall lobby	1. Give the logbook to the client	None	5 minutes	<i>Public Assistance Desk Officer</i>
2. Present the required documents to Mayor's Office Administrative staff for verification	2. Received the required documents 2.1 Wait for the LCE's approval 2.2 Start processing the request	None	20 minutes	<i>Chief of Staff/Administrative Staff (MMO)</i>
3. Wait for the processing and release of endorsement	3. Issue the endorsement	None	10 minutes	<i>Chief of Staff/Administrative Staff (MMO)</i>
TOTAL		None	30 minutes	



7. Itinerary of Travels

Itinerary of travels is issued to LGU officials/employees for him/her to process his/her reimbursement/payment of Travelling Expenditure Voucher (TEV)

Office or Division:		Office of the Mayor		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:		LGU officials and employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Travel Order (1 original copy/each travel)		Office Concerned		
Certificate of Appearance (1 original Copy/travel order)		Agency-Head of Office		
Receive copy/book (1 official logbook		Agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the required documents to Mayor's Office Administrative staff for assessment *Make sure to have receiving logbook of that will be deliver	1. Receive the required document	None	5 minutes	Chief of Staff/Administrative Staff (MMO)
2. Wait for the release of logbook	2. Release the logbook 2.1 Check each Travel Order and its corresponding Certificate of Appearance	None	15 minutes	Chief of Staff/Administrative Staff (MMO)
TOTAL		None	20 minutes	



BUSINESS PERMIT AND LICENSING OFFICE



EXTERNAL

1. Business Registration (New Applications)

Business Registration of Newly Started Business Establishment is required prior to operation of business in compliance to the Municipality of Payao

Office or Division:	Municipal Mayor's Office- Business Permit and Licensing Office			
Classification:	Simple			
Type of Transaction:	G2B- Government to Business Owners			
Who may avail:	Business Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Business Name		Department of Trade In Industry (DTI) Office		
FSIC		BFP Station		
Sanitary Permit		MHO/ Sanitary Inspector		
Zoning/Locational Clearance		MPDC Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Submission of Requirements <i>If WITH INCOMPLETE documents:</i> 1.1.Retrieve application document/s; proceed to the office concerned and process deficient requirement 1.2.After completion of requirement; return to STEP 1	1.1 Accept applications/request and requirement; 1.2 Perform Preliminary Assessment and verification of application 1.2.a. <i>NOTE: if documents are not complete</i> return to the client immediately and indicate in the checklist the lacking documents for compliance. Advise the applicant to process deficiency before going back to step 1. 1.2.b) for application with complete requirements. enter the	None	30 min./application	BPLO Designate



	application to the IBPLs system 1.3 Verified for the Endorsing process through (MPDC and BFP account) 1.4 Proceed to MTO account for assessment of fees & charges/issuance/verification of TOP 1.5. Give the TOP to the Client to proceed to the MTO for Payment			
2. Payment PAY fees and charges at collection table/window/area; 2.1 Claim official receipt 2.2 proceed to STEP 3	Issuance of official Receipt 2.1 receives Tax Order of payment from step 1, call attention of tax payer; 2.2. Collect payments 2.3 Issue Official receipt to the client 2.4 Indicate payment details (OR Number, date, amount paid) 2.5 Endorse documents to BPLO processing	Mayor Permit- 500 Mayors Clearance- 100 Police Clearance- 100 Sanitary Permit-150 Garbage Fee 200 Miscellaneous-Fee 100 Barangay Clearance- 100 Zoning/Locational Clearance- <i>Below 100,000- 720.00</i> <i>Over 100,000- 500,000- 1,080.00</i> <i>Over 500,000- 1,440.00</i> <i>Over 1M-2M- 2, 160.00</i>	30 minutes	<i>Municipal Rev. Collector</i>
3. Claim Permit	3.1 Receives the O.R. from Step 2; 3.2 Enter to the System of iBPLS and print 3.3 Endorse/ route to the Office of the Treasury for signature 3.4 Endorse/route to the Mayor's Office for signature/approval 3.5 LCE signs permit 3.6 Endorse/route to releasing for sorting 3.7 Sort documents;	None	20 minutes/applica tion	<i>BPLO Designate</i>



	3.8 indicate registry #; record to logbook ready for release 3.9 Release of Permit Step 3. Release of Permit			
TOTAL			1 hour 20 minutes	

2. Business Registration (Renewal)

Renewal of existing business is required to continue the operation for the ensuing calendar year

Office or Division:	Municipal Mayor's Office- Business Permit and Licensing Office			
Classification:	Simple			
Type of Transaction:	G2B- Government to Business Owners			
Who may avail:	Business Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Business Name		Department of Trade In Industry (DTI) Office		
FSIC		BFP Station		
Sanitary Permit		MHO/ Sanitary Inspector		
Zoning/Locational Clearance		MPDC Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submission of Requirements <i>If WITH INCOMPLETE documents:</i> 1.1.Retrieve application document/s; proceed to the office concerned and process deficient requirement 1.2.After completion of requirement; return to STEP 1	1.1. Accept applications/request and requirement; 1.2 Perform Preliminary Assessment and verification of application 1.2.a. <i>NOTE: if documents are not complete</i> return to the client immediately and indicate in the checklist the lacking documents for compliance. Advise the applicant to process deficiency before going back to step 1. 1.2.b) for application with complete requirements. enter the application to the IBPLs system 1.3 Verify for the	None	30 min./application	<i>BPLO Designate</i>



	Endorsement Offices MPDC and BFP 1.4 Proceed to MTO account for assessment of fees & charges/issuance/ verification of TOP 1.5. Give the TOP to the Client to proceed to the MTO for Payment			
6. Payment PAY fees and charges at collection table/window/ area; 2.1 Claim official receipt 2.2 proceed to STEP 3	Issuance of official Receipt 2.1 receives Tax Order of payment from step 1, call attention of tax payer; Collect payments 2.3 Issue Official receipt to the client 2.4 Indicate payment details (OR Number, date, amount paid) 2.5 Endorse documents to BPLO processing	Base On: Business tax & other fees dependent on the gross sales/Municipality of Payao Revenue Code of 2019 Mayor Permit- 1 percent of the Business Tax Mayors Clearance-100 Police Clearance-100 Sanitary Permit-150 Garbage Fee 200 Miscellaneous-Fee 100 Barangay Clearance-100 Zoning/Locational Clearance- Below 100,000-720.00 Over 100,000-500,000-1,080.00 Over 500,000-1,440.00 Over 1M-2M- 2,160.00	30 minutes/application	<i>Municipal Rev. Collector</i>



3. Claim Permit	3.1. Receives the O.R. from Step 2; 3.2. Enter to the System of iBPLS and print 3.3. Endorse/ route to the Office of the Treasury for signature 3.4. Endorse/route to the Mayor's Office for signature/approval 3.5. LCE signs permit 3.6. Endorse/route to releasing for sorting 3.7. Sort documents; 3.8. indicate registry #; record to logbook ready for release 3.9. Release of Permit Step 3. Release of Permit	None	20 minutes/application	<i>BPLO Designate</i>
TOTAL			1 hour 20 minutes	



**OFFICE OF THE MUNICIPAL PLANNING AND
DEVELOPMENT COORDINATOR**



1. ISSUANCE OF MUNICIPAL STATISTICAL DATA/DOCUMENTS

The following information about the municipality may be accessed at the MPDO for research purposes:

- Socio-Ecological Profile
- Comprehensive Land Use Plan
- Base Maps
- Economic Development Data
- Barangay Development Plans
- Other Municipal Statistics

Office or Division:	Office of the Municipal Planning and Development Coordinator			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Researchers/students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request		Agency/school/researchers		
Valid identification card		Researchers/students		
Flash drive (large files)/e-mail address		Researchers/students		
CLIENT	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. PRESENT letter of request stating the purpose or intent of the research	1. RECEIVE request letter and VERIFY the availability of data	See schedule of fees (Revenue Code)	10 minutes	Municipal Planning and Development Coordinator / Planning Officer-II
2. PROVIDE own data storage device such as CD or USB disk	2. PROVIDE the information/ data being requested		30 minutes	Municipal Planning and Development Coordinator/ Planning Officer-II/ MPDC Staff
3. LEAVE a valid ID card if documents are to be photocopied	3. LOG IN the record book before giving the document		Borrowed documents must be returned before 5 pm	MPDC Staff
4. Sign the logbook and RETURN the borrowed documents; retrieve ID card	4. RECEIVE the returned documents; sign the record		10 minutes	MPDC Staff
TOTAL			50 minutes	



2. ISSUANCE OF LOCATIONAL CLEARANCE FOR BUILDING CONSTRUCTION

All enterprise and private persons constructing a new building or applying for expansion/renovation are required to secure a locational clearance of certificate of zoning compliance upon application for building permit. This should be done before the start of construction to ensure that the building/business is allowed in the chosen location as per the Comprehensive Land Use Plan (CLUP) of the Municipality.

Office or Division:	Office of the Municipal Planning and Development Coordinator/Zoning Section
Classification:	Highly Technical
Type of Transaction:	Government to Citizens
Who may avail:	Enterprise and private persons
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly accomplished and notarized Application Form	Zoning Section-MPDC Office
Any of the following requirements relative to Right over Land: ☐ Photocopy of the Certificate of Title in case registered in the name of applicant ☐ In the absence of any existing Certificate of Title in the name of the applicant, submit: ☐ Certified true copy of the latest Tax Declaration ☐ Pro-forma affidavit ☐ In case the property is not registered in the name of the applicant, submit duly notarized deed of sale or deed of donation, or contract of lease or authorization to use land, whichever is applicable plus the photocopy of the owner's certificate of title or authorization to use land, in the absence	Registry of Deeds Assessor's Office Zoning Section-MPDC Office Legal Office/Notary Public
Updated Certificate of Real Property Tax Payment	Treasury Office/owner's copy
Vicinity map	Project Engineer/Architect
Site development plan	Project Engineer/Architect
Bill of materials / Program of Works	Project Engineer/Architect
Environmental Compliance Certificate or CNC if applicable	DENR
Conversion Clearance or CNC if applicable	DAR
Note: additional requirements may be required after inspection and evaluation of documents. All documents should not be more than 3 months old upon filing.	



CLIENT	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. SECURE Application Form and List of Requirements	1. ISSUE Application Form and List of Requirements	See schedule of fees (Revenue Code)	5 minute	MPDO/Planning Officer-II
2. SUBMIT Duly Accomplished and Notarized Application Form with Complete Documents/Requirements 1.1. Accompany evaluation team for site inspection	2.1. RECEIVE and EVALUATE Application Form and requirements 2.2. CONDUCT site Inspection with the applicant or authorized representative 2.3. PREPARE results of inspection with proper recommendation with violation: 2.4. Issue NOV not complied: Recommend Work Stoppage For Non-Conforming Use: Endorse to LZBA for appropriate action		30 minutes 20 days 1 hour	MPDC Staff LZBA secretariat
3. RECEIVE Order of Payment	3. PREPARE and Issue Order of Payment to client		10 minutes	MPDC/MPDC Staff
4. PAY the Required Fees at the Municipal Treasury Office	4. RECEIVE payment and ISSUE Official Receipt		10 minutes	MPDC Staff
5. PRESENT Official Receipt	5. PREPARE & APPROVE Locational Clearance		30 minutes	MPDC Staff
6. CLAIM Approved Locational Clearance	6. RELEASE approved Locational Clearance		10 minutes	MPDC
TOTAL			20 day 2 hours 35 min	



3. ISSUANCE OF ZONING CLEARANCE FOR BUSINESS PERMIT

Business enterprises are required to secure zoning certificate before the start of commercial operations and during the annual renewal of business permits. This is part of the process of securing a Business License/ Mayor's Permit

Office or Division:	Office of the Municipal Planning and Development Coordinator/Zoning Section			
Classification:	Highly Technical			
Type of Transaction:	Government to Business Entity			
Who may avail:	Business enterprises/owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Photo copy of locational clearance of the building of the proposed business site for new business		Business Owner		
2. DTI Registration		DTI		
3. Latest Tax Receipt		Business Owner/Treasury Office		
4. Proof of Ownership of the Property a. Contract of Lease if applicable b. Affidavit of Consent if applicable		Business Owner/Assessor's Office		
5. Official Receipt		Treasury Office		
CLIENT	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present duly accomplished Business Permit Application Form	1.1. Receive business permit application form 1.2. Conduct site inspection (for new business) 1.3. Prepare order of payment	See schedule of fees (Revenue Code)	10 minutes	<i>MPDO/Planning Officer-II/ MPDC Staff</i>
Pay corresponding fees	Prepare & Approve zoning clearance		20 days (depending on area) 10 minutes	
Claim zoning clearance	Issue zoning Clearance		5 minutes	<i>MPDC Staff</i>
TOTAL			1 minute	
			20 days 26 minutes	



4. ISSUANCE OF LAND USE CERTIFICATION

The Land Use Certification is requested by taxpayer or any individual for them to know the land use of the land they own whether residential, commercial, institutional, agricultural and industrial. This is being issued for the purpose of ensuring compliance to the approved Comprehensive Land Use Plan and Zoning Ordinance of the Municipality.

Office or Division:	Office of the Municipal Planning and Development Coordinator/Zoning Section			
Classification:	Complex			
Type of Transaction:	Government to Citizens			
Who may avail:	Property owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request		Property Owner		
2. Proof of Land Ownership		Municipal Assessor's Office/ Property Owner		
3. Latest Tax Receipt		Municipal Assessor's Office/ Property Owner		
4. Lot Plan having a radius of 500 m		Licensed Geodetic Engineer		
5. Payment of Certification Fee		Treasury Office		
CLIENT	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. SUBMIT Letter Request for Zoning Certification and Secure List of Requirements	1.1. RECEIVE Letter Request, review attachments	See schedule of fees (Revenue Code)	10 minutes	MPDO/Planning Officer-II/MPDC Staff
	1.2. CONDUCT site inspection with the client		1 hour	
	1.3. PREPARE inspection report thereafter			
2. RECEIVE Order of Payment and PAY corresponding fees	2. PREPARE Order of Payment		5 minutes	MPDO/Planning Officer-II
3. PRESENT Official Receipt	3. PREPARE and APPROVE Land Use Certification		5 minutes	MPDO/Planning Officer-II
4. CLAIM Land Use Certification	4. RECORD and ISSUE Land Use Certification		1 minute	Planning Officer-II/ MPDC Staff
TOTAL			1 hour 26 minutes	



5. Issuance of Preliminary Approval of Subdivision Development Plan/Locational Clearance for PD 957 & BP 220 Residential Subdivisions, Farm lot, industrial, Memorial Parks & Cemetery Projects

An enterprise/private person developing any kind of above-mentioned project is required to apply for an Approval of Subdivision Development Plan/Locational Clearance addressed to the Sangguniang Bayan but submitted to the Office of the MPDC / Zoning Administrator for review of documents and processing of the approval. If all requirements are satisfactory, application will be endorsed to the LCE for endorsement to the Sangguniang Bayan for the approval of the said subdivision development plan.

Office or Division:	Office of the Municipal Planning and Development Coordinator
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Any person / legal entity with lot/property within the municipality and have the intention to undertake any of the above-mentioned projects.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. For Application for Preliminary Approval of Subdivision Development Plan and Locational a. Duly accomplished and notarized Application Form (1 original copy) b. Two (2) sets of Site Development Plan (schematic plan) at a scale ranging from 1:200 to 1:2,000 showing the proposed lay-out of streets, lots, parks and playgrounds and other features duly signed and sealed by any licensed and registered Architect, Environmental Planner, Civil Engineer c. Two (2) sets of the following documents duly signed and sealed by a licensed geodetic engineer: c.1. Vicinity Map c.2. Topographic plan c.3. Survey plan of the lot(s) as d. At least 2 copies of certified true copy of title(s) and current tax receipts e. Right to use or deed of sale of right-of-way for access road (2 photocopies) f. Official Receipt NOTE: Additional requirements may be	Client Office of the Municipal Planning and Development Coordinator Architect / Environmental Planner / Civil or Geodetic Engineer Registry of Deeds and Municipal Treasurer's Office Client Municipal Treasurer's Office



required after inspection and evaluation of documents. All documents should not be more than 3 months old upon filing.		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished application form and complete requirements at the receiving area	1. Receive accomplished application form and complete requirements	None	1 Minute	Office of the Municipal Planning and Development Coordinator
	1.1 Evaluate and review application form and documents submitted	None	7 days	
	1.2. Conduct ocular inspection, prepare and submit Inspection Report, application and documents to the Office of the Mayor	None	4 hours	
	1.3. The Office of the Mayor endorses the documents to the Office of the Sangguniang Bayan	None		
	1.4 The Office of the Sangguniang Bayan deliberates on the Approval / Denial of Development Permit (through Resolution) and furnish a copy thereof to Office of the Municipal Planning and Development Coordinator.	None		



	1.5. Issue Order of Payment	None	1 minute	
2. Pay corresponding fees at Municipal Treasurer's Office (Windows 1-6) and present the Official Receipt at the Office of the Municipal Planning and Coordinator	2. Issuance of Official Receipt	Please refer to attached Table. Permit Fees on Real Estate Development		<i>Revenue Collection Clerk II Office of the Municipal Treasurer</i>
	2.1 Prepare PALC & Development Permit	None	20 Minutes	<i>Office of the Municipal Planning and Development Coordinator</i>
	2.2 Review and Approve PALC & Development Permit	None	7 Minutes	<i>Office of the Municipal Planning and Development Coordinator</i>
3. Claim the approved PALC & Development Permit	3. Record, file for office copy and release the approved PALC & Development Permit to client	None	1 Minute	<i>Office of the Municipal Planning and Development Coordinator</i>
TOTAL:		Please refer to Table of Permit Fees	7 Days, 4 Hours and 30 Minutes	



6. ISSUANCE OF MUNICIPAL DEVELOPMENT COUNCIL ENDORSEMENT

The Municipal Planning and Development Coordinator and technical staff serves as secretariat of the Municipal Development Council. The service is provided to Organizations/Barangays and the MDC endorses proposed programs/projects/activities to different agencies for possible funding.

Office or Division:	Office of the Municipal Planning and Development Coordinator/Zoning Section			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Organizations/Barangays			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request		Organizations/Barangays		
2. SB Accreditation		SB Office		
CLIENT	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. SUBMIT Resolution for funding	1. RECEIVE Resolution and prepare endorsement to funding agency/ies thru MDC Resolution	No Fees	1 hour	MPDO/Planning Officer-II
2. FOLLOW up MDC Approval	2. PROVIDE copy of MDC resolution		10 minutes	MPDC Staff
TOTAL		None	1 hour and 10 minutes	





8. FACILITATE ACCREDITATION OF NGOS

NGOs/CSOs are highly recommended to be accredited for membership in Local Special Bodies to enable them to participate in the local planning process.

Office or Division:	Office of the Municipal Planning and Development Coordinator	
Classification:	Simple	
Type of Transaction:	Government to Government	
Who may avail:	Organizations/Associations	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Letter of Application address to Vice Mayor		Organization/Association
Duly accomplished application form for accreditation		Organization/Association
Board Resolution		Organization/Association
Certificate of Registration with by laws and Articles of		Organization/Association
List of Current Officers and Members		Organization/Association
Annual Accomplishment Report for the immediate preceding year		Organization/Association
Financial Statement at the minimum		Organization/Association
Executive Officer of the Organization		Organization/Association
Copy of the minutes of meeting		Organization/Association
Duly accomplished nomination form		Organization/Association
Endorsement from Barangay Captain		Barangay Concerned

CLIENT	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. SUBMIT required documents	1.1. RECEIVE and 1.2. REVIEW required documents for processing	None	10 minutes	<i>Planning Officer-II</i>
	1.3. Complete documents are endorsed & recommended to the Municipal Council for deliberation			<i>MPDC Staff</i>
2. WAIT for notification from the Municipal Council for committee meeting	2. CONDUCT committee meeting for accreditation			<i>Municipal Council</i>
3. RECEIVE Municipal Council Accreditation	3. RECORD Municipal Council Accreditation		15 minutes	
TOTAL		None	25 minutes	



OFFICE OF THE MUNICIPAL ACCOUNTANT



INTERNAL SERVICES

1. Pre-audit of disbursement vouchers for Salary and Traveling expenses for recommending approval for payment by the Municipal Accountant

Pre-audit of disbursement vouchers is performed to verify the completeness of supporting documents and signatories needed for the transaction prior to issuance of check by the Municipal Treasurer.

Office or Division:	Municipal Accountant’s Office		
Classification:	Simple		
Type of Transaction:	G2G (Government to Government)		
Who may avail:	Municipal Officials and Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Transaction type 1: Payment of First salary for Elected Officials, Regular and Casual Plantilla Employees (2 copies each docs, 1 original/certified true copy & 1 photocopy)			
Approved Obligation Request (ObR)		Municipal Budget Office	
Disbursement Voucher (DV)		Municipal Official/Employee’s concern	
Certified true copy of duly approved appointment – for regular and casual employee only		Mayor’s Office/HRMO	
Certified true copy of Oath of Office		Mayor’s Office/HRMO	
Certified true copy of Certificate of assumption of office–		Mayor’s Office/HRMO	
Statement of Assets, Liabilities and Net worth		Municipal official/employee	
Duly approved Daily Time Record – for regular and casual employees only		Municipal Official/Employee’s concern	
Copy of Certificate of Appearance/ Approved Application for Leave, if any		Municipal Official/Employee’s concern	
Transaction type 2: Payment of salary for Promotion and salary differential of Regular Employees (2 copies each docs, 1 original/certified true copy & 1 photocopy)			
Approved Obligation Request (ObR)		Municipal Budget Office	
Disbursement Voucher (DV)		Municipal Employee’s concern	
Notice of Salary Adjustment/Increment		HRMO	
Duly approved DTR		HRMO/ Municipal Employee’s concern	
Certified true copy of Certificate of assumption of office (for promotions)		Mayor’s Office/HRMO	
Transaction type 3: Payment of terminal leave benefits (2 copies each docs, 1 original/certified true copy & 1 photocopy)			



Approved Obligation Request (ObR)	Municipal Budget Office
Disbursement Voucher (DV)	Office concern
Clearance from money, property, and legal accountability	Mayor's Office/ HRMO
Certificate of leave credits issued by HRMO	HRMO
Approved leave application	HRMO
Complete Service Record	HRMO
Statement of Assets, Liabilities and Net Worth (SALN)	Claimant
Certified photocopy of appointment/Notice of Salary Adjustment (NOSA) showing the highest salary under the last appointment is not the highest.	Claimant
Computation of Terminal leave benefits duly signed/certified by the accountant	Municipal Accountant
Certified Photocopy of Employees Leave Card	HRMO
GSIS Clearance	GSIS
Certificate of Last Salary received	Disbursing Officer
Applicant's authorization (in affidavit form) to deduct all financial obligations with the employer/agency/LGU if any	Claimant
Affidavit of applicant that there is no pending criminal investigation or prosecution against him/her (RA No. 3019)	Claimant
In case of resignation, employee's letter of resignation duly accepted by the Head of the Agency.	Claimant
Other supporting documents – refer to COA Circular 2024-004	
Transaction type 4: Payment of monetization (2 copies each docs, 1 original/certified true copy & 1 photocopy)	
Approved Obligation Request (ObR)	Municipal Budget Office
Disbursement Voucher (DV)	Office concern
Certification of available leave credits	HRMO
Request Letter for leave covering more than 10 days duly approved by the Head of Agency	Employee
Clearance, if in excess of 30 days	Mayor's Office/ HRMO
Transaction type 5: Payment of overtime pay (2 copies each docs, 1 original/certified true copy & 1 photocopy)	
Approved Obligation Request (ObR)	Municipal Budget Office
Disbursement Voucher (DV)	Office concern
Overtime authority stating the necessity and	Mayor's Office/Office concern



urgency of the work to be done, and the duration of overtime work				
Overtime accomplishment duly signed by the employee and supervisor		Employee rendering overtime service		
Duly approved DTR		Employee rendering overtime service		
Other supporting documents – refer to COA Circular 2024-004				
Transaction type 6: Grant of Cash Advance for Local Travel (2 copies each docs, 1 original/certified true copy & 1 photocopy)				
Approved Obligation Request (ObR)		Municipal Budget Office		
Disbursement Voucher (DV)		Office concern		
Certification from the Municipal Accountant that previous CA has been liquidated and accounted for in the books, if any		Municipal Accountant's Office		
Duly approved itinerary of travel		Municipal official/employee		
Travel Order		Municipal Mayor's Office		
Letter of Invitation/Call		Training Provider/Agency		
Other supporting documents – refer to COA Circular 2024-004				
Transaction type 7: Reimbursement of travelling expenses (2 copies each docs, 1 original/certified true copy & 1 photocopy)				
Approved Obligation Request		Municipal Budget Office		
Disbursement Voucher (DV)		Municipal official/employee		
Paper/electronic plane, boat or bus tickets, boarding pass, terminal fee		Service Provider		
Certificate of appearance/attendance		Training Provider		
Reimbursement Expense Receipt (RER) (for fare 300pesos and above); Certificate of Expenses not requiring Receipts (CER) (for fare below 300pesos)- appropriately filled out if any		Municipal official/employee		
Official Receipt (Registration Fee), if any		Training Provider		
Approved Itinerary of Travel (Appendix A & B)		Municipal official/employee		
Travel Order		Mayor's Office		
Letter of Invitation/Call, if any		Training Provider		
Other supporting documents – refer to COA Circular 2024-004				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents for preaudit	1.1 Receive the required documents	None	30 seconds	Clerk



copies)	
Approved Payrolls indicating Gross salaries, deductions and net payments -(5 copies)	Office concern
Duly approved Daily Time Record (DTR)	HRMO & Municipal Employee's concern
Copy of Certificate of Appearance/Approved Application for Leave, if any	Municipal Employee's concern
Transaction type 2: Payment of Clothing allowance (3 copies each docs, 1 original/certified true copy & 2 photocopy)	
Approved Obligation Request -(3 copies)	Municipal Budget Office
Approved Payrolls -(3 copies)	Office concern – Payroll Section
Transaction type 3: Payment of Other Personnel Benefits (Mid-year Bonus, Year-end bonus, cash gift, PEI & SRI) (3 copies each docs, 1 original/certified true copy & 2 photocopy)	
Approved Obligation Request	Municipal Budget Office
Approved Payrolls	Office concern– Payroll section
OPCR/IPCR with Satisfactory ratings	HRMO/Office concern
Other supporting documents – refer to COA Circular 2024-004	
Transaction type 4: Payment of honoraria (Judges, Resource Speakers, etc) (2 copies each docs, 1 original/certified true copy & 1 photocopy)	
Approved Obligation Request -(3 copies)	Municipal Budget Office
Approved Payrolls -(3 copies)	Office concern – Payroll Section
Training/Activity Design	Office concern
Accomplishment Report	Claimants
Invitation/Office Order	Claimants
Transaction type 5: Payment of wages to Job Orders (2 copies each docs, 1 original/certified true copy & 1 photocopy)	
Approved Obligation Request -(3 copies)	Municipal Budget Office
Approved Payrolls -(3 copies)	Office concern
Duly approved DTR	HRMO
Certified true copy of pertinent contract/appointment/job order – casual/contractual/job order personnel (for first payment of wages)	Mayor's Office
Accomplishment Report	Job Order personnel
Copy of Certificate of Appearance w/ Approved Travel Order, if any	Job Order personnel
Transaction type 2: Payment of labor (2	



copies each docs, 1 original/certified true copy & 1 photocopy)				
Approved Obligation Request -(3 copies)		Municipal Budget Office		
Approved Payrolls -(3 copies)		Municipal Engineering Office		
Duly approved Daily Time Record		Foreman/Laborer		
Certified true copy of contract/job order of laborers		Mayor's Office		
Accomplishment Report		Job Order personnel		
Statement of Work Accomplished		Municipal Engineering Office		
Project Inspection Report		Municipal Engineering Office		
Pictures (before, during & after)		Municipal Engineering Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit payrolls with required documents for pre-audit	1.1. Receive payrolls	None	30 seconds	Clerk
	1.2. Check accuracy of computation of salaries/wages allowances, honoraria, and other benefits and verify completeness of supporting documents	None	25 minutes	Admin. Asst I Alternate: Clerk
	1.3. Return payrolls if it lacks supporting documents or requirements	None	2 minutes	Clerk
	1.4. Record payrolls to Control Logbook	None	1 minute	Clerk
	1.5. Sign payrolls if complete and correct	None	5 minutes	Municipal Accountant
	1.6. Prepare DV of Advances for Payrolls	None	15 minutes	Admin. Asst I
	1.7. Approve/sign DVs of Cash advance	None	5 minutes	Municipal Accountant
	1.8. Log-out DV and forward to Municipal Treasurer's Office	None	2 minutes	Clerk
Total			55 minutes and 30 seconds	



EXTERNAL

1. Pre-audit of disbursement vouchers for Financial Assistance (AICS) for recommending approval for payment of the Municipal Accountant

Pre-audit of disbursement vouchers for Aide to Individual in Crisis Situation is performed to verify the completeness of supporting documents and signatories needed for the transaction.

Office or Division:	Municipal Accountant's Office			
Classification:	Simple			
Type of Transaction:	G2C (Government to Citizen)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Transaction type 1: Payment of Financial Assistance (AICS) (2 copies each docs, 1 original/certified true copy & 1 photocopy)				
Approved Obligation Request		Municipal Budget Office		
Disbursement Voucher (DV)		MSWDO		
Certificate of Eligibility (AICS)		MSWDO		
Case Study		MSWDO		
Certificate of Indigency		Punong Barangay		
Medical Certificate (Medical Assistance)		Medical Hospital		
Death Certificate (Burial Assistance)		MCRO		
Photocopy of valid ID		Claimant		
Other supporting documents – refer to COA Circular 2024-004				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents for pre audit	1.1 .Receive the required documents	None	30 seconds	Admin. Asst I
	1.2. Review DV and verify completeness and correctness of supporting documents and signatories and prepares Journal Entry Voucher (JEV)	None	10 minutes	Admin. Asst I



	1.3. Return DVs if it lacks supporting documents or requirements	None	2 minutes	<i>Admin. Asst I</i>
	1.4. Record DVs to Control Logbook	None	2 minutes	<i>Clerk</i>
	1.5 Approve/Sign DVs and JEV if complete and correct	None	3 minutes	<i>Municipal Accountant</i>
	1.6. Log-out DVs and forward to Municipal Treasurer's Office	None	2 minutes	<i>Clerk</i>
Total			19 minutes and 30 seconds	

2. Pre-audit of disbursement vouchers for utility and other expenses for recommending approval for payment of the Municipal Accountant

Pre-audit of disbursement vouchers is performed to check the accuracy of the computation of taxes withheld and to verify the completeness of supporting documents and signatories needed for the transaction.

Office or Division:	Municipal Accountant’s Office		
Classification:	Simple		
Type of Transaction:	G2B (Government to Business)		
Who may avail:	Service Provider		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Transaction type 1: Payment of electricity/water/telephone expense (2 copies each docs, 1 original/certified true copy & 1 photocopy)			
Approved Obligation Request (ObR)		Municipal Budget Office	
Disbursement Voucher (DV)		Office Concern	
Billing Statement		Service Provider	
Transaction type 2: Payment of advertising expense (2 copies each docs, 1 original/certified true copy & 1 photocopy)			
Approved Obligation Request (ObR)		Municipal Budget Office	
Disbursement Voucher (DV)		Office concern	
Bill/Statement of Account		Advertising Company	
Copy of newspaper clippings evidencing publication		Office concern	



Advertisement contract			Advertising Company	
Other supporting documents – refer to COA Circular 2024-004				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents for pre-audit	1.1.Receive the required documents	None	1 minute	<i>Admin. Asst I</i>
	1.2.Check computation of taxes withheld and verify completeness and of supporting documents and signatories and prepares Journal Entry Voucher (JEV)	None	10 minutes	<i>Admin. Asst I</i>
	1.3. Return DVs if it lacks supporting documents or requirements	None	2 minutes	<i>Admin. Asst I</i>
	1.4.Record DVs to Control Logbook	None	2 minutes	<i>Clerk</i>
	1.5.Approve/Sign DVs and JEV if complete and correct	None	3 minutes	<i>Municipal Accountant</i>
	1.6. Log-out DVs and forward to Municipal Treasurer's Office	None	2 minutes	<i>Clerk</i>
Total			20 minutes	



3. Pre-audit of disbursement vouchers for Purchases of Goods and Services for recommending approval for payment of the Municipal Accountant

Pre-audit of disbursement vouchers for purchases of goods and services is performed to check the accuracy of the computation of taxes withheld and to verify the completeness of supporting documents and signatories needed for the transaction.

Office or Division:	Municipal Accountant's Office
Classification:	Simple
Type of Transaction:	G2B (Government to Business)
Who may avail:	Suppliers/Contractors/Service Provider
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Transaction type 1: Payment of Good (Supplies & Equipment) and Services (Repairs, Meals & Snacks) (2 copies each docs, 1 original/certified true copy & 1 photocopy)	
Approved Obligation Request (ObR)	Municipal Budget Office
Disbursement Voucher (DV)	Office concern
Statement of Account/Charge Invoices/ Delivery Receipts	Service Provider
Inspection and Acceptance Report	Inspection Team
Requisition and Issuance Slip /Inventory Custodian Slip – for supplies	GSO
Property Acknowledgement Receipt- for Equipment	GSO
Menu – for meals & snacks	Caterer
Attendance w/ Signature- for meals& snacks	Office concern
Driver's Trip Ticket – for fuel	Mayor's Office / Office concern
Gas Slip – for fuel	Mayor's Office / office concern
Pre and Post Repair Inspection Report (2 copies) received by COA – for repairs	Office concern/Inspection Team
Waste Material Report– for repairs	GSO/Inspection Team
Certificate of product registration from Food and Drug Administration (FDA) – for drugs and medicines	Supplier of drugs and medicines
Certification from end-user that all medicines procured are in accordance w/ PNF	End-user



Certificate of Distributorship	Supplier
NOA/NTP	HoPE
Purchase Order/Contract Agreement (Received by COA) - (2 copies)	HoPE
Abstract of Bids/Summary of Canvass	Bids and Awards Committee
BAC Documents	Bids and Awards Committee
Bill of Quantities/Request for quotation (at least 3 quotations from different suppliers)	Office concern/BAC
Approved Purchase Request	Office concern/BAC
PPMP/APP	BAC Secretariat/Office concern
Eligibility Requirements of winning Supplier/Bidder	BAC/TWG
Pictures upon delivery of goods	Supplier/End-User
Other supporting documents – refer to COA Circular 2024-004	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents for pre-audit	1.1.Receive the required documents	None	30 seconds	<i>Admin. Asst I</i>
	1.2.Check computation of taxes withheld and verify completeness and of supporting documents and signatories and prepares Journal Entry Voucher (JEV)	None	20 minutes	<i>Admin. Asst I</i>
	1.3.Return DVs if it lacks supporting documents or requirements	None	2 minutes	<i>Admin. Asst I</i>
	1.4.Record DVs to Control Logbook	None	2 minutes	<i>Clerk</i>
	1.5.Approve/Sign DVs and JEV if complete and correct	None	5 minutes	<i>Municipal Accountant</i>
	1.6. Log-out DVs and forward to Municipal Treasurer's Office	None	2 minutes	<i>Clerk</i>



Total		31 minutes and 30 seconds	
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4. Pre-audit of disbursement vouchers for public bidding goods and services-Infra Projects documents for recommending approval for payment of the Municipal Accountant

Pre-audit of disbursement vouchers is performed to check the accuracy of the computation of taxes withheld and to verify the completeness and correctness of supporting documents and signatories needed for the transaction.

Office or Division:	Municipal Accountant's Office
Classification:	Complex
Type of Transaction:	G2B (Government to Business)
Who may avail:	Contractors
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Transaction type 1: Payment of Goods and Services-Infrastructure Projects (2 copies each docs, 1 original/certified true copy & 1 photocopy)	
1. Obligation Request- original with duplicate copy	Municipal Budget Office
2. Disbursement Voucher (original with duplicate copy)	Office of the Municipal Engineer
3. Authenticated photocopy of the approved APP	BAC Secretariat
4. Purchase Request	Bids and Awards Committee
5. Invitation to apply for Eligibility to Bid	Bids and Awards Committee
6. Results of Eligibility Check/Screening	Bids and Awards Committee
7. Approved Budget for Contract	Bids and Awards Committee
8. Invitation to Bid (PhilGEPS)	Bids and Awards Committee
9. Instruction to Bidders	Bids and Awards Committee
10. Technical Specifications	Bids and Awards Committee
11. Bidding Forms	Bids and Awards Committee
12. Minutes of Bid Opening	Bids and Awards Committee
13. Abstract of Bids as read	Bids and Awards Committee
14. Abstract of Bid as calculated	Bids and Awards Committee
15. Post-Qualification Report of TWG	BAC TWG
16. BAC Resolution declaring the winning bidder	Bids and Awards Committee
17. BAC resolution recommending approval and approval by the HoPE of the BAC	Bids and Awards Committee
18. Resolution recommending award of contract	Bids and Awards Committee



19. Notice of Award	Bids and Awards Committee
20. Performance Security	Contractor
21. Evidence of Invitation of 3 observers	Bids and Awards Committee
22. Notice to Proceed, indicating the date of receipt by the contractor	Office of the Municipal Mayor
23. Printout copy of posting of Notice of Award, Notice to Proceed and Contract of Award in the PhilGEPS	BAC Secretariat
24. Program of Works and Detailed Estimates- for infra projects	Office of the Municipal Engineer
25. Plans/Drawings - for infra projects	Office of the Municipal Engineer
26. Detailed Breakdown of the Contract Cost- for infra projects	Office of the Municipal Engineer
27. Bid Evaluation Report- for infra projects	BAC TWG
28. Post Qualification Evaluation Report- for infra projects	BAC TWG
29. Letter Request for Billing	Contractor
30. Letter request for Technical evaluation received by COA	Office of the Municipal Engineer
31. Eligibility requirements of winning supplier/bidder	Supplier/Bidder
32. Acceptance and Inspection Report- goods	Project Monitoring Committee
Item Nos. 34-35. Required every Progress Billing of Infra Projects	
33. Project Inspection Report- for infra projects	Office of the Municipal Engineer
34. Statement of Work Accomplished (original with duplicate copy)	Office of the Municipal Engineer
35. Pictures (before/during/after)	Contractor
Item nos. 36-38 required for final billing	
36. Certificate of Completion (original with duplicate copy)	Office of the Municipal Engineer
37. Certificate of Turn-Over and Acceptance	Office of the Municipal Engineer
38. Sub-Project Completion Report (SPCR)	Office of the Municipal Engineer
39. Warranty (original with duplicate copy)	Contractor
40. Letter request for Final Inspection received by COA	Office of the Municipal Engineer
41. Municipal Inspectorate Team Report (MIT)	MIT
40. Other supporting documents – refer to COA Circular 2024-004	
Transaction type 2: Advance payment/mobilization fee for public infrastructure project (2 copies each docs,	



1 original/certified true copy & 1 photocopy)				
Approved Obligation Request		Municipal Budget Office		
Disbursement Voucher		Office of the Municipal Engineer		
Surety Bond		Insurance Company		
Same as requirements 1-31 with transaction type 1				
Other supporting documents – refer to COA Circular 2024-004				
Transaction type 3: Refund of Retention fee (2 copies each docs, 1 original/certified true copy & 1 photocopy)				
Approved Obligation Request		Municipal Budget Office		
Disbursement Voucher		Office of the Municipal Engineer		
Letter Request for Billing		Contractor		
Certification from the Office of the Municipal Engineer		Office of the Municipal Engineer		
Surety Bond		Insurance Company		
Copy of DV of previous billing		Requesting Office		
Other supporting documents – refer to COA Circular 2024-004				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents for pre-audit	1.1.Receive the required documents	None	30 seconds	<i>Admin. Asst I</i>
	1.2. Check computation of taxes withheld and verify completeness and of supporting documents and signatories and prepares Journal Entry Voucher (JEV)	None	30 minutes	<i>Admin. Asst I</i>
	1.3.Return DVs if it lacks supporting documents or requirements	None	2 minutes	<i>Clerk</i>
	1.4. Record DVs to Control Logbook	None	2 minutes	<i>Clerk</i>
	1.5. Approve/Sign DVs and JEV if complete and correct	None	10 minutes	<i>Municipal Accountant</i>



	1.6.Log-out DVs and forward to Municipal Treasurer's Office	None	2 minutes	Clerk
Total			46 minutes and 30 seconds	

5. Preparation of Accountant's Advice of Check issued by the Municipal Treasurer

Accountant's advice of local check disbursements is issued for every check for payment before it is release to suppliers, contractors, other creditors, municipal officials and employees and citizens. This is to ensure that checks encashed are legitimate expenditures and covered by duly approved disbursement vouchers. Thus, depository banks pay checks only if it bears 'Advice on file' stamp on the face of the check.

Office or Division:	Municipal Accountant's Office			
Classification:	Simple			
Type of Transaction:	G2C (Government to Citizen), G2B (Government to Business), G2G (Government to Government)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly signed Check		Prepared by Municipal Treasury Office		
Approved Disbursement Voucher with complete supporting documents		Approved for payment by the Municipal Mayor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved DV and signed check for Accountant's Advice	1.1. Receive approved DV and check	None	15 Seconds	<i>Admin. Aide I</i>
	1.2. Prepare Accountant's Advice thru Regular ACICDes, print generated file and upload thru weAccess	None	10 Minutes	<i>Admin. Aide I</i>
	1.3.Review ACIC File upload, sign printed copy if correct and authorize thru weAccess	None	7 minutes	<i>Municipal Accountant</i>



	1.4. Stamp 'Advice on File' at the back of the check and return DV w/check to MTO	None	1 minute	<i>Admin. Aide I</i>
Total			18 minutes and 15 seconds	

6. Issuance of certificate of tax withheld

BIR Form 2307 is issued to all suppliers and contractors of the agency which indicates the nature of income payment, amount and tax withheld.

Office or Division:	Municipal Accountant's Office			
Classification:	Simple			
Type of Transaction:	G2B (Government to Business)			
Who may avail:	Suppliers/Contractors			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Paid Disbursement Vouchers			Office of the Municipal Treasurer	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents	1.1. Receive the required documents and prepare BIR Form 2307	None	10 Minutes	<i>Admin. Asst. I</i>
2. Conforme/receive the BIR form 2307	2.1. Sign and issue the BIR Form 2307	None	2 minutes	<i>Municipal Accountant</i>
Total			12 minutes	



7. Issuance of certificate of no cash advance for local travel or previous cash advance liquidated

Certificate of no cash advance for local travel is issued to any official or employee if the previous cash advance given to him/her is first liquidated and accounted for in the books.

Office or Division:	Municipal Accountant's Office			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	Municipal Officials and Employees, other debtors (Employees of National Government Agencies and/or members of Municipal Special Bodies)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Liquidation Report (2 Original Copies)		Liquidation Report Form - Accounting Office, to be filled out by Municipal official/employee		
Official Receipt (refund of excess to cash advance)		Official Receipt – issued by Municipal Treasury Office		
Paper/ Electronic Plane/Boat or Bus Tickets, boarding pass, terminal fee		Airlines/Boat/Bus company		
Certificate of appearance/attendance		Training provider		
Official Receipt of Registration Fee		Training provider		
Revised Itinerary of Travel (if previous approved itinerary was not followed)		Prepared by municipal official/employee		
Photocopy of DV and ObR of Cash advance to be liquidated		Municipal official/employee		
Terminal Report/After Activity Report		Prepared by municipal official/employee who attended the training		
Other supporting documents – refer to COA Circular 2024-004				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit liquidation report of cash advances for pre-audit or official receipt for payment of previous cash advance balances	1.1. Receive liquidation report of previous cash advances for pre-audit or official receipt for payment of previous cash advance balances	None	15 Seconds	<i>Admin. Asst. I</i>



	1.2. Review the computation and verify completeness of supporting documents	None	10 Minutes	<i>Admin. Asst. I</i>
	1.3. Record to Liquidation of Cash Advances Logbook	None	1 minute	<i>Admin. Asst. I</i>
	1.4. Issue certificate of no cash advance or previous cash advance liquidated	None	5 Minutes	<i>Municipal Accountant</i>
Total			16 minutes and 15 seconds	

8. Preparation of Financial Statements for the Municipality

Accounting office is responsible for the preparation, evaluation and analysis of financial reports and statements to be submitted to COA.

Office or Division:	Municipal Accountant's Office			
Classification:	Highly Technical			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Abstract of Daily Collections Report of Collections and Deposits Paid Disbursement Vouchers Paid Payrolls		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Forward to the Accounting Office the required documents	1.1. Receive the required documents	None		<i>Senior Bookkeeper</i>
	1.2. Prepare Journal Entry Voucher (JEV) for: 1.2.a collections, deposits, and DVs 1.2.b Payrolls		20 minutes	<i>Senior Bookkeeper</i> <i>Accounting Clerk</i>
	1.3. Encode JEVs	None	5 days	<i>Admin. Asst. I</i> <i>Accounting Clerk</i>
	1.4. Prepare Schedules, generate and print monthly financial reports	None	5 days	<i>Admin. Aid IV</i> <i>Accounting Clerk</i>
	1.5. Compute yearly depreciation of Property, Plant and Equipment	None	5 days	<i>Admin. Asst I</i>
	1.6. Prepare Bank Reconciliation Statements	None	2 days	<i>Municipal Accountant</i>
	1.7. Segregate Reports of Collections & Deposits, DVs, and payrolls for submission to COA	None	5 days	<i>Accounting Staff</i>
	1.8. Review and approve Financial Statements and its supporting schedules for submission to COA	None	2 days	<i>Municipal Accountant</i>
TOTAL		None	24 days and 20 minutes	



9. Preparation of Barangay Financial Statements

Accounting office is responsible for the preparation of Barangay financial reports and statements to be submitted to COA.

Office or Division:	Municipal Accountant's Office- Barangay Accounting Section			
Classification:	Complex			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PBC and Transmittal Paid Disbursement Vouchers Paid Payrolls Bank Snapshots Journals, Summaries, Registries		Punong Barangay/Barangay Treasurer/ Barangay Kagawad-CCA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required reports on or before 10 th day of the following month	1.1. Receive reports	None	30 minutes/ Barangay	<i>Admin. Aid I</i>
	1.2. Prepare and encode Journal Entry Voucher (JEV)	None	3 hours/ Barangay	<i>Admin. Aid I</i>
	1.3. Prepare Bank Reconciliation	None	3 hours/ Barangay	<i>Indino Admin. Aid I</i>
	1.4. Entry bank snapshots to bank cashbook	None	30 minutes/ Barangay	<i>Accounting Clerk</i>
	1.5. Segregate Reports DVs, and payrolls for submission to COA	None	2 hours/ Barangay	<i>Admin. Aid I</i> <i>Accounting Clerk</i>
	1.6. Review and approve Barangay Financial Statements for submission to COA	None	2 hours/ Barangay	<i>Municipal Accountant</i>
Total			1 day and 3 hours	



10. Remittance of taxes, mandatory contributions and loan payments of municipal officials and employees to BIR, GSIS, Pag-IBIG, PHIC and Banks

Mandatory contributions/premiums, taxes withheld and loan payments are prepared and ensured to be remitted on or before the given deadlines.

Office or Division:	Municipal Accountant's Office			
Classification:	Simple			
Type of Transaction:	G2B (Government to Business), G2G (Government to Government)			
Who may avail:	Municipal Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Payrolls 2. Paid Disbursement Vouchers 3. Billing Statements		Municipal Treasury Office Government Agencies & Banks		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward the required documents	1.1. Receive the required documents	None	2 minutes	<i>Admin. Asst I</i>
	1.2. Prepare Summary of remittances	None	2 days	<i>Admin. Asst I</i>
	1.3. Review and sign DVs and supporting documents of various remittances	None	1 hour	<i>Municipal Accountant</i>
	1.4. Posting of taxes, premium/contributions, and loan payments to individual subsidiary ledgers	None	3 days	<i>Accounting Clerk</i>
Total			5 days 1 hour and 2 minutes	



11. Issuance of Certificate of Net Take Home Pay, Computation of Earned Leave Benefits for monetization and other Accountant Certification

Mandatory contributions/premiums, taxes withheld and loan payments are prepared and ensured to be remitted on or before the given deadlines.

Office or Division:		Municipal Accountant's Office			
Classification:		Simple			
Type of Transaction:		G2G (Government to Government)			
Who may avail:		Municipal Officials and Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Paid Payrolls/DV Certified true copy of Earned Leave Benefits Official Receipts			Municipal Treasury Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit the required documents	1.1. Receive the required documents	100.00	30 seconds	Admin. Aid IV	
	1.2. Prepare the requested certification		5 minutes	Admin. Asst I	
	1.3. Verify and sign the Certification		2 minutes	Municipal Accountant	
Total		100.00	7 minutes and 30 seconds		



OFFICE OF THE MUNICIPAL ASSESSOR



1. Issuance of New Tax Declaration of New Declared Land

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

Office or Division:		Office of the Municipal Assessor		
Classification:		Complex		
Type of Transaction:		G2C – Government to Citizens		
Who may avail:		All real property owners		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Photocopy of the Title/Certification from the CENRO that the property is Alienable and Disposable. (2 copies)			CENRO	
2. Approved Survey Plan (2 Copies)			CENRO	
3. Affidavit of Ownership with conformity of boundary owner (Original, 2 copies)			Notary Public	
4. Barangay Certification related to ownership of applicant			Barangay Hall	
5. Latest copy of real property tax payment receipt or tax clearance certificate.			Municipal Treasurer's Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign client's Logbook	1. Assist client in log book	None	2 minutes	Admin.Assist-1 Admin Aide-IV
2. Submit required documents	2.1 Receive and check the completeness of the documents	None	10 minutes	LAOO -1
	2.2 Issue the Order of Payment if all required documents were given	None	5 minutes	LAOO - 1
3. Pay the required fees	3. Accept payment and issue official receipt	Inspection fee: P 100.00	10 minutes	Treasurer's Office Staff
4. Ocular Inspection/ Preparation of documents	4.1 Conduct ocular inspection to subject property	None	1 day	Municipal Assessor and Staff
	4.2 Prepare Field Appraisal and Assessment Sheet (FAAS).	None	30 minutes	LAOO - 1
	4.2 Assigning of ARP/PIN	None	15 minutes	Admin. Aide -1
	4.3 Prepare Tax Declaration	None	15 minutes	Admin. Aide - 1
	4.4 Review and sign documents for recommendations to the Provincial Assessor	None	15 minutes	Administrative Assistant – 1 Mun. Assessor
	4.5 Submit documents to Provincial Assessor's Office for approval	None	1 day	Assessor's Staff Mun. Assessor
	4.6 Processing the Documents	None	5 days	Provincial Assessor's Office



	4.7 Receive and control the documents	None	15 minutes	Administrative Assistant - IV
5. Payment of required tax and receive tax declaration from the Assessor's Office	5.1 Accept Payment and issue Official Receipt	AVx1% $\times$ 10 years $\times$ 2 (Basic & SEF)	10 minutes	Treasurer's Office Staff
	5.2 Release the tax declaration	None	5 minutes	Admin.Assist-1 Admin Aide-IV
	TOTAL		7 days, 2 hours and 12 minutes	

2. Assessment of New Building and other Improvements

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

Office or Division:	Office of the Municipal Assessor			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	All real property owners			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter request			Property owner	
2. Ocular inspection			Municipal Assessor's Office	
3. Building Permit (Photocopy, 2 copy)			Municipal Engineer's Office	
4. Acquisition receipt (for machinery) or sworn statement declaring the value of the property. (Photocopy, 2 copy)			Property Owner	
5. Latest copy of real property tax payment receipt or tax clearance certificate.			Municipal Treasurer's Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign client's Logbook	1. Assist client in log book	None	2 minutes	Admin.Assist-1 Admin Aide-IV
2. Submit required documents	2.1 Receive and check the completeness of the documents	None	10 minutes	LAOO - 1
	2.2 Issue the Order of Payment if all required documents were given	None	5 minutes	LAOO - 1
3. Pay the required fees	3. Receive payment and issue official receipt	Inspection fee: P 100.00	10 minutes	Treasurer's Office Staff
4. Ocular Inspections/ Preparation of documents	4.1 Conduct ocular inspection to subject property	None	1 day	Municipal Assessor and Staff
	4.2 Prepare Field Appraisal and Assessment Sheet (FAAS).	None	30 minutes	LAOO-1
	4.2 Assigning of ARP/PIN	None	15 minutes	Admin. Aide -1
	4.3 Prepare Tax Declaration	None	15 minutes	Admin. Aide -1
	4.4 Review and sign	None	15 minutes	Administrative



	documents for recommendations to the Provincial Assessor			Assistant – 1 Mun. Assessor
	4.5 Submit documents to Provincial Assessor's Office for approval	None	1 day	Assessor's Staff Mun. Assessor
	4.6 Processing the documents	None	5 days	Provincial Assessor's Office
	4.7 Receive and control the documents	None	15 minutes	Administrative Assistant - IV
5. Payment of required tax and receive tax declaration from the Assessor's Office	5.1 Accept Payment and issue Official Receipt	AV x 1% x 2 (Basic & SEF)	10 minutes	Treasurer's Office Staff
	5.2 Release the tax declaration	None	5 minutes	Admin.Assist-1 Admin Aide-IV
	TOTAL		7 days, 2 hours and 12 minutes	

3. Transfer of Ownership

Transfer of ownership is the act of changing the declared owner based on a binding registered conveyance

Office or Division:	Office of the Municipal Assessor			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	All real property owners			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Certificate Authorizing Registration (CAR) (Photocopy, 2 copies))			Property owner	
2. Photocopy of Transfer Tax/Transfer Fee			Provincial Assessor's Office	
3. Payment of Fees (Misc., SS Filing, Service Fee & Cert. Fee)			Municipal Treasurer's Office	
3. Deed of Conveyance (Sale, Donation Quitclaim, etc. 2 copies)			Notary Public	
4. Subdivision Plan if the property was subdivided			Geodetic Engineer	
5. Latest copy of real property tax payment receipt or tax clearance certificate.			Municipal Treasurer's Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign client's Logbook	1. Assist client in log book	None	2 minutes	Admin.Assist-1 Admin Aide-IV
2. Submit required Documents	2.1 Receive, review and evaluate completeness of the documents	None	10 minutes	LAOO -1
	2.2 Prepare order of payment	None	5 minutes	LAOO-1
3. Pay the required fees	3. Receive payment and issue official receipt	Misc Fee: 100.00 S.S. Filing	10 minutes	Treasurer's Office Staff



		Fee: 100.00 Service Fee: 100.00 Cert. Fee: 100.00		
		Transfer Fee: 50% of 1% of consideration or market value which ever is higher	1 day	Provincial Assessor's Office
4. Preparation of documents	4.1 Prepare Field Appraisal and Assessment Sheet (FAAS).	None	30 minutes	LAOO - 1
	4.2 Assigning of ARP/PIN	None	15 minutes	Admin. Aide -1
	4.2 Prepare Tax Declaration	None	15 minutes	Admin. Aide -1
	4.3 Review and sign documents for recommendations to the Provincial Assessor	None	15 minutes	Administrative Assistant – 1 Mun. Assessor
	4.4 Submit documents to Provincial Assessor's Office for approval	None	1 day	Assessor's Staff Mun. Assessor
	4.5 Processing the documents	None	5 days	Provincial Assessor's Office
	4.6 Receive and control the documents	None	15 minutes	Administrative Assistant - IV
5. Follow-up and receive tax declaration to the Assessor's Office	5. Release the tax declaration	None	5 minutes	Admin.Assist-1 Admin Aide-IV
	TOTAL		7 days, 2 hours and 2 minutes	

4. Issuance of Certified True Copy of Tax Declaration, Certification of Land Holdings, No/With Improvement and Other Certifications.

THE TAX declaration (TD) serves as the Municipal permanent record for every real property unit (land or building and machinery).

A certified true copy or certifications of various property holdings or non-improvements thereon may be requested from the Municipal Assessor's Office.

Office or Division:	Office of the Municipal Assessor
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	All real property owners
CHECKLIST OF REQUIREMENTS	
1. Letter of authorization if the client is not the owner	Property owner
2. Real Property Tax Receipt/Tax Clearance	Municipal Treasurer's Office



3. Certification fee receipt			Municipal Treasurer's Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign client's Logbook	1. Assist client in log book	None	2 minutes	Admin.Assist-1 Admin Aide-IV
2. Submit required Documents	2.1 Receive and check completeness of the documents	None	5 minutes	LAOO - 1
	2.2 Verify record and Prepare order of payments	None	10 minutes	Admin. Aide-IV Admin. Asst. IV
3. Pay the required fees	3. Receive payment and issue official receipt	Cert. fee P 100.00	10 minutes	Treasurer's Office Staff
4. Present the Official Receipt	4.1 Receive the Official Receipt as proof of Payment	None	1 minute	Administrative Assistant 1
	4.2 Prepare the requesting Documents	None	15 minutes	Administrative Aide - 1
	4.3 Review of documents	None	5 minutes	Admin.Assist-1 Admin Aide-IV
	4.3 Signing of documents	None	2 minutes	Municipal Assessor
5. Claim the requested Documents	5. Record and release documents	None	5 minutes	Admin.Assist-1 Admin Aide-IV
TOTAL			55 minutes	

5. Request for Annotation/Cancellation of Encumbrances/ Mortgaged Real Properties.

The service provides annotation/cancellation of encumbrance to the municipal copy of tax declaration such as mortgage, bail bond and other encumbrance duly supported by legal documents.

Office or Division:	Office of the Municipal Assessor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	All real property owners			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Copy of Real Estate Mortgaged			Lending Institution	
2. Other pertinent documents relative to annotation			Land Owner	
3. Real Property Tax Receipt/Tax Clearance			Municipal Treasurer's Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign client's Logbook	1. Assist client in log book	None	2 minutes	Admin.Assist-1 Admin Aide-IV
2. Submit required documents	2.1 Receive the required Documents and check For completeness	None	5 minutes	LAOO - 1



	2.2 Verify record and Prepare order of payments	None	10 minutes	<i>Admin Aide-IV LAOO-1</i>
3. Pay the required fees	3. Receive payment and issue official receipt	Annotation fee P 100.00	5 minutes	<i>Treasurer's Office Staff</i>
4. Present the Official Receipt	4.1 Receive the Official Receipt as proof of Payment	None	1 minute	<i>Administrative Assistant 1</i>
	4.2 Annotate encumbrances/ Mortgaged and cancellation on the office file and owner's file	None	10 minutes	<i>Administrative Aide - IV</i>
	4.3 Review and approval of annotate FAAS and Tax Declaration	None	5 minutes	<i>Municipal Assessor</i>
5. Claim the requested documents	5. Record and release documents	None	5 minutes	<i>Admin.Assist-1 Admin Aide-IV</i>
TOTAL			48 minutes	

6. Request for Cancellation, Revision and Correction of Assessment

Clients who would like to delete, adjust or correct assessments on their real property, request this service. The Municipal Assessor's assessment records are used by the Municipal Treasurer's Office in computing the annual tax to be paid by owners of land and buildings and Machineries.

Office or Division:	Office of the Municipal Assessor			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	All real property owners			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of Request for Cancellation, Revision or Correction of Assessment			Land Owner	
2. Barangay Certification if needed			Barangay Captain	
3. Sworn Statement for Agricultural improvements			Notary Public	
3. Real Property Tax Receipt/Tax Clearance			Municipal Treasurer's Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign client's Logbook	1. Assist client in log book	None	2 minutes	<i>Admin.Assist-1 Admin Aide-IV</i>
2. Submit required documents	2.1 Receive the required Documents and check For completeness	None	5 minutes	<i>LAOO-1</i>
	2.2 Verify record and Prepare order of payments	None	10 minutes	<i>Admin Assist.-IV LAOO-1</i>



3. Pay the required fees	3. Receive payment and issue official receipt	Inspection fee P 100.00	5 minutes	<i>Treasurer's Office Staff</i>
4. Present the Official Receipt	4.1 Receive the Official Receipt as proof of Payment	None	1 minute	<i>Administrative Assistant 1</i>
5. Ocular Inspections/ Preparation of documents	5.1 Conduct actual ocular inspection	None	1 day	<i>Mun. Assessor and Staff</i>
	5.2 Prepare Field Appraisal and Assessment Sheet (FAAS) and/or Notice of Cancellation	None	30 minutes	<i>LAOO-1</i>
	5.3 Assigning of ARP/PIN	None	15 minutes	<i>Admin. Aide -1</i>
	5.4 Prepare Tax Declaration	None	15 minutes	<i>Admin. Aide -1</i>
	5.5 Review and sign documents for recommendations to the Provincial Assessor	None	10 minutes	<i>Administrative Assistant – 1 Mun. Assessor</i>
	5.6 Submit documents to Provincial Assessor's Office for approval	None	1 day	<i>Assessor's Staff Mun. Assessor</i>
	5.7 Processing the documents	None	5 days	<i>Provincial Assessor's Office</i>
	5.8 Receive and control the documents	None	15 minutes	<i>Administrative Assistant - IV</i>
6. Follow-up and receive tax declaration to the Assessor's Office	6.1 Release the tax declaration	None	2 minutes	<i>Admin.Assist-1 Admin Aide-IV</i>
	TOTAL		7 days, 1 hour and 50 minutes	



MUNICIPAL AGRICULTURE OFFICE



1. Extension Support Services

Providing the Basic Information and extending the agricultural technologies to the farmer recipients.

Accepts queries and other issues and concerns related to Agricultural Banner Programs.

Office or Division:		Municipal Agriculture Office		
Classification:		Simple		
Type of Transaction:		G2F- Government to Farmers		
Who may avail:		Farmers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask the nearest desk who are the assigned person to specific agricultural banner program	1.1.Call the client; 1.2. Entertain queries and interview the farmer.	None	3 minutes	<i>Municipal Agriculturist</i> <i>MAFC Coordinator</i> <i>Corn Coordinator</i> <i>Pest Control Technician</i> <i>Rice Technician</i> <i>Pest Control Technician</i> <i>Rice Coordinator</i> <i>Job Order Rice Technician</i> <i>Organic Technician</i> <i>Pest Control Technician</i> <i>HVCDP Coordinator</i> <i>Farm Worker – I Livestock Coordinator</i> <i>Job Order Fishery Technician</i> <i>Job Order Artificial Insemination Technician</i>
TOTAL			2 minutes	



2. Request for Poultry & Livestock Vaccination, Treatment, Deworming and Artificial Insemination

Ensures that livestock and other large ruminants will be vaccinated and treated with vitamins and other biologics to ensure healthy and free of disease animals.

Office or Division:		Municipal Agriculture Office		
Classification:		Simple		
Type of Transaction:		G2F- Government to Farmers		
Who may avail:		Livestock Farmers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the Livestock Coordinator and Artificial Insemination Technician	1.1. Interview the farmer	None	3 minutes	<i>Pest Control Technician</i> <i>Livestock Coordinator</i> <i>Job Order</i> <i>Artificial Insemination Technician</i>
	1.2. Set schedule for the conduct of the services.		1 minute	
	1.3. Perform the livestock vaccination, treatment and deworming to scheduled time		3 minutes	
	1.4. Perform the Artificial Insemination (AI)		15 minutes	
TOTAL			22 minutes	

2.1. Registry System for Basic Sector in Agriculture (RSBSA) Enrollment

Office or Division:	Municipal Agriculture Office
Classification:	Simple
Type of Transaction:	G2C- Government to Client
Who may avail:	Farmers residents only
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Land Title/Tax Declaration	Assessor Office
Marriage/Birth Certificate	Personal
Valid ID (Photocopy)	Personal
2x2 Picture (1 pc.)	Personal
Barangay Certification	Barangay



Authorization Letter from the owner of the area (If tenant or lessee)		Owner of the area		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach any of the Agriculture Office Staff	1. Check all the necessary documents	None	1 minute	MAO Staff
2. Provide the necessary documents	2.1 Interview the client for the purpose of the RSBSA enrollment 2.2 Submit the Filled-out forms with the supporting Documents to Regional Field Office – IX	None	5minutes	MAO Staff
3. wait until the Regional Office-IX return the Client Claim Stub with corresponding RSBSA Reference Number	3. Issuance of the Client Claim Stub with corresponding RSBSA Reference Number to the client	None	1 minute	MAO Staff
TOTAL			41 minutes	

2.2. Issuance of Auxiliary Invoice for High Value Crops and Fishery Products

Office or Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	Government to Client			
Who may avail:	Clients who transports Fishery and Agricultural Products outside the Municipality			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt		Treasury Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the fishery technician	1.1 Interview the client for the auxiliary Invoice	None	2 minutes	Fishery Technician



	1.2 Issuance of the Auxiliary Invoice to the client		1 minute	
TOTAL			3 minutes	

3. PRODUCTION SUPPORT SERVICES

Distribution of seeds and fertilizers, planting materials and animal dispersal to farmers which aims to increase farm productivity and augment farmer's income.

3.1. Distribution of rice seeds

Office or Division:		Municipal Agriculture Office		
Classification:		Simple		
Type of Transaction:		G2C- Government to Client		
Who may avail:		Farmers residents only		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
RSBSA ID		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2 Approach the person assigned in specific agricultural banner program	1. Interview the farmer 2. Let the farmer fill-in his/her personal information in the prescribed master list	None	2 minutes	<i>Pest Control Technician Livestock Coordinator Job Order Rice Technician</i>
3 Provide the RSBSA ID or Any valid IDs	2.1. Releasing of Inbred/Hybrid Rice seeds. (Number of bags depends on the number of hectare)	None	3 minutes	<i>Pest Control Technician Rice Technician</i>
TOTAL			5 minutes	

3.2. Distribution of corn seeds

Office or Division:		Municipal Agriculture Office		
Classification:		Simple		
Type of Transaction:		G2C- Government to Client		
Who may avail:		Farmers residents only		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Preferably RSBSA enrolled		Client		



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the person assigned in specific agricultural banner program	1.1. Interview and orient the farmer on new guidelines on how to avail corn seeds. 1.2. Provide the prescribe masterlist to be filled-up by the farmer	None	2 minutes	<i>Municipal Agriculturist/Corn Technician</i> <i>Job order Office Staff</i>
2. Fill-up in the form provided	2.1. Releasing of Inbred/Hybrid Rice seeds. (Number of bags depends on the number of hectare)	None	3 minutes	<i>Job Order Rice Technician</i>
TOTAL			5 minutes	

3.3. Distribution of vegetable seeds

Office or Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2F- Government to Farmers			
Who may avail:	Farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		Personal		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the person assigned in specific agricultural banner program	1.1. Interview the farmer. 1.2. Provide the prescribed masterlist.	None	3 minutes	<i>Pest Control Technician</i> <i>HVCDP Coordinator</i>
2. Fill-up the masterlist provided	2. Release of vegetable seeds to the farmer		2 minutes	<i>Pest Control Technician</i> <i>HVCDP Coordinator</i>
TOTAL			5 minutes	



3.4. Distribution of Inorganic fertilizer under Department of Agriculture Rice Banner Program

Office or Division:		Municipal Agriculture Office		
Classification:		Simple		
Type of Transaction:		G2F- Government to Farmers		
Who may avail:		Farmers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
RSBSA ID/Valid ID		Personal		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the person assigned in rice banner program	1. Interview the farmer and check if the farmers name is present in the system and in the masterlist provided by the DA-RCEF.	None		<i>Pest Control Technician Rice Coordinator</i>
2. Present the RSBSA ID or any valid ID for attachment in the masterlist.	2. Provide the masterlist to be filled-up by the farmer	None	5 minutes	<i>Job Order Rice Technician</i>
3. Fill-up the masterlist provided.	3. Release of Inorganic fertilizer to the farmer that corresponds to their number of area.	None		<i>Pest Control Technician Rice Technician</i>
TOTAL			4 minutes	

3.5. Distribution of Inorganic fertilizer under LGU Livelihood Program

Office or Division:		Municipal Agriculture Office	
Classification:		Simple	
Type of Transaction:		G2C- Government to Client	
Who may avail:		Farmers residents only	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Valid ID		Personal	
OR (original and Photocopy) of paid Tax		Treasury Office	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay the Tax at the treasury office and secure the Official Receipt	1. Interview the farmer and check the documents needed for the release of fertilizer	None	1 minute	<i>Pest Control Technician Rice Coordinator</i>
2. Approach the person assign in the distribution and present the valid ID and OR (original and photocopy).	2. Provide the masterlist to be filled-up by the farmer	Depending on the total number hectares and what are the commodities present in their area	2 minutes	<i>Job Order Rice Technician</i>
3. Fill-up the masterlist provided.	3. Release the Inorganic fertilizer to the farmer that corresponds to their number of area.		1 minute	<i>Job Order Office Staff</i>
TOTAL			4 minutes	

3.6. Distribution of Planting Materials (fruit and good lumber trees)

Office or Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2F- Government to Farmers			
Who may avail:	Farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the HVCDP Coordinator	1. Interview the farmer and ask what kind of seedlings he wants to avail	None	1 minute	<i>Pest Control Technician Rice Coordinator</i>
2. Fill-up the masterlist provided	2.1. Provide the masterlist to be filled-up by the farmer 2.2. Release the seedling to the farmer	None	2 minutes	<i>Pest Control Technician HVCDP Coordinator</i>
TOTAL			3 minutes	



3.7. Distribution of Gardening Tools and Materials (Knapsack sprayer, plastic drum, plastic crates, seedling tray, polybag, bolo and sprinkler)

Office or Division:		Municipal Agriculture Office		
Classification:		Simple		
Type of Transaction:		G2F- Government to Farmers		
Who may avail:		Farmers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
RSBSA ID/Valid ID		Personal		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the HVCDP Coordinator	1. Interview the farmer.		1 minute	<i>Pest Control Technician HVCDP Coordinator</i>
2. Fill-up the masterlist provided.	2. Provide the masterlist to be filled-up by the farmer 2.1. Release the garden tools and materials to the farmer		2 minutes	<i>Pest Control Technician HVCDP Coordinator</i>
TOTAL			4 minutes	



3.8. Fingerlings Dispersal

Office or Division:		Municipal Agriculture Office		
Classification:		Simple		
Type of Transaction:		G2F- Government to Farmers		
Who may avail:		Farmers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the fishery technician	1.1. Interview and list down the farmer in the prescribe masterlist 1.2. Set schedule for the release of the fingerlings 1.3. Release the fingerlings to the farmer	None	1 day	<i>Job Order Fishery Technician</i>
TOTAL		None	1 day	

3.9 Distribution of Seaweeds Seedling and Fishing paraphernalia

Office or Division:		Municipal Agriculture Office		
Classification:		Simple		
Type of Transaction:		G2F- Government to Farmers		
Who may avail:		Farmers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the fishery technician	1.1. Interview and list down the farmer in the prescribe masterlist 1.2. Set schedule for the release of seaweed seedlings and fishing paraphernalia 1.3. Release the seaweed	None	5 minutes	<i>Job Order Fishery Technician</i>



	seedlings and fishing paraphernalia to the farmer			
TOTAL			5 minutes	

4. OTHER SERVICES

Any method, process, procedure, or service that harnesses technical information, or any portion thereof, which the office is equipped to provide.

4.1. Endorsement Letter

Office or Division:		Municipal Agriculture Office		
Classification:		Simple		
Type of Transaction:		Government to Client		
Who may avail:		Associations who wants to avail interventions from the National Agencies.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent Request Letter		Personal		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the Municipal Agriculturist	1. Interview the client for the purpose of the endorsement.	None	2 minutes	<i>Municipal Agriculturist</i>
2. Provide the letter of intent or the request letter	2. Issuance of the endorsement to the client.	None	1 minute	<i>Municipal Agriculturist</i>
TOTAL			3 minutes	

4.2. Certifications

Office or Division:		Municipal Agriculture Office		
Classification:		Simple		
Type of Transaction:		Government to Client		
Who may avail:		Clients who transports Agricultural Products outside the Municipality		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Approach the Municipal Agriculturist	1.1. Interview the client for the purpose of the certification 1.2. Issuance of the certification to the client.	None	2 minutes	Municipal Agriculturist
TOTAL			2 minutes	

4.2. Crops and Livestock Insurance (Crops)

Office or Division:		Municipal Agriculture Office		
Classification:		Simple		
Type of Transaction:		G2F- Government to Farmers		
Who may avail:		Farmers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the personnel assigned in crop and livestock insurance.	1. Interview the client of the commodity he wants to apply for insurance 1.1. Fill-up the prescribe form and let the farmer sign. 1.2. Provide advance copy of Notice of loss to the client and advice to return the form 30 days before harvest if there is damage	None	3 minutes	Job Order Rice Technician
2. Provide photocopy of valid ID	2. Submit Insurance Form to the PCIC underwriter assigned in the particular LGU		2 minutes	Pest Control Technician Rice Coordinator
TOTAL			5 minutes	



(Livestock)

Office or Division:		Municipal Agriculture Office		
Classification:		Simple		
Type of Transaction:		Government to client		
Who may avail:		Farmer		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID Livestock credentials		Personal Treasury Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the personnel assigned in livestock insurance.	1. Interview the client for the specific livestock he wants to apply for insurance 1.1. Fill-up the prescribe form and let the farmer sign.	150.00 for the credential	3 minutes	<i>Job Order Rice Technician</i>
2. Provide photocopy of Livestock credentials for large animals and photocopy of valid ID	2. Submit Insurance Form with the livestock credentials to the PCIC underwriter assigned in the municipality.		2 minutes	<i>Farm Worker-I Livestock Coordinator</i>
TOTAL			5 minutes	

PCIC Life Insurance

Office or Division:		Municipal Agriculture Office		
Classification:		Simple		
Type of Transaction:		Government to client		
Who may avail:		Farmer		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID		Personal		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1.	Approach the personnel assigned in the insurance.	1.1. Interview the client.	50.00	5 minutes	<i>Job Order Rice Technician</i>
1.2.	Provide photocopy of valid ID and 50.00 pesos for the accidental insurance.	1.2. Fill-up the prescribe form and let the farmer sign. 1.3. Submit Insurance Form and 50 pesos to the PCIC underwriter assigned in the municipality.			
TOTAL			50.00	5 minutes	



OFFICE OF THE MUNICIPAL REGISTRAR



1. REGISTRATION OF CERTIFICATE OF LIVE BIRTH (COLB): TIMELY

The birth of the child, being a vital event, should be registered within thirty (30) days from the time of birth. Other than identification purposes, a birth certificate is also required by various agencies and instrumentalities in availing their services. Submission of the same after reglementary period shall be considered late/delayed registration.

Office/Division:	Municipal Civil Registry Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Parents, guardians, attendants-at-birth, hospital/clinic authorities, barangay officials and persons who have reached legal age but whose facts of births have not been reported at the MCR Office or his/her duly authorized representative.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. ID or any proof of identity of the informant – 1 original, 1 photocopy		Client		
2. Parents' ID– 1 original, 1 photocopy		Client		
3. Parents' Certificate of Marriage (COM) – 1 photocopy		Client		
4. Parent's or Guardian's Authorization w/ ID - 1 Original copy		Authorization Form – MCR Office, or Handwritten -Client		
5. If child is non-marital: a. Cedula of both parents b. Personal Appearance of both parents		Municipal Treasurer's Office		
		MCR Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
PROCESSING SECTION				
1. Go to a frontline staff and inquire		NONE	1 minute	Frontline Staff
2. Submit the documents to the processing unit	Review the submitted documents	NONE	7 minutes	(Asst. Reg. Officer)
3. Interview	3.1 Data gathering 3.2 Prepare the		10 minutes	



	COLB 3.3 Advise client to proceed to MTO to secure CTC (if non-marital child)			
4. Secure CTC at MTO				<i>MTO Collector</i>
5. Review the printed COLB	Encode, Print, review of printed COLB	NONE	10 minutes	<i>Encoder</i>
6. Sign the COLB form	6.1 Screen printed COLB for completeness of entries & signatures. 6.2 Sign prepared portion. 6.3 Give to client the COLB together with all the supporting documents for signature of the Attendant-at-Birth	NONE	7 minutes	<i>Reg. Officer</i>
7. Facilitate signature of the attendant at birth in the COLB form				<i>Client</i>
REGISTRATION SECTION – application of registration is considered officially received.				
8. Submit COLB duly signed by the Attendant-at-Birth together with the supporting documents to the records section	8.1 Receive and Screen printed COLB for completeness of entries & signatures. 8.2 Assign Registry No. 8.3 Sign received portion. 8.4 Submit for MCR approval	NONE	10 minutes	Records Officer
9. Wait for the approval	Approve the COLB	NONE	3 minutes	<i>MCR</i>
10.	Record in the Registry Book	NONE	5 minutes	<i>Record Officer</i>
11.	Encode to PhilCRIS	NONE	5 minutes	<i>Encoder</i>



12. Receive the owner's copy	Release the owner's copy of the approved COLB	NONE	1 minute	<i>Admin Aide</i>
	TOTAL:	None	59 minutes	

2. REGISTRATION OF CERTIFICATE OF LIVE BIRTH: DELAYED

The birth of the child, being a vital event, should be registered within thirty (30) days from the time of birth. Other than identification purposes, a birth certificate is also required by various agencies and instrumentalities in availing their services. Submission of the same after reglementary period shall be considered late/delayed registration.

Office/Division:	Municipal Civil Registry Office	
Classification:	Complex	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	Parents, guardians, attendants-at-birth, hospital/clinic authorities, barangay officials and persons who have reached legal age but whose facts of births have not been reported at the MCR Office or his/her duly authorized representative.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Personal appearance a. of doc owner, for 18 years old and above b. of parent/s or guardian (and the minor child), for marital minor c. of the mother, for non-marital minor (if not acknowledged)		
2. ID or any proof of identity of the informant – 1 original, photocopy		Client
3. Certificate of Residency by the punong barangay		BLGU
4. National ID		Client
5. Any two (2) of the following that show the name of the child, date & place of birth and the name of parents – 1 photocopy each a. Baptismal Certificate b. Marriage Contract c. School Records d. Income Tax of Parent/s		Client



e. Insurance Policy f. Medical Records g. Others	
6. Death Certificate of deceased parent, if applicable – 1 photocopy	
7. Doc owner's ID– 1 photocopy	Client
8. Parents' ID– 1 original, 1 photocopy	Client
9. Parents' Certificate of Marriage (COM) – 1 photocopy	Client
10. Cedula – 1 original or photocopy	Municipal Treasurer's Office
11. Affidavits: a. Delayed Registration of Birth -COLB Form b. Two Dis-interested Persons Additional Affidavits: a. Affidavit of Guardianship stating the present whereabouts of the mother and the reason of the inability to personally appear, if informant of a non-marital minor is not the mother b. Affidavit of Out-of-Town Registration, if out-of-town,	MCR or Mayor's Office
12. Certificate of Verification	MCR
13. Official Receipt – 1 original	Municipal Treasurer's Office
14. Negative SECPA Result -1 original	LGU-BREQS Outlet
15. Authorization w/ ID - 1 Original copy a. Doc owner (if of legal age) b. Parent/Guardian (if minor)	Authorization Form – MCR Office or Handwritten –Client
16. Consent to Post	MCR Office
17. If child is non-marital (for AAP, AUSP): a. Cedula of both parents b. Personal Appearance of both parents	
18. 10 Days Posting	MCR Office Bulletin Board



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
PROCESSING SECTION				
1. Go to a frontline staff and inquire		NONE	1 minute	<i>Frontline Staff</i>
2. Submit the documents to the processing unit	Receive, review the documents	NONE	10 minutes	<i>Reg. Officer</i>
3. Provide the necessary data during the interview	Data gathering and prepare the documents	NONE	30 minutes	
4. Proceed to MTO for payment	Issue Order of payment	Php100.00 (for each type of Affidavit) Php200.00 (late reg. fee)		<i>MTO Collector</i>
5. Proceed to Mayor's Office to secure the Affidavit	Advise client to proceed to Mayor's Office to secure Affidavit			<i>Mayor's Office</i>
6. Submit OR, Affidavit, Cedula & review the printed COLB	6.1 Encode 6.2 Print 6.3 Review the printed COLB	NONE	10 minutes	<i>Encoder</i>
7. Sign the COLB form	1.1 Review printed COLB for completeness of entries & signatures. 1.2 Sign prepared portion. 1.3 Give to client the COLB together with all the supporting documents for signature of the Attendant-at-Birth 1.4 Advise client to secure money order, if OOTBR	NONE	5 minutes	<i>Reg. Assistant</i>
7 Facilitate signature of				<i>Client</i>



the attendant-at-birth in the COLB form				
8 Submit duly accomplished COLB & supporting docs	Receive the docs and advice to wait for further notice after MCR's verification process	None	3 minutes	
9 Come back and proceed with the registration	Notify client after verification	None	5 days	<i>Reg. Assistant</i>
	If OOTBR, prepare for transmittal to receiving C/MCRO If Octogenarian/ Nonagenarian, endorsed docs to PSA Central Office for verification	None	10 days	<i>MCR</i>
REGISTRATION SECTION – application of registration is considered officially received.				
10 Submit COLB duly signed by the Attendant-at-Birth together with the supporting documents to the records section and sign consent to post the COLB in the Bulletin Board	10.1 Receive and review printed COLB for completeness of entries & signatures. 10.2 Sign received portion. 10.3 Prepare Consent to post in the Bulletin Board 10.4 Advise client to come back after 10 days	NONE	10 minutes	<i>Records Officer</i>
11 Go home	Posting	NONE	10 days	
12 Wait for further notice				
13 Come back to the Office after 10 days	Endorse COLB for MCR approval		2 minutes	
14	Approve the COLB	NONE	3 minutes	<i>MCR</i>
15	Record in the	NONE	5 minutes	<i>Records Officer</i>



	Registry Book			
16	Encode to PhilCRIS		3 minutes	<i>Encoder</i>
17 Receive the owner's copy	Release the owner's copy	NONE	3 minutes	<i>Records Officer</i>
	TOTAL:	Php300.00 Php150.00 (if OOTBR)	10 Days 1 Hour 21 minutes If OOTBR, 15 days 1 Hour 21 Minutes	

3. REGISTRATION OF CERTIFICATE OF DEATH (COD): TIMELY

It shall be the responsibility of the nearest relative or spouse who has knowledge of the death of a person to report the same within forty-eight (48) hours if the deceased died without medical assistance. The Death Certificate submitted within the reglementary period of thirty (30) days shall be considered as timely registration.

Office/Division:	Municipal Civil Registry Office
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Spouse, children, parents of the deceased or the nearest kin or the barangay official, police personnel as the case maybe.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. ID or any Proof of Identity of the informant– 1 original & 1 photocopy	Client
2. ID or any Proof of Identity of the deceased person – 1 original & 1 photocopy	Client
3. Barangay Death Certification	Barangay Government
4. Official receipt	Municipal Treasurer's Office
5. If Cause of Death is Man-made: Police blotter	Municipal Police Station
6. If Embalmed:	Funeral Home/Parlor



Embalmer's Certification & Signature				
7. Municipal Health Officer's Certification/Review and Signature		Municipal Health Office		
1. Authorization w/ ID -1 Original copy a. Parent/Guardian (if minor) b. Spouse (if married)		Authorization Form – MCR Office or Handwritten –Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
PROCESSING SECTION				
1. Go to a frontline staff and inquire		NONE	1 minute	<i>Frontline Staff</i>
2. Submit the documents to the processing unit	Receive, review the documents	NONE	5 minutes	<i>Reg. Officer</i>
3. Interview	3.1 Data gathering and prepare the documents. 3.2 Advise client to proceed to MTO to pay for burial permit	NONE	10 minutes	
4. Pay for the Burial Permit		Php50.00		<i>MTO Collector</i>
5. Submit the OR and Review the printed COD	5.1 Encode 5.2 Print 5.3 Review of printed COD	NONE	7 minutes	<i>Encoder</i>
6. Sign the COD form	6.1 Review printed COLB for completeness of entries & signatures. 6.2 Sign prepared portion. 6.3 Give to client the COD together with all the supporting documents for signature of the		5 minutes	<i>Reg. Officer</i>



	MHO & Embalmer			
7. Facilitate signature of the MHO & Embalmer in the COD form				<i>Client</i>
REGISTRATION SECTION -application for registration is considered officially received.				
8. Submit COD duly signed by the MHO & Embalmer together with the supporting documents to the records section	8.1 Receive and review printed COLB for completeness of entries & signatures. 8.2 Sign received portion 8.3 Submit for MCR approval	NONE	3 minutes	<i>Records Officer</i>
9.	Approve the COLB	NONE	3 minutes	<i>MCR</i>
10.	Record in the Registry Book	NONE	5 minutes	<i>Records Officer</i>
11.	Encode to PhilCRIS	NONE	3 minutes	<i>Encoder</i>
12. Receive the owner's copy	Release the owner's copy of the approved COD	NONE	1 minute	<i>Admin. Aide</i>
	TOTAL:	Php50.00	44 minutes	

4. REGISTRATION OF CERTIFICATE OF DEATH (COD): DELAYED

It shall be the responsibility of the nearest relative or spouse who has knowledge of the death of a person to report the same within forty-eight (48) hours if the deceased died without medical assistance. The Death Certificate submitted after the reglementary period of thirty (30) days shall be considered as late/delayed registration.

Office/Division:	Municipal Civil Registry Office
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen



Who may avail:	Spouse, children, parents of the deceased or the nearest kin or the barangay official, police personnel as the case maybe.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. ID or any Proof of Identity of the informant – 1 original & 1 photocopy		Client
1. Any two (2) of the following that show the name of the deceased, date & place of birth and the name of parents – 1 photocopy each a. Baptismal Certificate b. Marriage Contract c. School Records d. Income Tax of Parent/s e. Insurance Policy f. Medical Records g. Valid ID, others		Client
2. Barangay Death Certification		Barangay Government
3. Cedula		Municipal Treasurer's Office
4. Negative SECPA Result		LGU-BREQS Outlet
5. Affidavits: a. Delayed Registration of Death – COD Form b. Two (2) Disinterested Persons		MCR or Mayor's Office
6. Official Receipt		Municipal Treasurer's Office
7. Police blotter, if Cause of Death is Man-made:		Municipal Police Station
8. Embalmer's Certification & Signature, if Embalmed:		Funeral Home/Parlor
9. Municipal Health Officer's Certification/Review & Signature		Municipal Health Office
10. Negative SECPA Result		LGU-BREQS Outlet
11. Authorization w/ ID -1 Original copy a. Parent/Guardian (if minor) b. Spouse (if married)		Authorization Form – MCR Office or Handwritten -Client
12. Consent to Post COD		MCR Office



13. Picture of the Tomb		Client		
14. 10 Days Posting		MCR Office Bulletin Board		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
PROCESSING SECTION				
1. Go to a frontline staff and inquire		NONE	1 minute	<i>Frontline Staff</i>
2. Submit the documents to the processing unit	Receive & review the documents	NONE	7 minutes	<i>Reg. Officer</i>
3. Interview	3.1 Gather the data and prepare the documents 3.2 Advise client to proceed to MTO for payment of Affidavit, Burial Permit and to secure CTC	NONE	20 minutes	
4. Go to MTO for payment of a. Affidavit (Late) b. Affidavit (2 disinterested persons) c. Burial Permit d. Cedula		Php100.00 (for each type of Affidavit) Php 50.00 (Burial Permit)		<i>MTO Collector</i>
REGISTRATION SECTION -where the application for registration is considered officially received.				
5. Submit OR, Affidavit, Cedula & review the printed COD	5.1 Encode 5.2 Print 5.3 Review the printed COD	NONE	10 minutes	<i>Encoder</i>
6. Sign the COD form	6.1 Screen printed COD for completeness of entries & signatures. 6.2 Sign prepared portion. 6.3 Give to client the COD together	NONE	3 minutes	<i>Reg. Officer</i>



	with all the supporting documents for signature of the MHO & Embalmer			
7. Facilitate signature of the MHO & Embalmer in the COD form				<i>Client</i>
8. Submit COD duly signed by the MHO & Embalmer together with the supporting documents to the Records Section and sign consent to post the COD in the Bulletin Board	8.1 Receive and review the COD for completeness of entries & signatures. 8.2 Sign received portion. 8.3 Prepare Consent to post in the Bulletin Board 8.4 Advise client to come after 10 days	NONE	10 minutes	<i>Records Officer</i>
9.	Posting	NONE	10 days	
10. Come back to the Office after 10 days	Endorse COD for MCR approval	NONE	1 minute	
11.	Approve the COD	NONE	3 minutes	<i>MCR</i>
12.	Enter the Record in the Registry Book	NONE	5 minutes	<i>Records Officer</i>
13.	Encode to PhilCRIS	NONE	3 minutes	<i>Encoder</i>
14. Receive the approve the documents	Release the owner's copy of the approved COD	NONE	1 minutes	<i>Admin. Aide</i>
	TOTAL:	Php 300.00	10 Days 1 Hour 4 Minutes	



5. REGISTRATION OF CERTIFICATE OF MARRIAGE (COM): TIMELY

The Certificate of Marriage of a Civil or Church wedding must be submitted within fifteen (15) days after the solemnization of marriage, except marriage under Art. 34 it must be submitted for thirty (30) days. Submission within the prescribed period is considered as timely Registration of the Certificate of Marriage.

Office/Division:	Municipal Civil Registry Office
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Contracting parties, solemnizing officer, church secretary, relatives, nearest kin or duly authorized representative.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Copy of the Certificate of Marriage (COM) -4 originals	Solemnizing Officer
2. Proof of the identity of registrant -1 original & 1 photocopy	Client
3. Authority to Solemnize – 1 photocopy	Solemnizing Officer/Church
4. Marriage License, if out-of-town – 1 original, 1 photocopy	MCR Office
5. Affidavit (License-exempt) -COM Form	Mayor's Office
6. CENOMAR of both parties if license-exempt: 7. – photocopies	LGU-BREQS Outlet
8. If Art. 34, Affidavit of cohabitation -2 originals	Solemnizing Officer
2. Doc Owner's Authorization w/ ID -1 Original	Authorization Form – MCR Office or Handwritten –Client
9. Cedula	Municipal Treasurer's Office
10. Official Receipt	Municipal Treasurer's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Go to a frontline staff and inquire		NONE	1 minute	Frontline Staff



2. Submit COM duly signed by the Contracting Parties, Solemnizing Officer & Witnesses together with the supporting documents to the Records Section	2.1 Receive and review the COM for completeness of entries & signatures. 2.2 If, License-exempt, advise client to proceed to MTO for payment of affidavit and Cedula 2.3 Sign received portion. 2.4 Endorse COM for approval	NONE	5 minutes	<i>Records Officer</i>
3. Go to MTO for payment of: a. Affidavit (License-exempt) b. Affidavit (Art. 34) c. Cedula		Php100.00 (for each type of Affidavit)		<i>MTO Collector</i>
4.	Approve the COM	NONE	3 minutes	<i>MCR</i>
5.	Enter the Record in the Registry Book	NONE	5 minutes	<i>Records Officer</i>
6.	Encode to PhilCRIS	NONE	3 minutes	<i>Encoder</i>
7. Receive the owner's copy	Release the owner's copy of the approved COM	NONE	1 minute	<i>Admin. Aide</i>
	TOTAL:	Php250.00	18 minutes	



6. REGISTRATION OF CERTIFICATE OF MARRIAGE (COM): DELAYED REGISTRATION

The Certificate of Marriage of a Civil or Church wedding must be submitted within fifteen (15) days after the solemnization of marriage, except marriage under Art. 34 it must be submitted for thirty (30) days. Submission after the prescribed period is considered as delayed Registration of the Certificate of Marriage.

Office/Division:	Municipal Civil Registry Office		
Classification:	Complex		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	Contracting parties, solemnizing officer, church secretary, relatives, nearest kin or duly authorized representative		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Copy of the Certificate of Marriage (COM) – 4 originals		Solemnizing Officer	
2. Proof of the identity of registrant - original & 1 photocopy		Client	
3. Authority to Solemnize – 1 photocopy		Solemnizing Officer/Church	
4. Marriage License, if out-of-town – 1 original, 1 photocopy		MCR Office	
5. If Art. 34, Affidavit of cohabitation -2 originals		Solemnizing Officer	
6. Affidavit (Late Registration) -COM Form		MCR or Mayor’s Office	
7. Affidavit (Two disinterested persons) -1 original			
8. Cedula -1 original		Municipal Treasurer’s Office	
9. Official receipt		Municipal Treasurer’s Office	
10.CENOMAR of both parties – 2 original copies		LGU-BREQS Outlet	
3. Doc owner’s Authorization w/ ID -1 Original copy		Authorization Form – MCR Office or Handwritten -Client	



11. Consent to Post COM in the Bulletin Board			MCR Office	
12. 10 Days Posting			MCR Office Bulletin Board	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Go to a frontline staff and inquire		NONE	1 minute	<i>Frontline Staff</i>
2. Submit the COM duly signed by the Contracting Parties, Solemnizing Officer & Witnesses together with the supporting documents to the Records Section	2.1 Receive and review the COM for completeness of entries & signatures. 2.2 Advise client to proceed MTO to pay for the affidavit, service fee & Cedula	NONE	10 minutes	<i>Records Officer</i>
3. Go to MTO for payment of a. Aff. (Late) b. Aff. (Art. 34) c. Cedula		Php100.00 (for each type of Affidavit)		<i>MTO Collector</i>
4. Submit the OR, Affidavit of Cohabitation & CTC and sign Consent to Post COM in the Bulletin Board	4.1 Receive and review the affidavits for completeness of entries & signatures. 4.2 Sign received portion. 4.3 Prepare Consent to post in the Bulletin Board 4.4 Advise client to come after 10 days	NONE	7 minutes	<i>Records Officer</i>
5.	Posting	NONE	10 days	
6. Come back to the Office after 10 days	Endorse COM for MCR approval	NONE	1 minute	
7.	Approve the COM	NONE	3 minutes	<i>MCR</i>
8.	Enter the Record in the Registry Book	NONE	5 minutes	<i>Records Officer</i>



9.	Encode in the PhilCRIS	NONE	3 minutes	<i>Encoder</i>
10. Receive the owner's copy	Release the owner's copy	NONE	1 minute	<i>Admin Aide</i>
	TOTAL:	Php250.00	10 Days and 20 Minutes	

7. REGISTRATION OF CERTIFICATE OF MARRIAGE (COM): RECONSTRUCTION

The Certificate of Marriage of a Civil or Church wedding must be submitted within fifteen (15) days after the solemnization of marriage, except marriage under Art. 34 it must be submitted for thirty (30) days. For burned, destroyed, dilapidated or lost marriage certificates or undocumented marriages that had not been reported for registration may still reconstructed through a sworn statement/Affidavit stating therein all the facts of the said marriage. Thus, the details are then transcribed to the COM Form and proceeds for delayed registration.

Office/Division:	Municipal Civil Registry Office		
Classification:	Complex		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	1. Contracting parties to a marriage held within the municipality 2. Must be legal age at the time of the wedding 3. Must be a Male and a Female		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Affidavit of Reconstruction – 3 originals		PAO or Private Notary Public	
2. Copy of the Certificate of Marriage (COM) – 4 originals		Solemnizing Officer	
3. Contracting parties' a. ID – 1 original, 1 photocopy b. COLB or Baptismal or any documents showing identity, parentage, proof of age – 1 photocopy		Client	
4. Proof of the identity of registrant - original & 1 photocopy		Client	



5. Authority to Solemnize – 1 photocopy	Solemnizing Officer/Church
6. Marriage License, if out-of-town – 1 original, 1 photocopy	MCR Office
7. If Art. 34, Affidavit of cohabitation -2 originals	Solemnizing Officer
8. Affidavit (Late Registration) -COM Form	MCR or Mayor's Office
9. Affidavit (2 Disinterested Persons) – 1 original	MCR or Mayor's Office
10. Cedula -1 original	Municipal Treasurer's Office
11. CENOMAR (both parties) – 2 originals	LGU-BREQS Outlet
12. Doc owner's Authorization w/ ID-1 Original	Authorization Form – MCR Office or Handwritten –Client
13. Consent to Post COM in the Bulletin Board	MCR Office
14. 10 Days Posting	MCR Office Bulletin Board
15. Official receipt	Municipal Treasurer's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Go to a frontline staff and inquire		NONE	1 minute	Frontline Staff
2. Secure Affidavit of Recon at Records Section	2.1 Prepare Affidavit of Recon 2.2 Advise client to proceed to MTO for payment of Affidavit & Cedula	NONE	10 minutes	Records Officer
3. Go to MTO for payment of: a. Affidavit (Recon) b. Art. 34 Affidavit c. Cedula		Php100.00 (for each type of Affidavit)		MTO Collector
4. Secure Notarial services for the Affidavit of Recon				PAO or Private Notary



5. Submit the Notarized Affidavit of Recon & COM duly signed by the Contracting Parties, Solemnizing Officer & Witnesses together with the supporting documents to the Records Section, and sign Consent to Post COM in the Bulletin Board	5.1 Receive and review the affidavits for completeness of entries & signatures. 5.2 Sign received portion. 5.3 Prepare Consent to post in the Bulletin Board 5.4 Advise client to come after 10 days	NONE	15 minutes	<i>Records Officer</i>
6.	Posting	NONE	10 days	
7. Come back to the Office after 10 days	Endorse COM for MCR approval	NONE	1 minute	
8.	Approve the COM	NONE	3 minutes	<i>MCR</i>
9.	Enter the Record in the Registry Book	NONE	5 minutes	<i>Records Officer</i>
10.	Encode in the PhilCRIS	NONE	3 minutes	<i>Encoder</i>
11. Receive the owner's copy	Release the owner's copy of the approved COM	NONE	1 minute	<i>Admin. Aide</i>
	TOTAL:	Php250.00	10 Days and 49 Minutes	

8. APPLICATION FOR MARRIAGE LICENSE (AML)

A sworn statement of a man and a woman who wish to apply for a marriage license which contains among other things their identity, civil status, etc.

Office/Division:	Municipal Civil Registry Office
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	- At least one of the contracting parties is a resident of the municipality - Must be 18 years old and above



	3. Must be a Male and a Female
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Personal appearance of the contracting parties	Client
2. Applicants' a. ID – 1 original, 1 photocopy b. COLB or Baptismal or any documents showing identity, parentage, proof of age – 1 photocopy	Client
3. Cert. Pre Marriage-Counseling – 1 original	POPCOM Office
4. CENOMAR (both parties) – 2 originals	LGU-BREQS Outlet
5. Barangay Residency Certificate – 1 original	Barangay Government
6. Cedula (both parties) – 2 originals	Municipal Treasury Office
7. Official Receipt (Application Fee)	Municipal Treasury Office
8. Parents/guardians (24 yrs. old and below) – personal appearance	Client
9. If contracting party is Military: Permit to Marry	AFP
10. If contracting party is foreigner: a. Cert. of Legal Capacity to Contract Marriage b. Passport	10.a.1 Embassy/Consular Office 10.b.1 Client
11. If widow/er, Certificate of Death of the deceased spouse – 1 original, 1 photocopy	MCR Office of Place of Death or PSA
12. If annulled, a. Court Decision with Finality b. Annotated COM of the previous marriage	12.a.1 RTC 12.b.1 PSA
13. If divorced, a. Copy of Final Decree or Absolute Divorce b. Confirmation from the Local Court	RTC
14. Doc owner's Authorization w/ ID-1 Original copy)	Authorization Form – MCR Office or



		Handwritten –Client		
15. Consent to Post		MCR Office		
16. 10 Days Posting		MCR Office Bulletin		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Go to a frontline staff and inquire		NONE	1 minute	<i>Client</i>
2. Submit the documents to the Processing Section	Receive, review the documents	NONE	5 minutes	<i>Reg. Officer</i>
3. Interview	3.1 Data gathering and prepare the documents. 3.2 Advise client to proceed to MTO for payment	NONE	7 minutes	
5. Go to MTO for payment of Affidavit a. Application Fee b. Cedula c. Marriage License		Php250.00 (Application Fee) Php 2.00 (Marriage License)		<i>MTO Collector</i>
4. Review of the printed AML	Encode, Print, review of printed AML	NONE	5 minutes	<i>Encoder</i>
5. Sign the AML form	5.1 Review printed AML for completeness of entries & signatures. 5.2 Sign prepared portion. 5.3 Give to client the AML together with all the supporting documents to and advise to proceed to	NONE	5 minutes	<i>Reg. Officer</i>
	Records Section			



6. Submit duly accomplished AML together with the supporting documents to the Records Section	6.1 Receive and review the printed AML for completeness of entries & signatures. 6.2 Sign received portion. 6.3 Endorse AML for MCR approval	NONE	5 minutes	<i>Records Officer</i>
7.	Approve the AML	NONE	3 minutes	<i>MCR</i>
8.	Enter the Record in the Registry Book	NONE	5 minutes	<i>Admin. Aide</i>
9.	Encode in the PhilCRIS	NONE	3 minutes	<i>Encoder</i>
10. Sign Consent to Post AML application form to the Bulletin Board	Prepare Consent to post in the Bulletin Board	NONE	3 minutes	<i>Records Officer</i>
11. Receive the owner's copy	11.1 Release the owner's copy of the AML 11.2 Advise clients to come back after 10 days	NONE	3 minutes	
12.	Posting	NONE	10 days	
13. Come back to the Office after 10 days	Endorse ML for MCR approval	NONE	3 minutes	<i>Records Officer</i>
14.	Approve the ML	NONE	3 minutes	<i>MCR</i>
15. Receive the approved ML	Release the owner's copy of the approved COM	NONE	1 minute	<i>Admin. Aide</i>
	TOTAL:	302.00	10 Days and 53 Minutes	



9. APPLICATION FOR R.A. 9048: CORRECTION OF CLERICAL OR TYPOGRAPHICAL ERROR

Republic Act No. 9048 (RA 9048) is an Act authorizing the City or Municipal Civil Registrar or the Consul General to correct a clerical or typographical error in an entry and or change of first name or nickname in the civil register without need of a judicial order. This law amended Articles 376 and 412 of the Civil Code of the Philippines.

Office/Division:	Municipal Civil Registry Office
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All Payao-born persons, their parents, siblings or duly authorized representative.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Petitioner's ID or any proof of identity – 1 original, 1 photocopy	Client
2. Doc owner's copy of COLB -2 photocopies each a. Owner's copy or b. LCRO copy, and c. PSA copy	Client MCR Office LGU-BREQS Facility
3. Doc owner's Baptismal, ID, school record, voter's record, driver's license, marriage, passport (at least three)– 2 photocopies each	Client
4. Birth/Baptismal of the Father/Mother – 2 photocopies	Client
5. Parents' Marriage Contract – 2 photocopies	Client
6. Sibling's Birth/Baptismal – 2 photocopies	Client
7. Consent to Post	MCR Office
8. Official Receipt	Municipal Treasury Office
9. If client is not the parent of the doc owner who is still a minor: a. Authorization of the parent b. SPA	9.a.1 Authorization Form - MCR Office 9.b.1 PAO or Private Notary



c. ID of the parent		9.c.1 Parent		
10. If client is not the doc owner who is already of age: a. Authorization of the doc owner b. SPA c. ID of the doc owner		10.a.1 Authorization Form - MCR Office 10.b.1 PAO or Private Notary 10.c.1 Doc Owner		
11. 10 Days Posting		MCR Office Bulletin Board		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Go to a frontline staff and inquire		NONE	1 minute	<i>Client</i>
2. Submit the documents to the Legal Section	Receive, review the documents	NONE	7 minutes	<i>Records Officer</i>
3. Interview	3.1 Data gathering and prepare the documents. 3.2 Advise client to proceed to MTO for payment	NONE	15 minutes	<i>Reg. Officer</i> <i>or</i> <i>MCR</i>
4. Go to MTO for payment of the Petition Fee		Php1,000.00		<i>MTO Collector</i>
5. Review the printed Petition document	5.1 Encode 5.2 Print 5.3 Review the printed Petition document	NONE	20 minutes	<i>Reg. Officer</i> <i>or</i> <i>MCR</i>
6. Sign the Petition and Consent to Post Petition to the Bulletin Board	6.1 Review printed Petition doc for completeness of entries & signatures. 6.2 Prepare Consent to Post Petition to the Bulletin Board 6.3 Advise client to comeback after the 15 days	NONE	10 minutes	<i>Reg. Officer</i> <i>or</i> <i>MCR</i>



7. Submit pre-paid pouch, if migrant	7.1 Post Notice of petition 7.2 If petition is migrant, transmit petition to concerned C/MCRO	NONE	10 days	Record Officer or MCR
8.	Act on the petition	NONE	5 Days	MCR
9 Comeback to the Office after 15 days	9.1 Render decision on the petition 9.2 If decision is disapproval, advise client to appeal the decision to the Civil-Registrar General or file the appropriate petition in Court.	NONE	10 minutes	MCR
10 Receive copy of the approved or disapproved petition	Release copy of the approved/ disapproved petition	NONE	3 minutes	Records Officer or MCR
11	11.1 Notify client upon receipt of CRG decision 11.2 Prepare finality documents 11.3 Make the necessary marginal annotation on the subject document	NONE	30 minutes	Records Officer or MCR
12 Comeback to the Office upon receipt of the notification	Advise client to proceed to MTO for payment	NONE	1 minute	Record Officer or MCR
13. Go to MTO for payment		Php300.00 (Marginal Annotation) Php250.00		MTO Collector



		(Processing Fee)		
14 Receive copy of the finality docs and instruction how to secure PSA annotated copy	4.1 Release copy of the finality docs 4.2 Inform client how to secure PSA annotated copy		5 minutes	<i>Record Officer</i> <i>or</i> <i>MCR</i>
	TOTAL:	Php1,000.00	15 Days 1 Hour and 47 Minutes	

10. APPLICATION FOR RA 9048: CHANGE OF FIRST NAME

Republic Act No. 9048 (RA 9048) is an Act authorizing the City or Municipal Civil Registrar or the Consul General to correct a clerical or typographical error in an entry and or change of first name or nickname in the civil register without need of a judicial order.

Office/Division:	Municipal Civil Registry Office		
Classification:	Highly Technical		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	All Payao-born persons, their parents, guardians or duly authorized representative.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Petitioner’s ID or any proof of identity – 1 original, 1 photocopy		Client	
2. Doc owner’s Baptismal, ID, school record, voter’s record, driver’s license, marriage, passport (at least three)– 2 photocopies each		Client	
3. NBI Clearance – 1 original, 1 photocopy.		NBI	
4. Police Clearance – 1 original, 1 photocopy		PNP	
5. Affidavit of Publication – 2 originals 6. Newspaper clippings – 2 originals		If non-migrant: 1. Newspaper of Local Circulation of place of birth If migrant:	



		Newspaper of National Circulation of petitioner's residence & place of birth		
7. Doc owner's copy of COLB -2 photocopies each a. Owner's copy or b. LCRO copy, and c. PSA copy		Client MCR Office LGU-BREQS Facility		
8. Official Receipt		Municipal Treasury Office		
9. Consent to Post		MCR Office		
11. If client is not the parent of the doc owner who is still a minor: a. Authorization of the parent b. SPA c. ID of the parent		7.a.1 Authorization Form - MCR Office 7.b.1 PAO or Private Notary 7.c.1 Parent		
12. If client is not the doc owner who is already of age: a. Authorization of the doc owner b. SPA c. ID of the doc owner		8.a.1 Authorization Form - MCR Office 8.b.1 PAO or Private Notary 8.c.1 Doc Owner		
13. 10 Days Posting		MCR Office Bulletin Board		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Go to a frontline staff and inquire		NONE	1 minute	<i>Client</i>
2. Submit the documents to the Legal Section	Receive, review the documents	NONE	7 minutes	<i>Reg. Officer or MCR</i>
3. Interview	3.1 Data gathering and prepare the documents. 3.2 Advise client to proceed to MTO for payment	NONE	15 minutes	<i>MCR</i>
4 Go to MTO for payment for the Petition Fee		Php3,000.00		<i>MTO Collector</i>



5. Review the printed Petition document	5.1 Encode 5.2 Print 5.3 Review the printed Petition document	NONE	20 minutes	Reg. Officer or MCR
6. Sign the Petition and Consent to Post Petition to the Bulletin Board	6.1 Review printed Petition doc for completeness of entries & signatures. 6.2 Prepare Consent to Post Petition to the Bulletin Board 6.3 Advice client to go to a newspaper for publication and comeback after the publication	NONE	10 minutes	Reg. Officer or MCR
7.	7.1 Post Notice of Petition	NONE	10 days	
Submit pre-paid pouch	7.2 If petition is migrant, transmit petition to concerned C/MCRO			
8. Comeback to the Office and submit Affidavit of Publication and Newspaper Clippings	8.1 Receive and review the Affidavit of Publication & Newspaper Clippings for consistencies of entries 8.2 Advice client to comeback after 5 days for the approval or disapproval	NONE	10 minutes	Reg. Officer or MCR
9.	Act on the petition	NONE	5 Days	MCR
10.	10.1 Render decision on the petition 10.2 If decision is disapproval, advise client to appeal the decision to the Civil-Registrar			



	General or file the appropriate petition in Court.			
11. Receive owner's copy	11.1 Release copy of the approved/ disapproved petition	NONE	3 minutes	Records Officer or MCR
12.	12.1 Notify client upon receipt of CRG decision 12.2 Prepare finality documents 12.3 Make the necessary marginal annotation on the subject document	NONE	30 minutes	
13. Comeback to the Office upon receipt of the notification	13.1 Advise client to proceed to MTO for payment	NONE	1 minute	
14. Go to MTO for payment		Php300.00 (Marginal Annotation) Php250.00 (Processing Fee)		MTO Collector
15. Receive copy of the finality docs Receive copy of the finality docs and instruction how to secure PSA annotated copy	15.1 Release copy of the finality docs 15.2 Inform client how to secure PSA annotated copy	NONE	5 minutes	Records Officer or MCR
	TOTAL:	Php3,550.00	15 Days, 1 Hour and 47 Minutes	



11. APPLICATION FOR R.A. 10172: CORRECTION ON SEX

Republic Act No. 10172 (RA 10172) is another act which further authorizes the City or Municipal Civil Registrar or the Consul General to correct clerical or typographical errors in the DAY and MONTH in the DATE OF BIRTH or SEX of a person appearing in the Civil Register without need of a judicial order, amending RA 9048.

Office/Division:	Municipal Civil Registry Office
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All Payao-born persons, their parents or guardians
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Personal Appearance of the doc owner	Client
2. Petitioner's ID or any proof of identity – 1 original, 1 photocopy	Client
3. Doc owner's copy of COLB -2 photocopies each a. Owner's copy or b. LCRO copy, and c. PSA copy	3.1 Client (Doc owner's copy) 3.2 LGU-BREQS Facility (PSA copy) 3.3 MCR Office (File Transcript)
4. Doc owner's Baptismal Certificate - 2 photocopies	Client
5. Medical Record and Medical Certification – 1 original, 1 photocopy	Municipal Health Office
6. School Record	DepEd -District Office
7. NBI Clearance – 1 original, 1 photocopy.	NBI
8. Police Clearance – 1 original, 1 photocopy	PNP
9. Affidavit of Publication – 2 originals Newspaper clippings – 2 originals	5.1 If non-migrant: Newspaper of Local Circulation 5.2 If migrant: Newspaper of National Circulation
10. If client is not the parent of the doc owner who is still a minor:	



a. Authorization of the parent b. SPA c. ID of the parent		16.a.1 Authorization Form - MCR Office 16.b.1 PAO or Private Notary 16.c.1 Parent		
11. If client is not the doc owner who is already of age: a. Authorization of the doc owner b. SPA c. ID of the doc owner		17.a.1 Authorization Form - MCR Office 17.b.1 PAO or Private Notary 17.c.1 Doc Owner		
12. Consent to Post		MCR Office		
13. Official Receipt		Municipal Treasury Office		
14. 10 Days Posting		MCR Office Bulletin Board		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Go to a frontline staff and inquire		NONE	1 minute	<i>Client</i>
2. Submit the documents to the processing unit	2.1 Receive, review the documents	NONE	7 minutes	<i>Records Officer</i> <i>or</i> <i>MCR</i>
3. Interview	3.1 Data gathering and prepare the documents. 3.2 Advice client to proceed to MTO for payment	NONE	15 minutes	<i>MCR</i>
4. Go to MTO for payment		Php3,000.00		<i>MTO Collector</i>
5. Review the printed Petition document	5.1 Encode & Print 5.2 Review the printed Petition document	NONE	20 minutes	<i>Client</i> <i>MCR</i>
6. Signing in the Petition document	6.1 Review printed Petition doc for completeness of entries & signatures. 6.2 Prepare the	NONE	10 minutes	<i>Records Officer</i> <i>or</i> <i>MCR</i>



	Notice of Publication and Notice of Posting 6.3 Advice client to go to a newspaper for publication and comeback after the publication			
7.	Posting of Notice	NONE	10 days	<i>Records Officer</i>
8. Comeback to the Office and submit Affidavit of Publication and Newspaper Clippings	8.1 Receive and review the Affidavit of Publication & Newspaper Clippings for consistencies of entries 8.2 Advice client to comeback after 5 days for the approval or disapproval	NONE	10 minutes	<i>Records Officer</i> or <i>MCR</i>
9.	Act on the petition	NONE	5 days	
10. Comeback to the Office after 5 days	10.1 Render decision on the petition 10.2 If decision is disapproval, advise client to appeal the decision to the Civil-Registrar General or file the appropriate petition in Court.			<i>MCR</i>
11. Receive copy of the approved or disapproved petition	Release copy of the approved/ disapproved petition	NONE	3 minutes	<i>Records Officer</i> or <i>MCR</i>
12.	12.1 Notify client upon receipt of CRG decision 12.2 Prepare finality documents 12.3 Make the necessary marginal	NONE	30 minutes	



	annotation on the subject document			
13. Comeback to the Office upon receipt of the notification	Advise client to proceed to MTO for payment	NONE	1 minute	
14. Go to MTO for payment		Php550.00 (Marginal Annotation)		<i>MTO Collector</i>
14. Receive copy of the finality docs and instruction how to secure PSA annotated copy	14.1 Release copy of the finality docs 14.2 Inform client how to secure PSA annotated copy	NONE	5 minutes	<i>Records Officer</i> <i>or</i> <i>MCR</i>
	TOTAL:	Php3,550.00	15 Days 1 hour and 42 minutes	

12. REGISTRATION OF LEGAL INSTRUMENT (LI) – RA 9858, RA 9255

Legal Instruments are sworn statements in a form of affidavit which affect the civil status of persons. These acts are executed without an order from the court.

Office/Division:	Municipal Civil Registry Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All Payao-born persons, their parents, siblings, relatives, nearest of kins and duly authorized representative.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
13. Copies of original Legal Instrument - 4 originals a. Affidavit of Legitimation (AOL) b. Affidavit to Use the Surname of the Father (AUSF) c. Affidavit of Admission of Paternity (AAP) or Affidavit of Acknowledgement (AA)	1.a.1 PAO or Private Notary Public 1.b.1 PAO or Private Notary Public 1.c.1 PAO or Private Notary Public



d. Affidavit of Guardianship (AOG) e. Private Handwritten Instrument (PHI) - Examples are holographic wills, personal letters signed by the father, diaries, journals, among others	1.d.1 Client
14. Client's ID or any proof of identity – 1 original, 1 photocopy	Client
3. Doc owner's copy of COLB -2 photocopies each a. Owner's copy or b. LCRO copy, and c. PSA copy	3.1 Client (Doc owner's copy) 3.2 LGU-BREQS Facility (PSA copy) 3.3 MCR Office (File Transcript)
15. If AOL: a. Certificate of No Marriage (CENOMAR) of both parents b. Owner's copy of Certificate of Marriage (COM)	4.a.1 LGU-BREQS Facility (PSA copy) 4.b.1 Client
16. If LI is submitted after the reglementary period from Date of Execution: a. Affidavit of Delayed Registration of Legal Instrument b. Certification by the concerned Office of by the attesting official c. Official Receipt (LI Late Reg of Affidavit)	5.a.1 Municipal Civil Registry Office 5.b.1 Municipal Civil Registry Office or PAO or Notary Public 5.c.1 Municipal Treasury Office
17. If PHI, any two (2) of the following: a. GSIS/SSS Records b. Employment Records c. Insurance Policies d. Statements of Assets, Liabilities and Net Worth (SALNs) e. Income Tax Returns (ITRs)	Client
18. If client is not the parent of the doc owner who is still a minor: a. Authorization of the parent, or b. SPA c. ID of the parent	7.a.1 Authorization Form - MCR Office 7.b.1 PAO or Private Notary 7.c.1 Parent
19. If client is not the doc owner who is already	



of age: a. Authorization of the doc owner, or b. SPA c. ID of the doc owner		8.a.1 Authorization Form - MCR Office 8.b.1 PAO or Private Notary 8.c.1 Doc Owner		
20. Official Receipt		MTO Collector		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
REGISTRATION SECTION (PROCESSING PERIOD) – where client is assisted in the preparation of the legal instruments, if said assistance is requested.				
1. Go to a frontline staff and inquire		NONE	1 minute	Frontline Staff
2. Secure LI	2.1 Prepare the LI 2.2 Advise client to proceed to PAO or Private Notary Public		5 minutes	Reg. Officer, or PAO or Notary Public
3. Pay for service fee, if to request for a draft of the LI		Php100.00 (Service Fee for drafted LI)		MTO Collector
4. Pay for notarial fee, if to request facilitation for notarial service		Php150.00 (notarial fee)		PAO or Notary Public
REGISTRATION PERIOD – where the application for registration is considered officially received.				
5. Submit the subject notarized LI document together with all the supporting documents to the Records Section	5.1 Receives and reviews the document 5.2 Advise client to proceed to MTO for payment	NONE	7 minutes	Reg. Officer or Dahlia Flores (MCR)
6. Go to the MTO for payment		Php100.00 (Reg. fee) Php100.00 (Affidavit - Late) Php300.00 (Marginal		MTO collector



		Annotation)		
4.	4.1 Assign Registry No. to the LI 4.2 Make an annotated copy of the COLB 4.3 Make a Certificate of the LI of Registration	NONE	30 minutes	<i>Records Officer</i> <i>Or</i> <i>MCR)</i>
5.	5.1 Review the docs 5.2 Sign the annotated copy of the COLB and the Certificate of Registration	NONE	3 minutes	<i>MCR</i>
6. Receive owner's copy	Release the client's copy		3 minutes	<i>Records Officer</i>
	TOTAL:	Php250.00 (for one LI doc request including notarial service) Php750.00	44 minutes	

13. PROCESSING OF SUPPLEMENTAL REPORT (SR)

A Supplemental Report is used to supply entries or information in the Certificate of Live Birth, Certificate of Marriage, Certificate of Death and Certificate of Fetal Death, which are inadvertently omitted when the document was registered.

Office/Division:	Municipal Civil Registry Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All Payao-born persons, their parents, siblings, relatives, nearest of kins and duly authorized representative.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Copies of the Affidavit of Supplemental	



Report (ASR) – 3 Original a. Affidavit b. Notarial Validation		MCR Office PAO or Private Notary Public		
2. Applicant's ID or any proof of identity – 1 original, 1 photocopy		Client		
3. Doc owner's copy of COLB -2 photocopies each d. Owner's copy or e. LCRO copy, and f. PSA copy		3.1 Client (Doc owner's copy) 3.2 LGU-BREQS Facility (PSA copy) 3.3 MCR Office (File Transcript)		
4. Certificate of Marriage of parents				
5. If ASR is submitted after the reglementary period from Date of Execution: a. Affidavit of Delayed Registration of Legal Instrument b. Certification by the concerned Office of by the attesting official c. Official Receipt (LI Late Reg of Affidavit)		5.a.1 MCR Office 5.b.1 Municipal Civil Registry Office or PAO or Notary Public 5.c.1 Municipal Treasury Office		
6. Authorization w/ ID -1 Original copy c. Doc owner (if of legal age) a. Parent/Guardian (if minor)		Authorization Form – MCR Office or Handwritten –Client		
7. Official Receipt (Marginal Annotation)		MTO Collector		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Go to a frontline staff and inquire		NONE	1 minute	Frontline Staff
2. Secure ASR	2.1 Prepare the ASR 2.2 Advise client to proceed to PAO or Private Notary Public	Php100.00 (Service Fee for drafted ASR)	5 minutes	Records Officer or Dahlia Flores (MCR)
3. Submit the subject notarized ASR document together with all the supporting documents to the	2.1 Receives and reviews the document 2.2 Advice client to proceed to MTO for payment	NONE	7 minutes	Records Officer or MCR



Records Section				
3. Go to the MTO for payment		Php100.00 (Affidavit - Late) Php550.00 (Marginal Annotation)		<i>MTO collector</i>
4.	4.1 Reflect the Registry No. of the COLB 4.2 Make an annotated copy of the COLB 4.3 Sign the annotated copy of the COLB	NONE	30 minutes	<i>MCR</i>
5. Receive the client's copy and instruction how to secure PSA annotated copy	5.1 Release the client's copy 5.2 Instruct client how to secure PSA annotated copy	NONE	5 minutes	<i>Records Officer</i> <i>or</i> <i>MCR</i>
	TOTAL:	Php750.00	48 minutes	

14. REGISTRATION OF FOUNDLING

A foundling is an abandoned or deserted infant or child found without parents, guardians or relatives, or a child committed in an orphanage or charitable institution with unknown facts of birth and parentage.

Office/Division:	Municipal Civil Registry Office
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Finder, Barangay Officials
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. ID or any proof of identity of the informant –	Client



1 original, photocopy				
2. Certification issued by the concerned Barangay Captain		Barangay Government		
3. Police Blotter/Report		Municipal Police Station		
4. Notarized Affidavit of the Finder		PAO or Private Notary Public		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Go to a frontline staff and inquire		NONE	1 minute	<i>Frontline Staff</i>
2. Submit the documents to the Records Section	Receive, review the documents	NONE	5 minutes	<i>Records Officer</i>
3. Respond to the interview	Data gathering and prepare the documents.	NONE	7 minutes	
4. Review the printed COF	Encode, Print, review of printed COF	NONE	7 minutes	<i>Records Officer</i>
5. Sign the COF form	5.1 Screen printed COF for completeness of entries & signatures. 5.2 Sign prepared portion. 5.3 Give to client the COF together with all the supporting documents and advise to have it duly notarized	NONE	7 minutes	
6. Submit duly notarized COF together with the supporting documents to the Records Section	6.1 Receive and screen the printed COF for completeness of entries & signatures. 6.2 Assign Registry No. 6.3 Sign received portion.	NONE	3 minutes	<i>Records Officer</i>



	6.4 Submit for MCR approval			
7.	Approve the COF	NONE	3 minutes	<i>MCR</i>
8.	Record in the Registry Book	NONE	3 minutes	<i>Record Officer</i>
9. Receive the owner's copy	Release the owner's copy of the approved COLB	NONE	1 minute	<i>Admin Aide</i>
	TOTAL:	NONE	36 minutes	

15. CORRECTION OF GEORAPHICAL AND STATISTICAL PORTION AND REGISTRY NUMBER (MEMORANDUM CIRCULAR 2010-04)

Memorandum Circular No. 2010-04 was promulgated to correct entries in the civil registry documents which are exempted from judicial means or R.A. 9048 processes. These entries are specific on the geographic and statistical portion and/or registry number of a civil registry document.

Office/Division:	Municipal Civil Registrar’s Office		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	All Payao-born persons, their parents, siblings, relatives, nearest of kins and duly authorized representative.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
10. Written Request		Client	
11. Applicant’s ID or any proof of identity – 1 original, 1 photocopy		Client	
12. Doc owner’s copy of COLB -2 photocopies each a. Owner’s copy or b. LCRO copy, and c. PSA copy		3.1 Client (Doc owner’s copy) 3.2 LGU-BREQS Facility (PSA copy) 3.3 MCR Office (File Transcript)	
4. Doc owner’s Baptismal, ID, school record, voter’s record, driver’s license, marriage,		Client	



passport (at least two)– 2 photocopies each				
5. Authorization w/ ID -1 Original copy a. Doc owner (if of legal age) b. Parent/Guardian (if minor)		Authorization Form – MCR Office or Handwritten –Client		
6. Official Receipt		MTO Collector		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Go to a frontline staff and inquire		NONE	1 minute	<i>Frontline Staff</i>
2. Submit the subject Written Request together with all the supporting documents to the Records Section	2.1 Receives and reviews the document 2.2 Advice client to proceed to MTO for payment	NONE	7 minutes	<i>Records Officer</i> <i>or</i> <i>MCR</i>
3. Go to the MTO for payment		Php550.00 (Marginal Annotation)		<i>MTO collector</i>
4.	4.1 Make an annotated copy of the COLB 4.2 Sign the annotated copy of the COLB	NONE	30 minutes	<i>MCR</i>
5. Receive the client's copy and instruction how to secure PSA annotated copy	Release the client's copy and instruct how to secure PSA annotated copy	NONE	5 minutes	<i>Records Officer</i> <i>or</i> <i>MCR</i>
	TOTAL:	Php550.00	43 minutes	



16. MARGINAL ANNOTATION OF COURT ORDERS

Marginal Annotations are remarks or statements reflected on the birth/marriage/death and other civil registry document to indicate that some entries in the original document have been corrected or changed as a result of a Court Decree.

Office/Division:	Municipal Civil Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Document owners, their parents, siblings or duly authorized representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certified copies of original court documents		Client		
2. Applicant's ID or any proof of identity – 1 original, 1 photocopy		Client		
3. Doc owner's copy of COLB -2 photocopies each a. Owner's copy or b. LCRO copy, and c. PSA copy		2.1 Client (Doc owner's copy) 2.2 LGU-BREQS Facility (PSA copy) 2.3 MCR Office (File Transcript)		
5. Authorization (1 Original copy) a. Doc owner (if of legal age) b. Parent/Guardian (if minor)		Authorization Form – MCR Office or Handwritten -Client		
4. Official Receipt		Municipal Treasury Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Go to a frontline staff and inquire		NONE	1 minute	<i>Frontline Staff</i>
2.	Receives and reviews the document	NONE	7 minutes	<i>Reg. Officer</i>
3. Go to the MTO for payment		Php550.00 (Marginal Annotation)		<i>MTO collector</i>
4.	4.1 Prepares and records the	NONE	30 minutes	<i>MCR</i>



	documents 4.2 Make an annotated copy of the COLB 4.3 Sign the annotated copy of the COLB			
5. Receive the client's copy and instruction how to secure PSA annotated copy	Release the client's copy and instruction how to secure PSA annotated copy	NONE	5 minutes	<i>Records Officer</i>
	TOTAL:	Php550.00	43 minutes	

17. ISSUANCE OF CERTIFIED COPIES OF CIVIL REGISTRY RECORDS

Civil registry documents such as birth, marriage and death certificates may be availed of by securing a certified transcript or photocopy from this Office.

Office/Division:	Municipal Civil Registrar’s Office		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	All Payao-born persons, their parents, siblings, relatives, nearest of kins and duly authorized representative.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Requestor’s ID or any proof of identity – 1 original, 1 photocopy		Client	
2. Owner’s copy of the document		Client	
3. If client is not the parent of the doc owner who is still a minor: a. Authorization of the parent b. ID of the parent		2.a.1 Authorization Form -MCR Office 2.b.1 Client	
4. Authorization (1 Original copy) b. Doc owner (if of legal age) c. Parent/Guardian (if minor)		Authorization Form – MCR Office or Handwritten –Client	
5. Official Receipt		Municipal Treasury Office	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Go to a frontline staff and inquire		NONE	1 minute	<i>Frontline Staff</i>
2. Submit Requirements	2.1. Interview the client 2.2 Verify availability of the record 2.3 Advise client to proceed to MTO for payment	NONE	3 minutes	<i>Records Officer</i>
3. Go to the treasurer's office for payment		Php75.00		<i>MTO Collector</i>
4.	4.1. Prepares the certification/transcription 4.2. Submit for MCR Approval	NONE	5 minutes	<i>Records Officer</i>
5.	Approves the document	NONE	2 minutes	<i>MCR</i>
6. Receive the client's copy	Release the client's copy	NONE	1 minutes	<i>Admin Aide</i>
	TOTAL:	75.00	12 minutes	

18. REQUEST FOR ELECTRONIC ENDORSEMENT (EE)

Electronic endorsement is a scheme where a previously registered copy as well as advance submission of a newly registered civil registry documents to the PSA Central Office through its Serbilis Outlets for top priority loading in the database to be made available for SECPA issuance.

Office/Division:	Municipal Civil Registrar's Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All Payao-born persons, their parents, siblings, relatives, nearest of kins and duly authorized representative.
CHECKLIST OF REQUIREMENTS WHERE TO SECURE	



1. Requestor's ID or any proof of identity – 1 original, 1 photocopy	Client			
2. Owner's copy of the document	Client			
3. SECPA Negative Result	Client			
4. Authorization (1 Original copy) c. Doc owner (if of legal age) a. Parent/Guardian (if minor)	Authorization Form – MCR Office or Handwritten –Client			
5. Official Receipt	Municipal Treasury Office			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Go to a frontline staff and inquire		NONE	1 minute	Frontline Staff
2. Submit requirements	2.1. Interview the client 2.2 Advise client to proceed to MTO for payment	NONE	5 minutes	Records Officer
3. Go to the Treasurer's Office for payment		Php150.00 (Endorsement Fee)	5 minutes	MTO Collector
4. Go to the Post Office for the Money Order	4.1 Prepares the documents 4.2 Endorse for MCR Approval	NONE	15 minutes	Records Officer
5.	5.1 Approves the EE 5.2 Prepares Transmittal	NONE	10 minutes	MCR
6. Receive Client's copy	6.1 Release client's copy 6.2 Instruct client how to secure PSA copy	NONE	1 Minute	Records Officer
	TOTAL:	Php150.00	37 minutes	



19. REQUEST FOR PSA COPY -LGU BREQS OUTLET

The BREQS is a scheme where the Philippine Statistics Authority (PSA) authorizes an LGU-Partner to receive requests for PSA-issued copies and certifications of civil registry documents to be issued to its clientele.

Office/Division:	Municipal Civil Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Requestor's ID or any proof of identity – 1 original, 1 photocopy		Client		
2. Owner's copy of the document		Client		
3. Request/Application Form		MCR Office		
4. Authorization (1 Original copy) a. Doc owner (if of legal age) b. Parent/Guardian (if minor)		Authorization Form – MCR Office or Handwritten -Client		
5. Official Receipt		Municipal Treasury Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Go to a frontline staff and inquire		NONE	1 minute	<i>Frontline Staff</i>
2. Submit the requirements	2.1. Interviews the client and reviews docs. 2.2 Advise client to proceed to MTO for payment	NONE	5 minutes	<i>Reg. Officer</i>
4. Go to the Treasurer's Office for payment		Php155.00 (SECPA per copy) Php210.00 (CENOMAR per copy)		<i>MTO Collector</i>



		Php200.00 (Service Fee)		
4. Sign the Request Forms	4.1 Prepares the request form 4.2 Reviews the request for consistency of entries & signature and signs the request form	NONE	7 minutes	<i>Records Officer</i>
5. Receive OR copy	5.1 Endorse the RF for encoding 5.2 Release client's OR 5.3 Advise Client to comeback upon notification	NONE	2 minutes	
6.	Encodes RF details	NONE	5 minutes	<i>Encoder</i>
7.	Submit Batch Request	NONE	15 Days	<i>PSA CRS Outlet</i>
8. Comeback to Office after being notified and receive SECPA / CENOMAR copy	Release Owner's copy	NONE	3 minutes	<i>Records Officer</i>
	TOTAL:	565.00	15 Days and 23 minutes	



OFFICE OF THE MUNICIPAL TREASURER



EXTERNAL SERVICES

ADMINISTRATIVE DIVISION

1. Treasurer's Certification & Clearance

The Certification & Clearance is issued to individuals needing the document states that:

- He/she has no pending administrative case filed with the Office of the Treasurer
- Tax Clearance is issued to taxpayer certifying that it is a tax compliant and has no outstanding tax liability within the Office.

Office or Division:		Office of the Municipal Treasurer		
Classification:		Simple		
Type of Transaction:		G2C- Government to Client		
Who may avail:		Residents only		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal				
Certificate of No Pending Case Certificate of Tax Clearance		Municipal Hall-Office of the Municipal Treasurer		
Official Receipt		Municipal hall-Office of the Municipal Treasurer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Official Receipt	1.1. Accept the payment based on the required fees 1.2. Issue the Official receipt	P100.00	5 minutes	Office Collector
2. Processing and release of Certification/Clearance	2. Check the Official Receipt and Issue the certification/ Clearance	None	10minutes	Administrative Staff (MTO)
TOTAL		100.00	15 minutes	

2. Prepare and Compute Barangay Share

Upon the request of Barangay Captain or Treasurer to compute their Share from 25% Real Property Tax and 50% from BIR Form 006 (Sedula)

Office or Division:		Office of the Municipal Treasurer		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:		LGU-Barangay		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		



Compute Share		Municipal hall-Office of the Municipal Treasurer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request to Compute the Share	1. Compute and Issue certification of sharing to the Client	None	10 minutes	MTO In-charge
2. Prepare Voucher	2.1. Forward to Mayor's Office for approval 2.2. Forward to Accounting Office for processing 2.3. Forward to MTO for Issuance of Check	None	1 day	Municipal Mayor Administrative Staff Accounting Administrative Staff (MTO)
3. Issuance of Check	3.1. Drawn Check 3.2. Forward to Mayor's Office for signature 3.3. Forward to Accounting Office for Check advice	None	50 minutes	Administrative Staff (MTO) Municipal Mayor Administrative Staff Accounting
4. Release of Check	4. Issue Official Receipt of Barangay Treasurer upon claim	None	30 minutes	Administrative Staff (MTO)
TOTAL		None	35 minutes	

3. Assist Barangay Official for preparation of Fidelity Bond

To assist the Barangay Captain, Treasurer, SK Chairman and SK Treasurer who apply for fidelity bond.

Office of Division:	Office of the Treasurer			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Every Officer, agent and Employee of the LGU's whose duties permit or require possession, custody & control of public funds or public properties.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Preparation of Fidelity Bond		Bureau of The Treasury		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Present the required documents to Treasurer's office administrative staff for interview and Checking	1. Arrange the supporting documents	None	15 minutes	<i>Administrative Staff (MTO)</i>
TOTAL		None	15 minutes	

COLLECTION DIVISION

1. Compute Tax

Every individual Taxpayers who owns the Real Property, Engage Business and other Fees & Charges who request to compute the tax.

Office or Division:	Office of the Treasurer			
Classification:	Simple			
Type of Transaction:	G2B- Government to Business			
Who may avail:	Owner of Real Property & Engage Business			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Compute Tax		Municipal hall-Office of the Municipal Treasurer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Interview the Client	1. Present the Record Card	None	5 minutes	<i>Administrative Staff (MTO)</i>
1.1. Compute the tax base on tax delinquency	1.1. Prepare of Notices	None	20 minutes	Administrative Staff (MTO)
1.2. Receive the Notice	1.2. File the Notice	None	3 minutes	Administrative Staff (MTO)
TOTAL		None	28 minutes	



2. Issuance of Official Receipt

The Local Treasurer is vested by law to collect and receive all monies accruing to their respective jurisdictions whether in the Form of Collectible taxes and other revenues or trust funds pertaining to other branches or units of government. Official Receipt is issued to Individual taxpayer.

Office of Division:	Office of the Mayor			
Classification:	Complex			
Type of Transaction:	G2B- Government to Business			
Who may avail:	Owner of Real Property, Business and Regulatory other fees and Charges			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Issuance of Official Receipt		Municipal Hall-Treasury Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Issuance of Official Receipt	1.1. Interview the client while Issuance of Official Receipt:		5 minutes	<i>Office Collector</i>
	a. Accountable Form # 51 (Regulatory & other Fees)		10 minutes	<i>Office Collector</i>
	b. Accountable Form # 56(Real Property)	Refer to Revenue Code	5 minutes	<i>Office Collector</i>
	c. BIR FORM 0016 (Sedula)		3 minutes	<i>Field Collector</i>
	d. Cash Ticket			
		P2.00 P5.00		
TOTAL			28 minutes	

3. Purchase of Accountable Forms

The barangay Treasurer who are bondable & Deputies are allowed to purchase Accountable Form.

Office or Division:	Office of the Treasurer- Collection Division			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Bonded Barangay Treasurer			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Issuance of Accountable Forms		Municipal Treasurer-Office		



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare Requisition and Issue Slip (RIS)	1. Sign the Accountable Custodian and Mun. Treasurer for Approval	None	5 minutes	Department Head/Administrative Staff MTO
2. Secure Official Receipt	2. Collector issue O.R	290.00	5 minutes	Office Collector
3. Bring the O.R to Accountable Form Custodian and wait for processing	3. Prepare Log Book	None	5 Minutes	Accountable Custodian
4. Checking the serial Number of O.R and Signature in the Logbook	4. Release Accountable Form	None	5 Minutes	Accountable Custodian
5. Receive the A.F	5. File the RIS	None	5 Minutes	Accountable Custodian
TOTAL		None	25 Minutes	

4. Assessment of Business Permit & Licenses

Every taxpayer who operates Business Permit is subject to assess their establishment to provide the fair and impartial vantage point needed when making sound, strategic decisions about the direction of the business.

Office or Division:	Office of the Treasurer			
Classification:	Simple			
Type of Transaction:	G2B- Government to Business			
Who may avail:	Operate Business within the municipality.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written Request		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Municipal Hall	1. Give the Log Book to the Client	None	5 minutes	Public Assistant Desk Officer



2. Present the written request to the Mayor's Office Administrative Staff for initial verification	2. Received the written request. 2.1.Wait for the approval of the LCE 2.2.Record the date, time and destination of the requested travel	None	5 minutes	Administrative Staff (MMO)
3. Wait for the confirmation of the request	3. Give confirmation of request	None	5 minutes	Administrative Staff (MMO)
TOTAL		None	15 minutes	

5. Inspection of Business Establishment and Weight & Measure

Inspect private commercial and industrial establishments within the jurisdiction of the LGU concerned in relation to the implementation of tax ordinances, pursuant to the provisions under Book II of the LGC.

Office or Division:	Office of the Treasurer			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may avail:	Taxpayer			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Marriage License		Municipal Hall-MCR		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the required documents and fill-out the application form.	1. Check the application form for verification	None	5 minutes	Collector/Administrative Staff (MMO)
2. Client waiting upon inspection	2. Inspect the establishment and Weight & Measure	None	30 minutes	
3. Receive the copy of approved application		None	2 Minutes	
TOTAL		None	37 minutes	



6. Tax Information Drive

Maintain and update the tax information system of the LGU

Office or Division:		Office of the Treasurer		
Classification:		Simple		
Type of Transaction:		G2C- Government to Client		
Who may avail:		Constituent		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Tax Information Drive				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. To inform the Taxpayers Note: During Barangay Assembly	1. Announce/Explain the taxpayers regarding their obligation for Real Property Tax, Business Tax & other fees and charges.	None	2 hours	Department Head/Administrative Staff MTO
TOTAL		None	2 hours	

DISBURSEMENT DIVISION

1. Cash Disbursement

The Disbursing Officers has the authority to cash advance and disburse the current operating expenses such as Salary for employees, payment of prize and labor.

Office or Division:		Office of the Treasurer		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Employee		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Disburse Salary		Office of the Treasury		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Supporting documents	1. Checking the documents	None	5 minutes	Disbursing Officer
2. Signature the payroll	2. Count and Release the money	None	5 minutes	Disbursing Officer
TOTAL			10 minutes	



2. Check Disbursement

Office or Division:	Office of the Treasurer			
Classification:	Simple			
Type of Transaction:	G2G- Government to Client			
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Release Check		Office of the Treasury		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signature in the Logbook	1. Checking the logbook	None	5 minutes	<i>Disbursing Officer</i>
2. Signature the voucher	2. Release Check	None	5 minutes	<i>Disbursing Officer</i>
TOTAL		None	10 minutes	

INTERNAL SERVICES

ADMINISTRATIVE DIVISION

1. Memorandum Order and Office Order

Memorandum Order is an instruction to provide with information about particular matter. Office Order contains directions or instructions which are complied with the person receiving the order.

Office or Division:	Office of the Treasurer			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Department Heads/Head of Offices in the municipality			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Memorandum Order and Office Order		Municipal Treasurer Staff		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare Memorandum Order or Office Order	1. Signature of Department Head and Copy furnish to concern Office	None	30 minutes	<i>Head of Office)</i>
2. release office order	2. Issue the order	None	10 minutes	<i>Administrative Staff (MTO)</i>
TOTAL		None	40 minutes	



2. Certificate of Appearance

Certification of Appearance is issued to individuals needing the document that states that he/she appeared in the Office of the Municipal Treasurer for Official Business

Office or Division:	Office of the Treasurer			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	All government personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal Appearance		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book	1. Give the logbook to the client	None	5 minutes	<i>Administrative Staff (MTO)</i>
2. Fill-up the logbook	2. Start Processing the Certificate of Appearance	None	2 minutes	<i>Administrative Staff (MTO)</i>
3. Wait for the release of Certificate of Appearance	3. Issue Certificate of Appearance	None	5 minutes	<i>Administrative Staff (MTO)</i>
TOTAL		None	12 minutes	

3. Certification

Certification is issued to individuals needing the document to affirm the validity of information.

Office or Division:	Office of the Treasurer			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Residents only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Interview the Client	1. Prepare Certification	None	5 minutes	<i>Administrative Staff (MTO)</i>
2. Present the required documents for verification	2.1. Receive the required document 2.2. Wait for the approval of the	None	15 minutes	<i>Administrative Staff (MTO)</i>



	Department Head 2.3. Start processing the request			
3. Wait for the processing and releasing of Certification	3. Issue the Certification	None	10 minutes	<i>Administrative Staff (MMO)</i>
TOTAL		None	31 minutes	

4. Prepare & Submission of Reports

The Local Treasurer shall accomplish and submit weekly, monthly, quarterly and annual reports.

Office or Division:		Office of the Treasurer		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare Report	1. Review, Approve and sign by Department Head	None	4 hours	<i>Department HeadAdministrative Staff (MTO)</i>
2. Submit Report	2. Forward to the office concern	None	1 hour	<i>Administrative Staff (MTO)</i>
TOTAL		None	5 hours	

5. Receive and release Communications

Receive all incoming communication addressed to the Municipal Treasurer. Release the outgoing communication to concerned person/office

Office or Division:		Office of the Treasurer		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Deliver the communication to the records officer *make sure to have receiving copy/book of that will be deliver	1.1. Receive the communication and check for the completeness 1.2. Mark and sign on the receiving copy/book as a proof of receipt	None	5 minutes	Administrative Staff (MTO)
2. Wait for the release of receiving copy/book	2. Issue the receiving copy/book 2.1 Start scanning, controlling and recording all the communication 2.2 Bring the communication on the M.T table for his action 2.3. Wait for the order of the Municipal Treasurer 2.3.1 Release the communication to concerned person/office 2.3.2 File all acted/read communication	None	30 minutes	Administrative Staff (MTO)
TOTAL		None	35 minutes	

6. Itinerary of Travels

Itinerary of travels is issued to LGU officials/employees for him/her to process his/her reimbursement/payment of Travelling Expenditure Voucher (TEV)

Office or Division:	Office of the Treasurer
Classification:	Simple
Type of Transaction:	G2G- Government to Government
Who may avail:	LGU officials and employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved Travel Order (1 original copy/each travel)	Office Concerned
Certificate of Appearance (1 original Copy/travel order)	Agency-Head of Office
Receive copy/book (1 official logbook	Agency



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare Itinerary of Travel and Attached the required documents	1. Receive the Itinerary of Travel for checking the attached documents	None	5 minutes	Administrative Staff (MTO)
2. For Signature	2. Signature of Department Head to certify and Municipal Mayor for Approval	None	15 minutes	Administrative Staff (MTO)
TOTAL		None	20 minutes	

COLLECTION DIVISION

1. Issuance of Accountable Forms

Office or Division:	Office of the Treasurer- Collection Division			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	MTO Collecting Officer			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Issuance of Accountable Form		Municipal Treasurer-Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare RIS	1. Signature RIS of Accountable Custodian for approval	None	10 minutes	Accountable Custodian
2. Wait for processing and releasing of Accountable form to issue.	2. For receiver of Collector	None	10 minutes	Accountable Custodian



2. Daily Report of Collection and Deposit

The Local Treasurer shall prepare and submit daily report of collections, with the supporting document

Office or Division:		Office of the Treasurer- Collection Division		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Bondable Officer		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Report of Collection and Deposit		Municipal Treasurer-Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. To collect Tax	1. Prepare Report of Accountability for Accountable Forms (RAAF)	None	20 minutes	<i>Office Collector</i>
2. Prepare Report of Collection	2. Receive the Municipal Treasurer for signature	None	20 minutes	<i>Office Collector</i>
TOTAL		None	40 minutes	



**OFFICE OF THE SECRETARY TO
THE SANGGUNIAN**



1. Accreditation of Civil Society and Non-Government Organizations

Under the Local Government Code, the Sangguniang Bayan is empowered to accredit CSO and NGOs. The accreditation of these organizations is necessary to qualify them to sit as representatives in the Special Bodies of the Municipality.

Office or Division		Office of the Sangguniang Bayan		
Classification		Complex		
Type of Transactions:		G2C-Government to Citizens		
Who may avail:		Non-accredited PO's and CSO's		
Checklist of requirements		Where to secure		
a. Duly accomplished Application Form		Application Forms at the SB Office		
b. Certificate of Registration (SEC,DOLE, etc.);		DOLE,SEC or DSWD		
c. Board Resolution signifying intention for accreditation;		Concerned Association		
d. List of current officers and members;		Concerned Association		
e. Original Sworn Statement stating that the CSO is an independent,non-partisan organization and that it will retain its autonomy while pursuing the advancement of the people's interest through its membership in a locall special body,after satisfying all the requirements and set criteria in DILG Memorandum Circular No. 2019-72 dated March 22,2019 and after securing a certificate of Acrreditation from the concerned Sanggunian;		Concerned Association		
f. Annual Accomplishment Report;		Concerned Association		
g. Financial Statement		Concerned Association		
h. Profile indicating the purposes and objectives of the organization		Concerned Association		
i. Copy of the minutes of the meeting of the organization		Concerned Association		
j. Copy of Constitution and By-laws		Concerned Association		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Secure application form	1.1 Inform/explain to the client the requirements	None	6 minutes	SB Secretary Staff (Office of Secretary to the Sanggunian)
2. Submit duly Accomplished application form and	2.1 Verify the completeness of the submitted documents.If	None	4 minutes	SB Secretary Staff (Office of the Secretary to the Sanggunian)



other requirements	required documents are complete record the documents received			
	2.2 Calendar for agenda, the application for Accreditation	None	10 minutes	<i>Secretary to the Sanggunian</i>
	2.3 Send invitation letter to the President /representative of the PO's ,NGO's for his appearance to this August Body during the Regular Session of the Sangguniang Bayan for the confirmation on the existence of a certain PO's and NGO's, in the barangay.	None	1 day	<i>Messenger</i>
3. President/Representative attend the Regular Session of the Sangguniang Bayan .	3.1 Application form and other requirements of PO's and NGO's accreditation forwarded to the Committee on Accreditation for review and deliberation .	None	1 hr. (Before the session started)	<i>Committee concerned</i>
	3.2 if the application is approved, prepare the	None	10 minutes	<i>For Resolution-by the SB Secretary</i>



	Certificate of Accreditation and resolution for accreditation			
	3.3 Have the signed by the Presiding Officer	None	5 days	<i>Presiding Officer</i>
	3.4 Transmit Certificate of Accreditation and Resolution for accreditation to the President of the PO's / NGO's	None	1 day	<i>Messenger</i>
	3.5 Notify the client that the application has been approved	None	2 Minutes	<i>SB secretary Staff</i>
	3.6 Issue Certificate of Accreditation to the client	None	2 minutes	<i>For Certificate of Accreditation-Ariel Delos Santos</i>
	3.7 Record the documents issued	None		<i>SB secretary's Staff</i>
TOTAL		None	7days,1hr and 34 minutes	



2. Issuance of Copy/ies of the Sangguniang Bayan Documents

Documents like Resolution , Municipal Ordinance , and other Legislative – Related documents can be issued at the Office of the Secretary to the Sanggunian.

Office or Divison:		Office of the Secretary to the Sanggunian		
Classification:		Simple		
Type of Transactions:		G2C- Government to Citizens;G2G- Government to Government		
Who may avail:		All		
Checklist of requirements		Where to secure		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Properly accomplish the request Form indicating therein the following: a. Name b. Address c. Name/kind of documents requested d. Number of Copies	1.1 Search for the requested document/s		5 minutes	SB Secreatry Staff(Office of the SB)
	1.2 Record the request in the Logbook		2 minutes	SB Secretary Staff (Office of the SB)
	1.3 Advise client to pay at the Municipal Treasury Office		2 minutes	SB Secretary Staff (Office of the SB)
2. Present the official reciept to claim requested documents	2.1 Requested Documents Released	PHP 100.00	2 minutes	SB Secretary Staff (Office of the SB)
TOTAL		PHP 100.00	11 Minutes	



INTERNAL SERVICES

1. Review of Budgets and Ordinances for the Operations of the Barangay Government.

Under the Local Government Code, the Sangguniang Bayan is empowered to review barangay budget and ordinances passed by the barangay government. The review of said budget and ordinances is to ensure that the said legislation passed by the barangays are within their powers to discharge under Local Government Code and other existing laws.

Office or Divison:		Office of the Secretary to the Sangguniang Bayan		
Classification:		Highly Technical		
Type of Transactions:		G2G- Government to Government		
Who may avail:		Barangay/SK Officials		
Checklist of requirements		Where to secure		
For Barangay Budgets 1.1. Appropriation ordinance enacting the Barangay Budget Supplemental Budget (1 original). 1.2. Resolution adopting the Annual Development and Investment Plan of the Barangay (1 original) 1.3. Resolution from the Sangguniang kabataan on the utilization of their 10% share from the barangay budget (1 original). 1.4. Endorsement from the Barangay (1 original copy)		Concerned Barangay		
Barangay Ordinances 2.1. Barangay Ordinance (1original) 2.2. Minutes of Public Hearing(1 original) 2.3. Endorsement/Transmittal from Barangay (1 original)		Concerned Barangay		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSIN G TIME	PERSONS RESPONSIBLE
1. Submit request with supporting documents.	1.1 Receive Barangay Budget with endorsement from the Local Finance	None	3 Minutes	<i>SB Secreary's staff</i>



	Committee			
2. Wait for the endorsement of Barangay Budget	2.1 Receive Barangay Budget with endorsement from the Local Finance Committee	None	3 Minutes	<i>SB Secreary's staff</i>
3. Wait for the review and evaluation of the Barangay Ordinances	3.1 Review submitted documents	None	3 Minutes	<i>SB Secreary's staff</i>
4. Get back request with notes and comments	4.1 If documents are complete. Request is entered in the logbook for legislative action.	None	1 minute	<i>SB Secretary (office of the Secretary to the Sanggunian).</i>
5. Wait for Legislative action .	5.1 SB Secretary places all barangay budgets and barangay ordinances for evaluation in Order of Business.	None	5 days	<i>SB Secretary (office of the Secretary to the Sanggunian).</i>
	5.2 Sangguniang Bayan take up the request and for referral to the proper committee. 5.3 The Concerned committee evaluates submitted documents.		5 minutes	<i>SB Committee concerned</i>
6. Attend committee hearing	6.1 The concerned committee prepares and finalizes committee report on the matter	None	5 days	<i>SB Committee concerned</i>



	6.2 Committee presents Committee Report to the Sangguniang Bayan and moves to adopt a Resolution on the matter	None	1 day	<i>SB Committee concerned</i>
	6.3 The Committee report is taken up and adopted.	None	1 day	<i>SB Committee Concerned</i>
	6.4 SB Secretary drafts Resolution for approval	None	1 day	<i>SB Secretary</i>
	6.5 Sangguniang Bayan approves/disapproves Resolution.	None	1 day	<i>SB Committee Concerned</i>
	6.6 Resolution is finalized for signature	None	5 minutes	<i>SB Secretary</i>
	6.7 SB Secretariat facilitates signature of concerned officials	None	5 minutes	<i>SB Secretary's Staff</i>
	6.8 Approved Resolutions entered on the journals	None	5 minutes	<i>SB Secretary's Staff</i>
TOTAL		None	15 days and 34 minutes	



2. Indorsement of Barangay Resolution to appropriate office or agency.

Resolution request coming from the Barangay Council that needs endorsement from the Office of the Sangguniang Bayan are forwarded/endorsed to appropriate agency/office.

Office or Divison:		Office of the Sangguniang Bayan		
Classification:		Simple		
Type of Transactions:		G2C- Government to Citizens;G2G- Government to Government		
Who may avail:		All		
Checklist of requirements		Where to secure		
Atleast three(3) copies of original Barangay Resolutions with complete attachments, if any.		Concerned Barangay		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit Barangay Resolution/s	1.1. Recieve and verify documents submitted	None	5 minutes	SB Secretary's Staff
	1.2. Calendar the Barangay Resolution	None	5 minutes	SB Secretary's Staff
	1.3.Deliberation	None	Within 1 Day During Session	SB on Session (Office of the Sangguniang Bayan SB Secretary
	1.4. If the resolution requires an endorsement form the SBO, prepare resolution endorsing the barangay resolution to concerned offices/agencies.	None	Within 1 day after the decision has been arrived by the SBO	
	1.5. If the resolution is a request for financial support from the SBO OR Mayo's Office , etc. Take appropriate action.	None	Within 1 day after the decision has been arrived by the SBO	SB Secretary (Office of the Sangguniang Bayan)
	1.6. If the Brgy. Resolution needs endorsement , have the SB resolution signed be the ff.SB Secretary	None	1 Day (pending on the availability of signatories)	SB Secretary (Office of the Sangguniang Bayan)



	Presiding Officer			
TOTAL		None	4 days and 10 minutes	

3. Conduct of Administrative Investigation Against Erring Elected Barangay Officials.

As mandated by the Local Government Code of 1991, an Administrative Complaint against an erring Barangay Officials shall be filed at the Office of the Sangguniang Bayan whose decision is final and executory.

Office or Division:		Office of the Sangguniang Bayan		
Classification:		Highly Technical		
Type of Transactions:		G2C- Government to Government		
Who may avail:		Elective Officials		
Checklist of requirements		Where to secure		
Duly accomplished and verified complaint together with the documents /evedences, if necessary.		Concerned complainant		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit Administrative Complaint	1.1 Receive the verified complaint from the complainant/s and cause recording in the designed logbook	Filing FeeP500.00	5 minutes	SB Secretary Staff
	1.2 Within a period of five (5) days upon receipt of the complaint, the ADHOC Committee shall issue an order requiring the respondent to submit his verified answer within fifteen (15) days upon receipts of the notice together with the supplemental documents ,	None	5 minutes	Vice Mayor



	copy furnish the complainant/s			
	1.3 Upon receipt of the verified answer, consult the concerned Committee for the scheduled convening of both parties for initial hearing within a period of 10 days	None	10 minutes	<i>Committee Concerned, SB Secretary, SBO Staff (Office of the Sangguniang Bayan)</i>
	1.4 Upon advice by the Committee Chairman prepare a summon/notice for the scheduled initial hearing, copy furnish both parties, all committee Members including the registered submitted witnesses if there are any	None	1 working day	<i>Committee Concerned</i>
	1.5 During the schedule hearings both parties must be present, including their respective counsels, if any, and witnesses should be there, to be heard by the committee, Presided over by the Chairman	None	Depending on the decision of the SB Committee concerned	<i>Committee Concerned</i>



	1.6 Subsequent hearing on such specific administrative case will be made until finally resolved / decided and/ or acted upon SB Members and upon mutual agreement of both parties on the succeeding schedules but no hearings will be made in a day period . However, hearing of such administrative case are suspended 90 days before the succeeding local or national elections and 30 days after some elections.	None	Depending on the decision of the SB Committee concerned	<i>Committee Concerned</i>
	1.7 Upon convincing hearings after presentation of facts, evidences and witness , the Committee will require both parties to submit their respective position paper as basis for an action / decision/ resolution by the Committee	None	Within 1 day after the recommendation of the SB Committee has been issued	<i>SB Secretary, SBO Staff, Signatories (Office of the Sangguniang Bayan)</i>
	1.8 After meticulous	None	Within 2 days	<i>SB Secretary staff</i>



	review by the committee en banc, a related resolution / decision will be issued		after the decision has been made 4 days and may be extended depending on the decision of the SB Committee concerned	
TOTAL		None	4 days and 20 minutes	

4. Review of the Annual and Supplemental Budget for the Operations of the Municipal Government.

Under the Local Government Code, the Sangguniang Bayan is empowered to review Annual and Supplemental Budgets for the operations of the Municipal Government.

Office or Division :		Office of the Secretary to the Sangguniang Bayan		
Classification:		Highly Technical		
Type of Transaction:		G2C-Government to Citizen		
Who may avail:		The Public, Barangay Officials and the Municipal Office.		
Checklist of Requirements		Where to Secure		
1. Proposed Annual/Supplemental budgets with supporting documents as prescribed by law (1 original Copy)		Office of the Municipal Budget		
2. Annual/ Supplemental Investment Plan (AIP) as approved by the Municipal Development Council (1 Original Copy)		Office of the Municipal Planning and Development Coordinator		
3. Proper endorsement by concerned authorities or officers (1 Original Copy)		Office of the Municipal Mayor/Office of the Municipal Budget		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE



1. Secure requirements and submit to the Office of the Sangguniang Bayan for review and assessment (1 Original Copy)	1.1 Received endorsement	None	1 minute	SB Secretary Staff
2. Submit request with requirements and submit to the Office of the Sangguniang Bayan for review and assessment	2.1 Review submitted documents	None	5 minutes	SB Secretary
3. Wait for the result of review (1 Original Copy)	3.1 If documents are complete, request is entered in the logbook for legislative measures	None	3 minutes	SB Secretary Staff
4. Wait for Legislative action	4.1 SB Secretary places all Municipal supplemental budgets for review in the Order of Business for first Reading	None	3 days	SB Secretary
	4.2 Municipal/Supplemental Budget is taken up on First Reading and referred to the Committee on Finance and Appropriations	None	2 minutes during SB Session	SB SMembers, Finance and Appropriations.
	4.3 The concerned committee evaluates submitted documents	None	2 Minutes during SB Session	SBMembers, Finance and Appropriations
		None	3 Minutes during SB Session	SB Secretary



	4.4 The concerned committee prepares Resolution adopting AIP and Appropriation Ordinance for First Reading . 4.5 Resolution for AIP is adopted.	None	2 minutes during SB Session	<i>Committee on Finance</i>
5. Wait for the Public Hearing to finish	5.1 The concerned committee holds public hearing whenever applicable and renders report to the SB Session. 5.2 The concerned committee finalizes report 5.3 The Committee Report is taken up and adopted with changes ,if any 5.4 Draft appropriation Ordinance is passed on First Reading and referred to the Committee on Finance and appropriations	None None None None	5 minutes 1 day 1 day 4 minutes during SB Session	<i>SB Committee concerned</i> <i>SB Committee Concerned</i> <i>SB Committee concerned</i> <i>SB Committee concerned</i>
6. Wait for the passage draft Appropriation Ordinance.	6.1 he draft Appropriation Ordinance is presented for approval on Second Reading with amendments if any based on	None	2 minutes during SB Session	<i>SB Committee Concerned</i> <i>SB Committee concerned</i>



	approved Committee Report	None		
	6.2 Draft Appropriations Ordinance incorporating amendments is finalized	None	3 minutes during SB Session	<i>Sangguniang Bayan Members</i>
	6.3 Draft Appropriations Ordinance is taken up and approved on Second Reading.	None	2 Minutes during SB Session	<i>Sangguninag Bayan Members</i>
	6.4 If there are amendments, the se are debated upon and reflected in the Draft Ordinance	None	5 minutes	<i>SB Committee concerned</i>
	6.5 Draft Appropriation Ordinance incorporating amendments is finalized	None	10 minutes during SB Session	<i>SB Committee</i>
	6.6 The Draft Appropriation Ordinance is presented for approval on Third Reading	None	3 minutes during SB Session	<i>Sangguniang Bayan Members</i>
	6.7 Draft Appropriation Ordinance is taken up and voted upon on Third Reading with its amendments	None	2 minutes	<i>SB Secretary</i>
	6.8 Appropriation Ordinance is finalized and	None	3 days	<i>SB Secretary Staff</i>



	6.9 numbered for signature of concerned officials			
7. Get copy of approved resolution or ordinance	7.1 SB Secretariat facilitates signing of Appropriation Ordinance.	None	2 Days	SB Secretary
	7.2 Approved Appropriation Ordinance is enrolled in the Journal and forwarded to the Sangguniang Panlalawigan for review.	None	3 minutes during SB Session	SB Secretary Staff
	7.3 Released approved Resolution or Ordinance	None	3 minutes during SB Session	SB Secretary Staff
TOTAL		None	13 days and 58 minutes	

5. Request for passage of Resolution and Ordinances.

The Sangguniang Bayan is the Local Legislative Body of the Local Government unit vested with the power to legislate. Any citizen or group of individuals or association, private or government entity can request and present a legislative proposal for action of the Sangguniang Bayan.

Office or Division:	Office of the Sangguniang Bayan
Classification:	Complex Services
Type of Transaction:	G2C, G2G, G2B
Who may avail	The Public, Barangay Officials and Municipal Officials
CHECKLIST OF REQUIREMENTS	WHERE TO AVAIL
Letter of endorsement from the Office of the Municipal Mayor	Office of the Municipal Mayor
Copy of draft resolution or ordinance or introductory title	Concerned office or individual
Appropriate attachment (rating or reports, relative to the proposal, memorandum, contracts, certification and such other supporting	Concerned office or individual



documents)				
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Sign the client's logbook	1.1 Tell the client to log their names and affix their signatures in the Visitor's Logbook	None	1 minute	<i>Receiving Staff</i>
2. Present the required documents	2.1 Reviews the documents for completeness	None	5 minutes	<i>SB Secretary Staff</i>
	2.2 The submitted draft resolution shall then be referred to the Secretary to the Sanggunian for inclusion in the Calendar and Order of Business which shall be read by him/her during the regular session and to be referred to the SB Committee concerned.	None	3 minutes during the SB Session	<i>SB Secretary</i>
3. Wait for the service of Notice Committee	3.1 Once referred, the Committee concerned shall conduct a committee hearing with the presence of the requesting party/ies.	None	It depends	<i>Committee concerned</i>
	3.2 The Committee concerned shall present a Committee Report during the next regular session.	None	It depends	<i>Sangguniang Bayan Members</i>
4. Submit draft	4.1 The Committee	None	3 minutes during	<i>Committee</i>



resolution for calendaring.	concerned does not follow the 3 reading principle for the passage of the resolution if it was certified by the Municipal Mayor as urgent request.		the SB Session	<i>Concerned</i>
	4.2 The SB concerned follow the 3 reading principle for the passage of resolution if the resolution is not urgent.	None	it depends	<i>Sangguniang Bayan Members</i>
	4.3 On its 3rd and final reading, the SB shall either approve or disapprove the resolution/deci sion and copies of the resolution passed by SB shall then be forwarded to the Presiding Officer for signature.	None	2 days	<i>Concerned Committee</i>
	4.4 A copy of the resolution passed by the SB adopting or disapproving the requested resolution shall then be furnished & transmitted to the requesting parties for their	None	5 days	<i>SB Secretary</i>



	information, ready reference and the imposition/execution of the decision. 4.5 Release the SB Resolution.	None	3 minutes	<i>SB Secretary Staff</i>
TOTAL		None	7 days and 16 minutes	



**MUNICIPAL BUDGET OFFICE AND
HUMAN RESOURCE AND MANAGEMENT OFFICE**



A. BUDGETING OFFICE

1. Budget Management Service-Preliminary Review of Barangay and SK budget

Office or Division:		Municipal Budget Office		
Classification:		Simple		
Type of Transaction:		G2C- Government to Citizen		
Who may avail:		Barangay Captains & SK Chairperson or thru their Barangay & SK Treasurers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Complete Barangay Budget		Municipal Budget Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished Barangay Budget Forms 1.1. Submit Sangguniang Kabataan Annual Budget	1.1. Check submitted Barangay and SK Budget as to the completeness of documents, Receive if complete 1.2. Prepare necessary adjustment/correction if needed. 1.3. When revision is not needed, prepare recommendations for consideration of the Sanggunian. 1.4. When budget is in accordance with Budgeting Rules and Regulations forward to the Sangguniang Bayan for review and approval	None	1 Day	Administrative Assistant IV or Casual Data Encoder
TOTAL			1 Day	



2. Budget Management -Preparation of Municipal Annual Budget

Office or Division:		Municipal Budget Office		
Classification:		Highly Technical		
Type of Transaction:		G2C- Government to Citizen		
Who may avail:		National and Local Agencies		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complete Annual Budget		Municipal Budget Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Each Department Heads and National Agencies prepares and submits the budget proposal	1.1. The Budget Officer review and consolidate the budget proposal, 1.2. Conduct budget hearing 1.3. Evaluate Budget Proposal 1.4. Submit executive budget to the Municipal Mayor	None	2 Months	<i>Municipal Budget Officer</i>
TOTAL			60 days	

3. Request for appropriation for PPA's

Office or Division:		Municipal Budget Office		
Classification:		Simple		
Type of Transaction:		G2C- Government to Citizen		
Who may avail:		National and Local Agencies		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. OBR 2. PR 3. Training Design/Project to profile 4. App for Materials 5. Program of Works		Municipal Budget Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the with the signature of requesting officer with the complete documents attached	1.1. Verify the existence of appropriation and the corresponding release of allotment of PS, MOOE, CAPITAL OUTLAY/PROJECTS	None	5 Minutes	<i>Administrative Assistant I</i>



2. The client claims the OBR already signed by the MBO.	2.1. The in charge records the OBR in the logbook, numbering the OBR from the logbook's series no. and record it into the Registry of Allotment and Obligation 2.2. The MBO will affixed her signature certifying that there is available appropriation	None	5 Minutes	Administrative Aide IV
TOTAL			10 Minutes	

4. Budget Management Service-Processing of Obligation Request

Office or Division:	Municipal Budget Office
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	National and Local Agencies
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Payroll Fund for Salaries, wages allowances, honoraria and other Similar Expenses 1.a. Obligation Request 1.b. Disbursement Voucher 1.c. Approved Payroll or list of payees indicating their net payments 1.d. Approved Contract for Initial payment 2. Travelling Allowances(per diem) 2.a. Obligation Request 2.b. Disbursement Voucher 2.c. Approved Travel order 2.d. Approved Itinerary of Travel 3. Assistance 3.a. Obligation Request 3.b. Disbursement Voucher 3.c. Request Letter 3.d. Certificate of Indigency 3.e. Social Case Study from MSWDO 3.f. Medical abstract/Doctor's Prescription for Medical Assistance 4. Procurement 4.a. Obligation Request 4.b. Purchase request	Municipal Budget Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit obligation request and supporting documents	1.1. The in charge personnel verifies the available allotment & assigned the obligation no. of OBR and endorse the same to Municipal Budget Officer for his/her signature 1.2. Forward the document to Accounting Office for final verification of supporting documents and signature of the Municipal Accountant	None	5 Minutes	Administrative Assistant I Administrative Aide IV
TOTAL			5 Minutes	

5. Budget Management Services-Issuance of Certification as to availability of Appropriation

Office or Division:	Municipal Budget Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	National and Local Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt		Municipal Budget Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Requirements	1. Interview/ Verification of Client	None	5 Minutes	Municipal Budget Officer
1.1. Claim Certificate of availability of appropriations	1.1. Release of document			
TOTAL			5 Minutes	



6. Budget Management Services-Issuance of Allotment release of appropriation from augmentation/additional release

Office or Division:		Municipal Budget Office		
Classification:		Simple		
Type of Transaction:		G2C- Government to Citizen		
Who may avail:		National and Local Agencies		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter		Municipal Budget Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter	1. Check the appropriation and augment/release the appropriation 1.1. Record the augmentation/ Additional Release 1.2. Release the allotment paper	None	5 minutes	<i>Administrative Assistant I</i> <i>Administrative Aide IV</i>
TOTAL			5 Minutes	



B. DESIGNATED FUNCTION HUMAN RESOURCE MANAGEMENT

1. Receiving of Job Applications

The list of published vacant positions with their corresponding Qualification Standards and requirements can be found on the MHRMO and Municipal Hall Bulletin Board, Integrated Bus Terminal (IBT) Bulletin Board, and CSC Website. All applicants who would like to apply for a Job Order (JO), Contract of Service (COS), and Plantilla Position should submit their requirements to the Office of the Municipal Human Resource Management (MHRMO) for screening and evaluation.

Office or Division:	Municipal Budget Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen G2G- Government to Government			
Who may avail:	Local Government Unit Employee; Individual from other Agencies; and Payao residents who are legal age			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Letter (1 copy)		Client/Applicant		
2. Personal Data Sheet (CS Form No. 212, Revised 2017) (1 copy)		Downloadable form from https://csc.gov.ph/downloads/2017-oraohra or from MBO		
3. Work Experience Sheet (CS Form No. 212 Attachment) (1 copy)		Downloadable form from https://csc.gov.ph/downloads/2017-oraohra or from MBO		
4. Photocopy of the certificate of eligibility/rating/license, if applicable (1 copy)		Civil Service Commission (CSC), National Police Commission (NAPOLCOM), Career Executive Service Board (CESB), Professional Regulation Commission (PRC), Supreme Court of the Philippines (SC), Maritime Industry Authority (MARINA), National Telecommunications Commission (NTC), Civil Aviation Authority of the Philippines (CAAP), Land Transportation Office (LTO), or Philippine National Police (PNP)		
5. Photocopy of scholastic/academic record such as diploma and transcript of records (TOR) (1 copy)		School, institute, college, or university where applicant has attended		
6. Performance Rating in the present position for one (1) year, if applicable (1 copy)		Applicant's former office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download the PDS and Work Experience Sheet or obtain printed copy from MBO	1. Make sure that the PDS and Work Experience Sheet are available for download and printed copies are always available for distribution	None	1 minute	<i>Applicant</i>



2. Submit requirements directly to MBO	2. Receive the requirements from the applicant	None	2 minutes	HRMO Designate Administrative Assistant I
	2.1 Encode the application requirements received	None	2 minutes	HRMO Designate Administrative Assistant I
	2.2 Sort applications for screening and HRMPSB evaluation	None	5 minutes	HRMO Designate Administrative Assistant I
TOTAL		None	10 Minutes	

2. Issuance of Certified True Copies of Employee Records

The issuance of employee records and files which include CSC-attested appointment forms, certificates of eligibility, ratings, licenses, and other employment documents including communications and other documents previously submitted to and/or received by the Office of the Municipal Human Resource Management.

Office or Division:	Municipal Budget Office			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Who may Avail: Current and Former Officials and Employees of the Local Government Unit of Payao; Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Request Slip or Request Letter (1 copy)		Office of the Municipal Budget Officer(Request Slip) or Client (Request Letter)		
2. Special Power of Attorney or Authorization Letter (if he client requesting is another person) (1 copy)		Person being represented		
3. Government-issued Identification Card of the person client/being represented (if the client requesting is another person)		BIR, DFA, PSA, SSS, GSIS, Pag-IBIG, Post Office, Barangay Hall		
4. Government-issued Identification Card of the representative (if applicable)		BIR, DFA, PSA, SSS, GSIS, Pag-IBIG, Post Office, Barangay Hall		
5. Official Receipt		Office of the Municipal Treasurer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Acquire and fill out Request Slip	1. Give Request Slip to the client	None	2 minutes	<i>HRMO Designate</i> <i>Administrative Assistant I</i>
2. Submit the filled-out Request Slip or Request Letter	2. Receive the filled-out Request Slip or Request Letter and check for completeness of data	None	2 minutes	<i>HRMO Designate</i> <i>Administrative Assistant I</i>
	2.1 Indicate the amount to be paid in the Request Slip	None	1 minute	<i>HRMO Designate</i> <i>Administrative Assistant I</i>
	2.2 Record the request on the logbook for documentary requests	None	1 minute	<i>HRMO Designate</i> <i>Administrative Assistant I</i>
3. Pay the required fee at the Office of the Municipal Treasurer by showing the Request Slip with note from HRMO Designate staff	3. Accept the payment based on the note by the HRMO Designate staff on the request slip 3.1 Issue the Official Receipt	Secretary's Fee – PHP 100.00	5 minutes	<i>Office of the Municipal Treasurer</i>
4. Return to the Municipal Budget Office and submit the Official Receipt to the HRMO Designate	4. Check the Official Receipt	None	2 minutes	<i>HRMO Designate</i> <i>Administrative Assistant I</i>
5. Wait for the request to be processed	5. Wait for the request to be processed	None	1 day or 2 days for documents to be retrieved from the Archives	<i>HRMO Designate</i> <i>Administrative Assistant I</i>
6. Claim the requested document	6. Release the requested document to the client 6.1 Let the client sign the logbook upon the release of document/s	None	2 minutes	<i>HRMO Designate</i> <i>Administrative Assistant I</i>



TOTAL	1 day and 17 minutes	
	2 days and 17 minutes for documents to be retrieved from the Archives	

C. INTERNAL SERVICE

1. Issuance of Clearance Certificate

The issuance of employee records and files which include CSC-attested appointment forms, certificates of eligibilities, ratings, licenses, and other employment documents including communications and other documents previously submitted to and/or received by the Office of the Municipal Human Resource Management.

Office or Division:	Municipal Budget Office			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Local Government Unit Employee; Individual from other Agencies; and Payao residents who are legal age			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Request Slip or Request Letter (1 copy)		Office of the Municipal Budget Officer(Request Slip) or Client (Request Letter)		
2. Special Power of Attorney or Authorization Letter (if the client requesting is another person) (1 copy)		Person being represented		
3. Government-issued Identification Card of the person client/being represented (if the client requesting is another person)		BIR, DFA, PSA, SSS, GSIS, Pag-IBIG, Post Office, Barangay Hall		
4. Government-issued Identification Card of the representative (if applicable)		BIR, DFA, PSA, SSS, GSIS, Pag-IBIG, Post Office, Barangay Hall		
5. Official Receipt		Office of the Municipal Treasurer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Acquire and fill out Request Slip	1. Give Request Slip to the client	None	2 minutes	<i>HRMO Designate</i> <i>Administrative Assistant I</i>
2. Submit the filled-out Request Slip or Request Letter	2. Receive the filled-out Request Slip or Request Letter and check for	None	2 minutes	<i>HRMO Designate</i> <i>Administrative Assistant I</i>



	completeness of data			
	2.1 Indicate the amount to be paid in the Request Slip	None	1 minute	<i>HRMO Designate</i> <i>Administrative Assistant I</i>
	2.2 Record the request on the logbook for documentary requests	None	1 minute	<i>HRMO Designate</i> <i>Administrative Assistant I</i>
3. Pay the required fee at the Office of the Municipal Treasurer by showing the Request Slip with note from HRMO Designate staff	3. Accept the payment based on the note by the HRMO Designate staff on the request slip 3.1 Issue the Official Receipt	Secretary's Fee – PHP 100.00	5 minutes	<i>Office of the Municipal Treasurer</i>
4. Return to the Municipal Budget Office and submit the Official Receipt to the HRMO Designate	4. Check the Official Receipt	None	2 minutes	<i>HRMO Designate</i> <i>Administrative Assistant I</i>
5. Wait for the request to be processed	5. Prepare and produce the requested document	None	10 minutes	<i>HRMO Designate</i> <i>Administrative Assistant I</i>
	5.1 Contact the client once the document/s requested is/are ready for release	None	2 minutes	<i>HRMO Designate</i> <i>Administrative Assistant I</i>
6. Claim the requested document	6. Release the requested document to the client 6.1 Let the client sign the logbook upon the release of document/s	None	2 minutes	<i>HRMO Designate</i> <i>Administrative Assistant I</i>
TOTAL			27 Minutes	



2. Issuance of Certificates of Employment and Service Records

The issuance of certificates of employment and service records for the purpose of the employee's (current and former) application for employment, application for loan, retirement and death claims, and other legal purposes.

Office or Division:	Municipal Budget Office			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Local Government Unit Employee; Individual from other Agencies; and Payao residents who are legal age			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Request Slip or Request Letter (1 copy)		Office of the Municipal Budget Officer (Request Slip) or Client (Request Letter)		
2. Special Power of Attorney or Authorization Letter (if the client requesting is another person) (1 copy)		Person being represented		
3. Government-issued Identification Card of the person client/being represented (if the client requesting is another person)		BIR, DFA, PSA, SSS, GSIS, Pag-IBIG, Post Office, Barangay Hall		
4. Government-issued Identification Card of the representative (if applicable)		BIR, DFA, PSA, SSS, GSIS, Pag-IBIG, Post Office, Barangay Hall		
5. Official Receipt		Office of the Municipal Treasurer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Acquire and fill out Request Slip	1. Give Request Slip to the client	None	2 minutes	Casual Clerk HRMO Designate
2. Submit the filled-out Request Slip or Request Letter	2. Receive the filled-out Request Slip or Request Letter and check for completeness of data	None	2 minutes	HRMO Designate
	2.1 Indicate the amount to be paid in the Request Slip	None	1 minute	Casual Clerk HRMO Designate
	2.2 Record the request on the logbook for documentary requests	None	1 minute	Casual Clerk
3. Pay the required fee at the Office of the Municipal Treasurer by showing the Request Slip	3. Accept the payment based on the note by the HRMO Designate staff on the request slip	Secretary's Fee – PHP 100.00	5 minutes	Office of the Municipal Treasurer



with note from HRMO Designate staff	3.1 Issue the Official Receipt			
4. Return to the Municipal Budget Office and submit the Official Receipt to the HRMO Designate	4. Check the Official Receipt	None	2 minutes	<i>HRMO Designate</i> <i>Casual Clerk</i>
5. Wait for the request to be processed	5. Prepare and produce the requested document(s)	None	1 day or 2 days for documents to be retrieved from the Archives	<i>HRMO Designate</i> <i>Administrative Assistant I</i>
	5.1 Contact the client once the document/s requested is/are ready for release	None	2 minutes	<i>HRMO Designate</i> <i>Casual Clerk</i>
6. Claim the requested document	6. Release the requested document to the client	None	2 minutes	HRMO Designate Casual Clerk
	6.1.Let the client sign the logbook upon the release of document/s			
TOTAL			1 day and 17 minutes 2 days and 17 minutes for documents to be retrieved from the Archives	



3. Issuance of Certificate of Leave Credits

The issuance of certificate of leave credits to be used as a supporting document for the employee's monetization of unused leave credits, claiming of terminal leave benefit, and other legal purposes

Office or Division:	Municipal Budget Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen G2G- Government to Government			
Who may avail:	Local Government Unit Employee; Individual from other Agencies; and Payao residents who are legal age			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Request Slip or Request Letter (1 copy)		Office of the Municipal Budget Officer(Request Slip) or Client (Request Letter)		
2. Special Power of Attorney or Authorization Letter (if the client requesting is another person) (1 copy)		Person being represented		
3. Government-issued Identification Card of the person client/being represented (if the client requesting is another person)		BIR, DFA, PSA, SSS, GSIS, Pag-IBIG, Post Office, Barangay Hall		
4. Government-issued Identification Card of the representative (if applicable)		BIR, DFA, PSA, SSS, GSIS, Pag-IBIG, Post Office, Barangay Hall		
5. Official Receipt		Office of the Municipal Treasurer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Acquire and fill out Request Slip	1. Give Request Slip to the client	None	2 minutes	HRMO Designate Casual Clerk
TOTAL			2 Minutes	



MUNICIPAL DISASTER RISK REDUCTION AND MANAGEMENT OFFICE



EXTERNAL

1. DISASTER PREVENTION AND MITIGATION

1.1. Risk Assessment

Services provided to the general public in case the Barangay Disaster Risk Reduction Management Committee (BDRRMC) request in the conduct of Risk assessment.

Office or Division:		Municipal Disaster Risk Reduction and Management Office		
Classification:		Simple		
Type of transaction:		LGU to BLGU		
Who may avail?		General Public		
CHECLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Communication letter request			MDRRM OFFICE	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client's letter request	1.1. Received 1.2. Scheduling	None	5minutes 5minutes	<i>Research and planning section</i>
2. Clients will wait in their Barangay	1. Conduct Risk assessment	None	1 day	<i>Research and planning section personnel</i>
TOTAL			1 day and 10 minutes	

1.2. IEC on DRR/CCA

Services provided to the general public in case the Barangay Disaster Risk Reduction Management Committee (BDRRMC) request in the conduct of IEC on DRR/CCA.

Office or Division:		Municipal Disaster Risk Reduction and Management Office		
Classification:		Simple		
Type of transaction:		LGU to BLGU		
Who may avail?		General Public		
CHECLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Communication letter request			MDRRM OFFICE	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client's letter request	1.1. Received 1.2. Scheduling	None	5minutes 5minutes	Administration and training section
2. Clients will wait in their Barangay	2. Conduct IEC in the Barangay level	None	1 day	Administration and training section and staff.
Total		None	1 day & 10 min.	



1.3. INSTALLATION OF SIGNAGES AND CCTV CAMERA

Services provided to the general public in case the Barangay Disaster Risk Reduction Management Committee (BDRRMC) request needed signages and CCTV camera upon the approval of the LDRRM council.

Office or Division:		Municipal Disaster Risk Reduction and management Office		
Classification:		Simple		
Type of transaction:		LGU to BLGU		
Who may avail?		General Public		
CHECLIST OF REQUIREMENTS		WHERE TO SECURE		
Communication letter request		MDRRM OFFICE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client's letter request	1.1. Received	None	5minutes	<i>Operation and Warning section</i>
	1.2. Scheduling		5minutes	
TOTAL			10 Minutes	

2. DISASTER PREPAREDNESS

2.1. TRAININGS ON RESCUE TECHNIQUE

Services provided to the general public in case the Barangay Disaster Risk Reduction Management Committee (BDRRMC) or private sector request needed trainings.

Office or Division:		Municipal Disaster Risk Reduction and Management Office		
Classification:		Simple		
Type of transaction:		LGU to BLGU		
Who may avail?		General Public		
CHECLIST OF REQUIREMENTS		WHERE TO SECURE		
Communication letter request		MDRRM OFFICE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client's letter request	1.1. Received	None	5minutes	<i>Administration and Training section</i>
	1.2. Scheduling		5minutes	
2. Clients will wait in their Barangay	2. Conduct Rescue technique training	None	3 days	<i>Administration and Training section and staff</i>
TOTAL			3 Days and 10 minutes	



2.2. SEMINAR WORKSHOP ON CONTINGENCY PLANNING

Services provided to the Barangay Disaster Risk Reduction Management Committee (BDRRMC).

Office or Division:		Municipal Disaster Risk Reduction and Management Office		
Classification:		Simple		
Type of transaction:		LGU to BLGU		
Who may avail?		General Public		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Communication letter request			MDRRM OFFICE	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client's letter	1.1. Received 1.2. Scheduling	None	5minutes 5minutes	Administration and Training section and staff
2. Administration and Training section	2. Conduct seminar and orientation	None	1 day	Administration and Training section and staff
	TOTAL	None	1 day and 10 minutes	

2.3. SEMINAR WORKSHOP ON BDRRM PLANNING

Services provided to the Barangay Disaster Risk Reduction Management Committee (BDRRMC).

Office or Division:		Municipal Disaster Risk Reduction and Management Office		
Classification:		Simple		
Type of transaction:		LGU to BLGU		
Who may avail?		General Public		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Communication letter request			MDRRM OFFICE	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client's letter	1.1. Received 1.2. Scheduling	None	5minutes 5minutes	Administration and Training section and staff
2. Administration and Training section	2. Conduct seminar and orientation	None	1 day	Administration and Training section and staff
	TOTAL	None	1 day and 10 min.	



2.4. CONDUCT QUARTERLY NATIONWIDE SIMULTANEOUS EARTHQUAKE DRILL

Services provided to the general public in case the Barangay Disaster Risk Reduction Management Committee (BDRRMC), schools and other institution request needed guidance in the conduct of NSED.

Office or Division:	Municipal Disaster Risk Reduction and Management Office			
Classification:	Simple			
Type of transaction:	LGU to BLGU & other institution			
Who may avail?	General Public			
CHECLIST OF REQUIREMENTS		WHERE TO SECURE		
Communication letter request		MDRRM OFFICE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client's letter	1.1. Received 1.2. Scheduling	None	5minutes 5minutes	<i>Operation and Warning section</i>
2 Clients wait on site	2. Conduct NSED	None	2 hours	<i>Operation and Warning section and staff</i>
TOTAL			2 hours and 10 minutes	

3. DISASTER RESPONSE

3.1. EMERGENCY RESPONSE

Services provided to the general public in case for any emergency that needs rescue operation.

Office or Division:	Municipal Disaster Risk Reduction and Management Office			
Classification:	Simple			
Type of transaction:	LGU to the general public			
Who may avail?	General Public			
CHECLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Communication request: Either call or text or any form of communication as long as our office will be informed.		MDRRM OFFICE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client's call/text or in person	1.1 Received	None	1 minute	<i>Operation and Warning section</i>
	1.2 Verify	None	5 minutes	<i>Operation and Warning section</i>
2.Wait for the arrival of the rescue team	2.2 Dispatch Emergency Response Team needed.	None	Depending on the distance	<i>Personnel on duty in the operation center</i>
	2.3 Provide necessary first aid to patient	None	10 minutes	<i>Personnel on duty in the operation center</i>



	2.4 Transport patient to the nearest health care facility		Depending on the distance	<i>Personnel on duty in the operation center</i>
Total		None	16 minutes + travel time (depending on the distance)	

3.2. PRE-EMPTIVE AND FORCE EVACUATION

Services provided to the general public in case the Barangay Disaster Risk Reduction Management Committee (BDRRMC) request needed evacuation as need arises.

Office or Division:		Municipal Disaster Risk Reduction and Management Office		
Classification:		Simple		
Type of transaction:		LGU to BLGU		
Who may avail?		General Public		
CHECLIST OF REQUIREMENTS		WHERE TO SECURE		
Communication request through call or text.		MDRRM OFFICE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call/text or in person	1.1 Received	None	1 minute	<i>Operation and warning section</i>
	1.2 verify	None	5 minutes	
2. Vulnerable population is priority but every individual must be transported to the evacuation center.	2.1 Dispatch Emergency Response Team needed.	None	Depending on the distance	<i>Personnel on duty in the operation center</i>
	2.2 Transport IDPs to the evacuation center	None	Depending on the distance and the number of IDPs.	
Total		None	6 minutes + travel time (Depending on the distance)	



4. Disaster Rehabilitation and Recovery

4.1. CASH ASSISTANCE

Services provided to the families heavily affected by the calamity in case the municipal is in the state of calamity and can utilize quick response fund.

(Note: Utilization of the QRF upon the approval of the LDRRM council and the Sangguniang Bayan).

Office or Division:	Municipal Disaster Risk Reduction and Management Office			
Classification:	Complex			
Type of transaction:	LGU to the General Public			
Who may avail?	Victims of any calamity			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certification from the BDRRMC that his/her house was damaged by a disaster.		MDRRM OFFICE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report the damaged house with Barangay certification and picture.	1.1 Received	None	0-1 minute	Operation and warning section
	1.2 verify		5 minutes	
2.Wait for the schedule of release.	2.1Include his/her name in the master list to be provided by the cash assistance.		7 days	LDRRMC Chairman will designate personnel to conduct the releasing of the cash assistance.
	2.2Releasing of the cash assistance.		1 day	
Total		None	8 days & 6 minutes	



1. TRAININGS

Services provided to the Municipal Disaster Risk Reduction and Management council members, office personnel's and volunteers to capacitate them as mandated in the RA No, 10121 otherwise known as the Philippine Disaster Risk Reduction and Management act of 2010.

Office or Division:	Municipal Disaster Risk Reduction and Management Office			
Classification:	Simple			
Type of transaction:	Government to Government			
Who may avail?	MDRRM Officer and Staff and LGU employee Volunteers			
CHECLIST OF REQUIREMENTS		WHERE TO SECURE		
1. LGU Employees permanent or Job orders.		MDRRM OFFICE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit your name for the inclusion of participants.	1.1 Received	None	1 minute	Administration and training section
	1.2 Verify		5 minutes	
2. Wait for the schedule of training.	2.1. Memorandum order for participants to be included in the training.		5 days	
Total		None	5 days & 6 minutes	

2. SEMINARS

Services provided to the Municipal Disaster Risk Reduction and Management office personnel's and volunteers to capacitate them as mandated in the RA No, 10121 otherwise known as the Philippine Disaster Risk Reduction and Management act of 2010.

Office or Division:	Municipal Disaster Risk Reduction and Management Office			
Classification:	Simple			
Type of transaction:	LGU to Employees			
Who may avail?	MDRRM Officer and Staff and LGU employee Volunteers			
CHECLIST OF REQUIREMENTS		WHERE TO SECURE		
1. LGU Employees permanent or Job orders.		MDRRM OFFICE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit your name for the inclusion of participants.	1.1 Received	None	1 minute	Administration and training section
	1.2 verify		5 minutes	



2.Wait for the schedule of seminar.	2.1 Memorandum order for participants to be included in the seminar.		5 days	
Total		None	5 days & 6 minutes	



OFFICE OF THE MUNICIPAL NUTRITION



A. External

1. Issuance of BNS required blank forms

As mandated by PD 491, the BNS should submit their BNS required reports in each barangay to the municipal nutrition office for consolidation to the MNAO, in order for them to comply the said required reports; they should ask a blank form from MNO for them to comply the said report.

Office or Division:	Municipal Nutrition Office			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Barangay Nutrition Scholar			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay letter request form		Barangay office		
2. Travel order		Office of the barangay captain		
3. Issuance of technical assistance		Municipal Nutrition Office		
4. Issuance of certificate of appearance		Municipal Nutrition Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the letter request form from the barangay	1.1 accept and read 1.2 check the availability of forms requested	None	15 minutes	Nutrition Staff (encoder)
2. Provision of the needed blank forms for BNS required reports, from the list	2.1 Encode/Print the unavailable BNS blank forms 2.2 Provide the available BNS blank forms requested		45 minutes	Nutrition Staff (encoder)
3. Issuance of certificate of appearance	1.1 Print the certificate of appearance 1.2 Signed and Issued the certificate of appearance	None	10 minutes	Nutrition Staff (encoder)
TOTAL			1 hour 30 minutes	



2. Provision of technical assistance in relation to nutrition aspects

This services accept for any queries from client in the barangay, in terms of nutrition program they need to provide from the MNAO.

Office or Division:	Municipal Nutrition Office			
Classification:	Simple			
Type of Transaction:	G2B- Government to Client			
Who may avail:	Client from the barangay			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID		MNO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire for any assistance that the client may need	1.1 Ask the client if what is his/her purpose 1.2 Check if she/ he is eligible to received	None	10 minutes	<i>Municipal Nutrition Action Officer (MNAO)</i>
2. Present the ID and seat, for more comfortable	1.1 Calls the client; 1.2 Get the ID validation to the master list of beneficiaries 1.3 After checking The list, that's the time you will call the client to claim the assistance	None	15 minutes	<i>Municipal Nutrition Action Officer (MNAO)</i>
TOTAL			25 minutes	



YOUTH DEVELOPMENT OFFICE



1. YOUTH ORGANIZATION REGISTRATION PROGRAM

Mandated by RA 10742 (SK Reform Law), the LYDO is required TO FACILITATE THE REGISTRATION OF Youth and Youth Serving Organization to ensure access to and participation in government programs.

Office or Division:	Office of the Municipal Youth Development Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Youth and Youth Serving Organization with 10 members and above, and a set of officers.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished YORP Form 2. List of Active Members 3. List of Officers 4. Photocopy of ID of Officers 5. Constitution and By Laws	Local Youth Development Office – MSWD Office, Municipal Gymnasium, Payao, Zamboanga Sibugay besides Go Negosyo Center.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Coordinate with LYDO and acquire digital softcopies required for Youth Organization Registration Program (YORP) Application	1. Provide digital softcopies of (1) YORP Application Form (2) Organization Directory (3) List of Members	None	30 minutes	Local Youth Development Officer
2. Submit hardcopy and softcopy documents of the accomplished YORP Application forms.	2. LYDO receives and checks documents for completeness. 2.1. Informs applicant that once their registration is approved their certificate will be sent or awarded to them	None	30 minutes	Local Youth Development Office
3. Wait for Validation process results	3. LYDO's YORP Secretariat undertakes validation process on submitted requirements 3.1 LYDO revalidates and approves the application.	None	1 day	Local Youth Development Officer
4. Documents are validated and awaits delivery of Certificate of Registration	4. LYDO YORP Secretariat prepares and endorses Certificate of	None	1 day	Local Youth Development Officer



	Registration for Local Youth Development Officer's Signature			
5. Receives the Certificate of Registration	5. LYDO's YORP Secretariat sends approved Certificate of Registration to Registered Youth Organization	None	1 day	<i>Local Youth Development Office</i>
6. Transaction Done	6. LYDO's YORP Secretariat registers the youth organization to the National Youth Commissions Youth Organization Registration Program (YORP).	None	7 days	<i>Local Youth Development Office</i>
TOTAL			10 days & 2 hrs	



OFFICE OF THE MUNICIPAL TOURISM



1. Guest Booking

The process by which individuals organizations book government facilities or services for hosting events, meetings, conference or other activities.

Office or Division:	Municipal Tourism Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Foreign				
1. Contact Information		Client for Foreign Tourist		
Local				
1. Contact Information		Client for Local Tourist		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Guest booking Call and Text Payao Tourism 2-3 days for reservation	1.1. Logbook and Log in for destination Motorized boat Cottage Function hall 1.2. Inform the guest the standard fees	None	5 minutes	<i>Municipal Tourism Staff</i>
TOTAL			5 minutes	

2. Assist Local and Foreign Tourists

Provide clear information about the rights, the services they can expect and the procedures for accessing services. It aims to enhance transparency, accountability, and efficiency in delivering public services related to tourism, ensuring a positive experience to all visitors

Office or Division:	Municipal Tourism Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Foreign				
1. Passport (1 Original)		Client for Foreign Tourist		
2. Official receipt		Tourism Staff IN-charge/Municipal Treasury Office		
Local				
Valid ID (1 original)		Client for Local Tourist		
Official Receipt		Tourism Staff IN-charge		



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Tourist Assistance Desk	1. Provide the Tourists / Visitors with the Logbook and provide an order of payment	None	5 minutes	<i>Tour guide Tourism Staff Tourism Office</i>
2. Present the order of payment for the user's fee	2. Receives payment at the Treasury Office		5 minutes	<i>Municipal Collector</i>
3. Take/claim official receipt	3. Issues Official Receipt	None	2 minutes	<i>Municipal Collector</i>
4. Tour Proper	4. Accompany/Assist tourists/clients in their chosen itinerary	None	Depend on the chosen itinerary	<i>Tour guide/ Registered Pump boat operator</i>
Total			12 minutes	

3. Submission of Tourism Data / Visitor's arrived

Office or Division:	Municipal Tourism Office			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Government Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check the log book 1.1. For Tourism data Arrived	1. 1. Consolidate all the information log for transmission of Data 1.2. Submit and email the consolidate data in the system	None	3 minutes	<i>Tourism/Tourism Staff</i>
TOTAL		None	3 Minutes	



OFFICE OF THE PESO MANAGER



1. Application for the Registration of Association/Organization

The process of granting legal recognition to local groups, enabling them to access government programs, funding, and participate in community activities.

Office or Division:		Office of the Municipal PESO Manager		
Classification:		Highly Technical		
Type of Transaction:		Government to Client		
Who may avail:		Client		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Endorsement		DOLE-Department of Labor and Employment		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Application for Registration of Association/ organization	1.1. Log in the client assist for procedure and completion of DOLE for Registration 1.2. Providing the association form for application. 1.3. giving complete instructions and guidelines on how to fill up properly and compile the document of the association	None	10 minutes	<i>PESO Manager/ PESO Staff</i>
2. Submit the documents of the association	2.1. Checking the documents 2.2. Provide the endorsement letter to be attached for submission to DOLE 2.3. Instruct the client to Avail notarized of completed documents.	None	15 minutes	<i>PESO Manager / PESO Staff</i>



3. Submit the complete requirement to DOLE-Ipil		None	15 days	DOLE Provincial Office
4. Wait for the issuance of the Certificate of Registration	4. follow-up the Certificate of Registration	None		
5. Submit copy furnish of the Certificate of Registration to the PESO Manager	5. Accept and Record the Certificate of Registration	None	3 minuets	PESO Manager/ PESO Staff
TOTAL			15 days and 28 Minutes	

2. Application for SPES- Special Program for Employment of Student

A flagship initiative of the LGU designed to address the financial challenges faced by economically disadvantaged students in the Philippines.

Office or Division:	Office of the Municipal PESO Manager			
Classification:	Complex			
Type of Transaction:	Government to Student			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
School Records		School Attended		
Birth Certificate		Personal		
Certificate of Indigency		Barangay Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applying to the program	1.1. Job Vacancies a. Log-in the Registration Sheets b. Inform SPES Vacancies c. Instruct on how to apply d. Provide SPES Application Form a. Assist on how to fill up b. Set a date for orientation	None	10 minutes	PESO Manager / PESO Staff



2. Attend SPES program Implementation	2. Deployment/work and assignment 2.2. Facilitate work assignment of beneficiaries	None	15 days	PESO Staff
3. Submit all other past requirements pictures during work and signing of DTRs and wait until payroll is prepared	3.1. Collect all the past requirements 3.2. Prepare the payroll 3.3. Notified the beneficiaries about the distribution of salaries. schedule to be posted	None None None	3 days	PESO Manager / PESO Staff
4. Receive salary / signing payroll/other documents	4.1. Instruct the beneficiary to sign in the Payroll provided 4.2. Release the salaries	None None	10 minutes 15 minutes	PESO Manager / PESO Staff Disbursing Officer
TOTAL		None	17 days and 35 minutes	

3. Application for TUPAD Program

Program provides emergency employment to displaced, underemployed, or seasonal workers for a short-term period. Through the program, beneficiaries receive financial

Office or Division:	Municipal PESO			
Classification:	Simple			
Type of Transaction:	Government to Client			
Who may avail:	Client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Endorsement		DOLE-Department of Labor and Employment		
Barangay Clearance				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applying for Tulong Pangkabuhayan sa	1. Inquiring for TUPAD		20 minutes	PESO Manager/ PESO Staff



ating Displaced Workers TUPAD	1.1. Client logbook			
2. Attend Orientation and implementation process	2.1. Orientation and implementation 2.2. Preparation of payroll	NONE	10 days	<i>PESO Manager/ PESO Staff</i>
3. Receive assistance during the scheduled distribution	3. Release the assistance during the scheduled distribution	None	1 day	<i>Disbursing Officer</i>
TOTAL		NONE	11 days 20 minutes	



OFFICE OF THE MUNICIPAL ENVIRONMENT AND NATURAL RESOURCES



1. Distribution of Eco- Bag

This requires proper segregation through WACS and proper orientation of the garbage collector and resident. Through distribution of ECO BAG.

Office or Division:	MENRO			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Any Individual			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Complainant letter			Complainant	
2. Accomplishment Complaint Form			MENRO	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit list No. of Eco bag needed for waste Segregation	1.1 Received Complaints	None	1 minute	MENRO Staff
2. Attend Validation	2.1 Validation Schedule	None	1. Minute	MENRO Staff
3. Assist during the Distribution of eco bag	3.1. Schedule the eco bag distribution	None	2 hours	MENRO Staff
	TOTAL	None	2 hours and 2 minutes	

2. FILING OF COMPLAINANT ON ILLEGAL CUTTING OF MANGROVE TREE

This service is refer to Republic act 8550 to any violators of the illegal cutting of mangrove forest.

Office or Division:	MENRO			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Any Private Individual, PO'S , NG'OS			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Complainant letter			Complainant	
2. Accomplishment Complaint Form			MENRO	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit the list of violator	1.1 Received complaints	None	7 minutes	MENRO staff
2.Attend Ocular inspection/validation	2.1 Schedule on site ocular inspection	None	1 hour	MENRO staff
3. Assist the inspector	3.1 Conduct on site ocular Inspection	None	4 hours	MENRO staff
4. Attend conference	4.1 Conduct the conference	None	30 minutes	MENRO staff



5. Claim copy of the conference	Release endorsement for appropriate sanctions of violation	None	10 minutes	MENRO staff
Total			4 hours and 40 minutes	

3. Filing of Complainant on Illegal Mountain Quarry

This services is refer to the protection of mountain quarry to preserved the watershed area.

Office or Division:		MENRO		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizens		
Who may avail:		Any Private Individual, PO'S , NG'OS		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Complainant letter			Complainant	
2. Accomplishment Complaint Form			MENRO	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the list of violator	1.1 Received complaints	None	5 minutes	MENRO staff
2. Attend Ocular inspection/validation	2.1 Schedule on site ocular inspection	None	2 hours	MENRO staff
3. Assist the inspector	3.1 Conduct on site ocular Inspection	None	4 hours	MENRO staff
4. Attend meeting/ conference	4.1 Conduct the meeting	None	1 hour	MENRO staff
5. Claim copy of the meeting/conference	5. Release endorsement for appropriate sanctions of violation	None	10 minutes	MENRO staff
Total		None	5 hours and 30 minutes	



4. FACILITATE AND ASSIST IN MANGROVE PLANTING IN AN IDENTIFIED SUITABLE SITE PARTICULARLY BOARD WALK GREEN SPACE AT MANGROVE AREA

This service is for the development of ECO PARK the Boardwalk space for research in any other purposes.

Office or Division:		MENRO		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizens		
Who may avail:		Any Private Individual, PO'S , NG'OS/Corporation, NGA's, Academe, CSO's, researcher, tourist		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Complainant letter			Complainant	
2. Accomplishment Complaint Form			MENRO	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of intent	1.1 Facilitate and assess the clients concern	None	7 minutes	MENRO staff
2. Wait for advise on the schedule on the specific area	2.1 Prepare the location of the activity inform the client of the Schedule planting area along the coastline	None	5 minutes	MENRO staff
3. Attend on information education campaign on mangrove planting activity	3.1 Conduct the IEC to the participants on the activity	None	10 minutes	MENRO staff
4. Attend conference	4.1 Conduct the conference	None	12 minutes	MENRO staff
5. Coordinate in facilitating the area and taking of individual attendance	5. Facilitate and guide the individual to the area and take the individual attendance	None	10 minutes	MENRO staff
Total			44 minutes	



**MUNICIPAL SOCIAL WELFARE AND
DEVELOPMENT OFFICE
(MSWDO)**



EXTERNAL

1. SERVICES FOR SENIOR CITIZEN

1.1 Issuance of the Office of the Senior Citizen's Affair (OSCA) Identification Card and Purchase Booklet is a credential issued to a senior citizen to be able to avail of a comprehensive package of services as provided for by existing laws. Replacement of Lost/Damage IDs and Purchase Booklets is also available.

- For free medical/dental diagnostic and laboratory fees in all government facilities;
- 20% discount on professional fees for medical and dental services in private health facilities;
- 20% discount on medical/dental diagnostic and laboratory fees, and smallest available room in private health facilities;
- 20% discount in purchase of medicines with prescription of attending physician;
- 20% discount in hotels, restaurants, and similar lodging establishments and recreation centers;
- 20% discounts in theaters, cinema house and concert halls, carnivals and other similar places of culture, leisure and amusement;
- 20% discount in fare for domestic air, sea travel and public land transportation;
- 20% on funeral parlors and similar establishments;
- 5% discount on basic necessities and prime commodities from groceries and supermarkets but not more than P1,600/week.

Office or Division:	MSWD OFFICE			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Any Senior Citizen aging sixty (60) years old and above and a bonafide Resident of Payao.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Residency		Barangay Secretary		
2. 1 Original copy of Proof of Age in any of the following: Baptismal Certificate, Birth Certificate, Voter's ID/Certification, National ID, etc.)		From the Client, COMELEC, PSA, Local Registrar's Office.		
3. 1 Photocopy of Clients Latest Issued Cedula		Barangay Treasurer/Municipal Treasurer's Office		
4. 2 copies of recent 1x1 ID picture		From the Client		
5. For Replacement of Lost ID/Purchase Booklet • Police Blotter/Affidavit of Loss • 1 pc of 1x1 ID picture		Police Station/Law office/PAO From the Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client request for	1. Assigned	None	3 minutes	Senior Citizen



new OSCA ID and Purchase Booklet	Focal conduct interview			<i>Program Focal</i>
2. Client present and submit needed requirements and fill-out Application Form for the issuance of new OSCA ID and Purchase Booklet (2:1) Client signed the documents	2. Focal receives and reviews requirement submitted and assess client's eligibility. If eligible, focal prepares the new OSCA ID and purchase booklet (2:1) Focal notify the client and require to sign the documents and release the new OSCA ID and Purchase Booklet	None	5 minutes	<i>Senior Citizen Program Focal</i>
3. For replacement of lost ID/Purchase Booklet; (3:1) Client will pay at the Municipal Treasurer's Office and present OR to MSWD office. (3:2) Client signed the documents	3. For replacement of lost ID/Purchase Booklet; (3:1) Focal prepares the new OSCA ID/Purchase Booklet and signing of the concerned signatories (3:2) Focal notify the client and require to sign the documents and release the new OSCA ID and Purchase Booklet	50 pesos for new OSCA ID 50 pesos for new Purchase Booklet	5 minutes	<i>Senior Citizen Program Focal</i>
TOTAL:		50 Pesos per request (new ID/new Purchase Booklet)	13 Minutes	



1.2. Provision of Assistive Devices to registered Senior Citizen's to enable them to improve the quality of aging, promotes independence and comfort. The following assistive devices available;

- a. Single Cane
- b. Crutches
- c. Wheelchair
- d. Hearing Aide
- e. Quad cane

Office or Division:	MSWD OFFICE			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Any registered Senior Citizen within the Municipality.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original OSCA/SC ID and 1 Photocopy		MSWDO/PDAO		
2. Referral from a Physician (if available)		MHO/any Hospital		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client express purpose of visiting the office.	1. Advise the client to fill out Logbook and advise to present the needed requirements	None	3 minutes	Program Focal
2. Client present the needed requirements	2. Check completeness of the requirements and provide the assistive device needed	None	2 minutes	Program Focal
3. Client received the assistive device and signed the Acknowledgement Slip/Receipt	3. Worker will take picture of the client with the assistive device for record purposes	None	2 minutes	Program Focal
TOTAL:		None	7 Minutes	

2. SERVICES FOR PERSON WITH DISABILITY (PWD)

2.1 Issuance of the PWD Identification Card and Purchase Booklet is a credential issued to a Person With Disability (PWD) to be able to avail of a comprehensive package of services as provided for by existing laws. Replacement of Lost/Damage IDs and Purchase Booklets is also available.

- For free medical/dental diagnostic and laboratory fees in all government facilities
- 20% discount in purchase of medicines
- 20% discount in hotels, restaurants, recreation centers and funeral parlors
- 20% discount in theaters, cinema house and concert hall, etc.
- 20% discount on medical/dental diagnostic and laboratory fees in private facilities.
- 20% discount in fare for domestic air, sea travel and public land transportation
- 20% discount in all purchase of groceries.



Office or Division:	MSWD OFFICE			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Any Person with Disabilities (PWD) regardless of age and a bonafide Resident of Payao.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 1 Original copy of Certificate of Residency		Barangay Secretary		
2. 1 Original Copy of Medical Certificate		Municipal Health Office/Any Hospital		
3. 1 Original copy of Proof of Age in any of the following: Baptismal Certificate, Birth Certificate, Voter's ID, National ID, etc.)		From the Client, COMELEC, PSA, Local Registrar's Office.		
4. 1 Photocopy of Clients Latest Issued Cedula		Barangay Treasurer/Municipal Treasurer's Office		
5. 2 copies of recent 1x1 ID picture		From the Client		
6. For Replacement of Lost ID/Purchase Booklet • Police Blotter/Affidavit of Loss • 1 pc of 1x1 ID picture		Police Station/Law office/PAO From the Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client request for new PWD ID and Purchase Booklet	1. Assigned worker conduct interview	None	3 minutes	PDAO
2. Client present and submit needed requirements and fill-out PRPWD Application Form for the generation of new PWD ID and Purchase Booklet 2.1 Client signed the documents	2. Worker receives and reviews requirement submitted and assess client's eligibility. If eligible, worker generate the new PWD ID and purchase booklet 2.1. Focal notify the client and require to sign the documents and release the new PWD ID and Purchase Booklet	None	5 minutes	PDAO
3. For replacement of lost ID/Purchase Booklet; 3:1 Client will pay at the Municipal Treasurer's Office and present OR to	3. For replacement of lost ID/Purchase Booklet; 3.1 Focal prepares the new PWD ID/Purchase	50 pesos for new PWD ID 50 pesos for new Purchase	5 minutes	PDAO



PDAO. 3:2 Client signed the documents	Booklet and signing of the concerned signatories 3.2 Worker notify the client and require to sign the documents and release the new PWD ID and Purchase Booklet	Booklet		
TOTAL:		50 Pesos per request (new ID/new Purchase Booklet)	13 Minutes	

2.2 Provision of Assistive Devices to PWDs to enable them to perform tasks with minimum supervision and enable them to participate actively and productively in all community undertakings. The following assistive devices available;

- a. Single Cane
- b. Crutches
- c. Wheelchair
- d. Hearing Aide
- e. Quad cane

Office or Division:	MSWD OFFICE			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Any registered Person with Disabilities (PWD) within the Municipality.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original PWD ID and 1 Photocopy		MSWDO/PDAO		
2. Referral from a Physician (if available)		MHO/any Hospital		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client express purpose of visiting the office.	1. Advise the client to fill out Logbook and advise to present the needed requirements	None	3 minutes	<i>Program Focal</i>
2. Client present the needed requirements	2. Check completeness of the requirements and provide the assistive device needed	None	2 minutes	<i>Program Focal</i>
3. Client received the	3. Worker will take	None	2 minutes	<i>Program Focal</i>



assistive device and signed the Acknowledgement Slip/Receipt	picture of the client with the assistive device for record purposes			
TOTAL:		None	7 Minutes	

3. AVAILING OF ASSISTANCE TO INDIVIDUAL IN CRISIS SITUATION (AICS)

3.1 The MSWD Office provides emergency financial assistance or referrals to individuals/families that are in need because of socio-economic difficulties. The nature of difficulty is usually short term and emergency in nature thus, assistance is on a one-shot-deal basis.

Office or Division:	MSWD OFFICE
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	The AICS program is intended for individuals and families who are bonafide resident in the Municipality determined to be in a "state of active crisis" or crisis situation or needing financial support.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Medical Assistance; - Any Valid ID of the client (1 photocopy) - Medical Certificate (original copy) - Hospital Bill (original copy) - Prescription issued by the attending physician (original copy) - Certificate of Indigency (original copy) - Photocopy of Clients Latest Issued Cedula <i>* For Clients claiming for burial assistance for Senior Citizen, original OSCA ID of the deceased must be presented.</i> For Burial Assistance; - Any Valid ID of the client (1 original copy) - Death Certificate (1 original copy) - Funeral Contract (original copy) - Certificate of Indigency (original copy) - Photocopy of Clients Latest Issued Cedula <i>* For Clients claiming for burial assistance for Senior Citizen, original OSCA ID of the deceased must be presented.</i> For Educational Assistance; - Any valid identification Card of the client/person to be interviewed - Certificate of Enrollment or Registration (original copy) - Validated School ID of the student/beneficiary - Statement of Account (for college students)	-From the client -Hospital where the patient admitted -Hospital where the patient admitted -Hospital where the patient admitted -From the Barangay -From the Barangay -From the client -Municipal Registrar's Office -Funeral Parlor -Place of Residence -From the client -From the School



5. Certificate of Indigency of the Client 6. Photocopy of Clients Latest Issued Cedula For Shelter Assistance ; 1.		-From the Student -From the School Registrar's Office -From the Barangay -From the Barangay		
2. Referral from a Physician (if available)		MHO/any Hospital		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client express purpose of visiting the office.	1. Advise the client to fill out Logbook and advise to present the needed requirements	None	3 minutes	<i>Program Focal</i>
2. Client present the needed requirements	2. Check completeness of the requirements and provide the assistive device needed	None	2 minutes	<i>Program Focal</i>
3. Client received the assistive device and signed the Acknowledgement Slip/Receipt	3. Worker will take picture of the client with the assistive device for record purposes	None	2 minutes	<i>Program Focal</i>
TOTAL:		None	7 Minutes	



PAYAO MUNICIPAL HEALTH OFFICE



A. EXTERNAL

1. Medical Consultation

The Payao Municipal Health Office, the 9 Satellite Health Centers, and the 19 Barangay Health Stations is catering OPD cases (Monday-Friday; 8am-5pm) that includes minor surgical procedures (on schedule basis).

Office or Division:		Payao Municipal Health Office/ Technical Division		
Classification:		Simple		
Type of Transaction:		G2C- Government to Clients/Patients		
Who may avail:		All Payaonons that seek medical attention		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Receipt (User's fee)		Treasury Office/ PMHO Pharmacy/ Barangay Treasurer		
2. CoViD Vax Card		Payao CoViD Vaccination Team		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
7. Registration of OPD Patients	2.1 Taking of medical history and vital signs	User's Fee (Php50.00)	2 minutes	OPD Clerk
	1.2 Payment of user's fee			
3. Medical Consultation Proper	3.1 The Physician/ will do medical consultation and subsequent physical examination	None	8 minutes	Municipal Health Officer
	3.2 If needed, Patient were sent to the PMHO Laboratory for needed work-ups			
	3.3 The Physician will send Patient prescription to the PMHO Pharmacy			
4. Patient receives appropriate medication and treatment	3.10 The PMHO Pharmacy will dispense the prescribed medication (will	None	5 minutes	Municipal Health Officer



	produce medical prescription if medication is not available at the Pharmacy) 3.11 The Physician/ ER Staff will do subsequent treatment to the patient			
A. Minor Surgical Procedures <i>(for emergency and scheduled medical procedures only)</i>	A.1. The Physician/ ER Staff will do subsequent medical procedure to the patient	None	(30-60 minutes depending on the kind/type of medical procedure needed)	<i>Municipal Health Officer</i>
B. Referral of Patients with cases that needs hospital care	B.1. The Physician/ PMHO Staff will prepare patient for referral to higher health institution B.2. The PMHO Staff will release referral note to the Patient/SO	None	(5 minutes)	<i>Municipal Health Officer</i>
TOTAL		Php 50.00	15 minutes <i>(if with surgical/referral procedures; 15-60 minutes)</i>	



2. Laboratory Services

The Payao Municipal Health Office Laboratory is catering All OPD Patients (including Prenatal/BEmONC, NIP, and other Patients) that needs routine- basic laboratory work-ups such as; blood chemistry, urinalysis, fecalysis, AFB, malarial/schizto smear, blood sugar/cholesterol test (and other special laboratory tests)

Office or Division:		Payao Municipal Health Office/ Laboratory		
Classification:		Simple		
Type of Transaction:		G2C- Government to Clients/Patients		
Who may avail:		All Payaonons that needs routine-basic laboratory work-ups		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt (User's fee)		Treasury Office/ PMHO Pharmacy		
CoViD Vax Card		Payao CoViD Vaccination Team		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration of OPD Patients	1.1 Taking of medical history and vital signs 1.2 Payment of user's fee	User's Fee (Php50.00)	2 minutes	OPD Clerk
2. Receiving of referred OPD Patients that needs laboratory work-ups	2.1 Laboratory Staff receives the referred OPD Patient 2.2 The Medical Technologist will perform the needed laboratory work-ups: a. Blood Chemistry b. Urinalysis c. Fecalysis d. Acid Fast Bacilli e. Malarial/Schizto Smear f. Blood Sugar/ Cholesterol Test	none	15 minutes 15 minutes 15 minutes 4 hours 20 minutes 10 minutes	Medical Technologist Laboratory Staff on-Duty
3. Releasing of laboratory work-up results	3.1 The Medical Technologist will prepare the laboratory results	None	3 minutes	Medical Technologist Laboratory Staff on-Duty



	3.2 The Laboratory Staff on-Duty will release the results to the Physician/Patient			
A. Discussion of Lab Result with Patient (if patient is referred to the higher health institution for further management)	A.1. The Physician will subsequently discuss all the laboratory results with the patient (with SO) and the medical plan for the patient	none	(10-30 minutes)	Municipal Health Officer
TOTAL		Php 50.00	20 minutes to 4 hours (depending on the laboratory work-up done)	

3. Prenatal Services

The Payao Municipal Health Office is catering the spectrum of ante-natal, natal and post-natal care to All Payaonon Women of Reproductive Age (specially the pregnant women)

Office or Division:		Payao Municipal Health Office/ Technical Division		
Classification:		Simple		
Type of Transaction:		G2C- Government to Clients/Patients		
Who may avail:		All Payaonon Women of Reproductive Age		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt (User's fee)		Treasury Office/ PMHO Pharmacy		
CoViD Vax Card		Payao CoViD Vaccination Team		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration of OPD Patients	1.1 Taking of medical history and vital signs	none	2 minutes	RHM/ RHMP/ NDP on-Duty
2. The full-spectrum of Ante-natal, Natal and Post-Natal Care	2.1 The RHM/ RHMP/ NDP on-duty will do the initial physical examination and will fill-up the mother-baby booklet 2.2. if needed, the MHO will do the final physical examination	none	12 minutes	MHO RHM/ RHMP/ NDP on-Duty



	and will prescribe the necessary medication and procedures 2.3 The RHM/ RHMP/ NDP on-duty will fill-up/ discuss the birth plan and the prenatal sched			
3. Release of Mother-Baby Booklet and other forms	2.3 The RHM/ RHMP/ NDP on-duty will release all the necessary documents to the patient	none	1 minute	<i>RHM/ RHMP/ NDP on-Duty</i>
A. Ultrasound Service (for All pregnant women with moderate to high risk pregnancy) (UTZ schedule is every first to third Thursday 1-5pm)	A.1. The PMHO Staff will prepare the patient for the UTZ procedure A.2. The Physician will perform the Basic abdominal ultrasound to the Patient A.3. The Physician will discuss the pertinent findings with the Patient	User's Fee (Php50.00)	(15-30 minutes)	<i>Municipal Health Officer</i> <i>PMHO Staff</i>
TOTAL		Php 50.00	15 minutes (if with UTZ, 15-30 minutes)	

4. Birthing Services

The Payao Municipal Health Office (Payao BEmONC Facility) is catering the Basic Emergency Obstetrics and Neonatal Care Services to All Payaonon Women with low risk pregnancy

Office or Division:	Payao Municipal Health Office/ Payao BEmONC Facility
Classification:	Simple
Type of Transaction:	G2C- Government to Clients/Patients
Who may avail:	All Payaonon Women with Low-Risk Pregnancy only
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Official Receipt (User's fee)	Treasury Office/ PMHO Pharmacy



CoViD Vax Card		Payao CoViD Vaccination Team		
Mother-Baby Booklet (updated)		Payao Main Health Center and 8 Satellite HCs		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration of BEmONC Patients	7.1 Taking of medical history and vital signs 7.2 Payment of user's fee	BEmONC Fee (Php1,000.00)	2 minutes	RHM/ RHMP/ NDP on-Duty
8. The Basic Emergency Obstetrics and Neonatal Care Service	8.1 The RHM/ RHMP/ NDP on-duty will do the initial physical examination and will fill-up all the necessary BEmONC forms 2.2. if needed, the MHO will do the final physical examination, and the BEmONC team will prepare the DR and its logistics 2.3. If the Patient is on active labor, the BEmONC team will trans-in the Patient to the DR for subsequent delivery procedure (if needed, MHO will join the BEmONC team) If the Patient is NOT on active labor, the BEmONC team will settle the Patient in the labor room with subsequent routine labor watch procedure 2.4 After delivery procedures, the BEmONC team will trans-out the Patient with neonate to the designated ward,	None	24 to 48 hours	MHO RHM/ RHMP/ NDP on-Duty



	with subsequent post-partum monitoring			
3. Discharge of BEmONC Patients	3.1 The BEmONC team will discharge the Mother/Neonate with post-partum sched discusion (if there is no danger signs noted) 3.2 The BEmONC team will facilitate the Newborn Screening with the MedTech	NBS Fee (Php1,750.00)	8 minutes	MHO RHM/ RHMPP/ NDP on-Duty Medical Technologist
A. Referral of BEmONC Patients with cases that needs hospital care	A.1 The BEmONC team will prepare patient for referral to higher health institution; release referral note to the Patient/SO	none	(5 minutes)	MHO RHM/ RHMPP/ NDP on-Duty
TOTAL		Php. 1,750.00	24 to 48 hours (depending on the BEmONC case)	

5. Other Routine Health Services

The Payao Municipal Health Office is catering other Routine Health Services such as; Immunization (children, adult), Family Planning, TB-DOTS, Communicable Diseases, Non-Communicable Diseases, Nutrition, other ERE Diseases, and Animal Bite Treatment Program

Office or Division:	Payao Municipal Health Office/ Technical Division
Classification:	Simple
Type of Transaction:	G2C- Government to Clients/Patients
Who may avail:	All Payaonons that seek medical attention
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Official Receipt (User's fee)	Treasury Office/ PMHO Pharmacy
CoViD Vax Card	Payao CoViD Vaccination Team



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration of other Health Services Patients	1.1 Taking of medical history and vital signs 1.2 Payment of user's fee	User's Fee (Php50.00)	2 minutes	OPD Clerk
2. Routine Health Services Consultation Proper	2.1 The Program Manager will do initial screening of the Patients; then subsequently the MHO will do medical consultation and subsequent physical examination 2.2 Health Service: a. Immunization b. Family Planning c. NTP-DOTS d. Comm Diseases e. Non-Comm Dse f. Nutrition Program g. L/M/S Program h. ABTC Treatment 2.3 The Physician will send Patient prescription to the PMHO Pharmacy, if needed	(target population) <5yo children Women RA TP Patients CD Patients NCD Patients Nut needs Px L/S/M Patients ABTC Patients	8 minutes 15 minutes 15 minutes 25 minutes 15 minutes 15 minutes 25 minutes 25 minutes 25 minutes	MHO PHN/RHM on-Duty Medical Technologist
3. Patient receives appropriate medication and treatment	4.1 The PMHO Pharmacy will dispense the prescribed medication (will produce medical prescription if medication is not available at the Pharmacy)	none	5 minutes	MHO PHN/RHM on-Duty Pharmacy Clerk
A. Referral of Patients with cases that needs hospital care	A.1 The Physician/ PMHO Staff will prepare patient for referral to higher health institution A.2 The PMHO Staff will release referral	none	(5 minutes)	MHO PHN/RHM on-Duty



	note to the Patient/SO			
TOTAL			25 to 35 minutes (depending on the type/kind of Routine Health Service)	

6. Other Health Related Services

The Payao Municipal Health Office is catering other Health Related Services such as; Medico-Legal Certification, Medical Certification, Live Birth Certification, Death Certification, and Environment-Sanitation Certification

Office or Division:		Payao Municipal Health Office/ Technical Division		
Classification:		Simple		
Type of Transaction:		G2C- Government to Clients/Patients		
Who may avail:		All Payaonons that seek Health Related Certification		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt (User's fee)		Treasury Office/ PMHO Pharmacy		
CoViD Vax Card		Payao CoViD Vaccination Team		
Specific Forms		MLCR Office; Municipal Police Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Specific Forms	1.1 The OPD Clerk receives the Specific Forms and forward it to Records Clerk 1.2 Payment of user's fee 1.3 The Records Clerk will assess the forms and forward to PMHO Staff/Personnel concerned	User's Fee (Php50.00)	3 minutes	<i>OPD Clerk</i> <i>Records Clerk</i>



2. Health Related Services catered by PMHO	2.1 The Concerned PMHO Staff will process the Specific Forms/Services: a. Medico-Legal Cert b. Medical Cert c. Birth Certification d. Death Certification e. Envi-Sanit Cert 2.2 The Concerned PMHO Staff will forward the Specific Forms to the MHO for appropriate action/Signature	(Php100.00) (Php50.00) None None (Php100.00)	10 minutes 5 minutes 5 minutes 5 minutes 45 minutes	MHO PHN/RHM on-Duty Medical Technologist
3. Release of Health Related Certification	3.1 The Record clerk will record and number the Specific Forms; then release the said certification to the Client	None	2 minutes	Records Clerk
TOTAL			10 to 50 minutes (depending on the type/kind of Health Related Service)	



FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback?	Answer the feedback form and drop it at the designated drop box in front of the Municipal Accountant's Office Or contact us at: Email add: mayorsoffice77@gmail.com Mobile No. 09171349740
How feedbacks are processed?	Our designated staffs open the drop box every Friday and comply and records all feedback received. Feedback requiring answers are forwarded to concerned officer/staff and they are required to answer within three (3) days upon receipt of feedback. Our office will relay the answer to the concerned client. For inquiries and follow-ups, clients may contact mobile no. 09171349740
How to file a complaint?	Answer the complaint form and drop it at the designated drop box in front of the Municipal Public Information Office. Make sure to provide the following information: - Name of person being complained - Incident - Evidence For inquiries and follow-ups, clients may contact mobile no. 09171349740.
How complaints are processed?	Our Complaints Officer opens the drop box every Friday. Complaints are evaluated, investigated and forwarded to the concerned officer/staff for his/her explanation. Complaints Officer will prepare a report after thorough investigation and submit it to the Office to the Municipal Mayor for appropriate action. The Complaint Officer will give the feedback to the client. For inquiries and follow-ups, clients may contact mobile no. 09171349740.
Contact information	Email add: mayorsoffice77@gmail.com Mobile no. 09171349740



Office	Address	Contact Information/Number
A. Municipal Mayor's Office	Municipal Hall Payao, Zamboanga Sibugay	+63 917 134 9740
B. Business Permit and Licensing Office	Municipal Hall Payao, Zamboanga Sibugay	+63 917 134 9740
C. Office of the MPDC	Municipal Hall Payao, Zamboanga Sibugay	+63 921 540 3723
D. Office of the Municipal Accountant	Municipal Hall Payao, Zamboanga Sibugay	+63917 303 7797
E. Office of the Municipal Assessor	Municipal Hall Payao, Zamboanga Sibugay	+63 915 275 7207
F. Office of the Municipal Agriculturist	Municipal Hall Payao, Zamboanga Sibugay	+63 917 162 6595
G. Office of the Civil Registrar	Municipal Hall Payao, Zamboanga Sibugay	+63 917 188 4944
H. Office of the Municipal Treasurer	Municipal Hall Payao, Zamboanga Sibugay	+63 907 797 4153
I. Office of the Secretary to the Sanggunian	Municipal Hall Payao, Zamboanga Sibugay	+63 956 418 2003
J. Office of the Municipal Budget Officer	Municipal Hall Payao, Zamboanga Sibugay	+63 917 712 1269
K. Human Resources and Management (Desig. Office)	Municipal Hall Payao, Zamboanga Sibugay	+63 949 886 8209
L. Office of the MDRMO	Municipal Hall Payao, Zamboanga Sibugay	+63 981 700 9536
M. Office of the MNAO	Municipal Hall Payao, Zamboanga Sibugay	
N. Office of the LYDO	Municipal Hall Payao, Zamboanga Sibugay	+63 977 171 1359
O. Office of the Municipal Tourism	Municipal Hall Payao, Zamboanga Sibugay	+63 926 296 9396
P. Office of the PESO Manager	Municipal Hall Payao, Zamboanga Sibugay	+63 926 296 9396
Q. Office of the Municipal Environment and Natural Resources	Municipal Hall Payao, Zamboanga Sibugay	+63 953 327 6964
R. Office of the MSWD	Municipal Hall Payao, Zamboanga Sibugay	+63 946 001 6733
S. Office of the Municipal Health	Municipal Hall Payao, Zamboanga Sibugay	+63 939 441 6911