



LGU CALASIAO

CITIZEN'S CHARTER

2019 (1<sup>st</sup> Edition)



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2019 (1<sup>st</sup> Edition)

**I. Mandate:**

The Local Government Unit of Calasiao shall have the power in promoting general welfare and providing basic services and facilities with its jurisdiction. To become responsive and accountable and more effective partner in the attainment of national goals as mandated by the Republic Act no. 7160 otherwise known as the Local Government Unit of Calasiao.

**II. Vision:**

Municipality of Calasiao, the home of the world renowned rice cake (Puto) with a progressive and globally competitive economy inhabited by vigilant, religious and resilient people in a safe, healthy and friendly environment governed by responsible, diligent and God-loving leaders.

**III. Mission:**

To provide an effective management system that aims to uplift the economic, social and cultural sector for a more efficient delivery of services to the people

**IV. Service Pledge:**

We, the officials and employees of the local government unit of Calasiao do hereby swear and pledge to deliver excellent public service, maintain honesty and responsibility, take appropriate measures to promote transparency in each offices, and to eliminate red tape and expedite business and non-business related transactions in the agency.



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## **ECONOMIC ENTERPRISE OFFICE**

### **External Services**

Issuance of Business Permit

Issuance of Certifications

Processing/Issuance of Franchise (MTO Case No. Form and Permits for Tricycle for Hire)

Issue Order of Payment for Streamer Permit Fee, Motorcade/Parade/Ricorida, Permit Fee for temporary use of roads, streets, sidewalks, alleys, patios, plazas and playground; Permit for conduct of group activities

Request for Use/Rent of Calasiao Sports Complex Gym/Activity Area



## 1. Issuance of Business Permits

Service Information: Securing Business Permits for New Business and Renewal of Business Permits

<b>Office or Division:</b>	<b>Business One Stop Shop (Economic Enterprise Office)</b>			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Citizens (G2C)/ Government to Business (G2B)			
<b>Who may avail:</b>	New Business and Renewal of Business Permits			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>For New:</b> DTI Registration for Single Proprietor ( 1 photocopy)		<b>For New:</b> Negosyo Center, Department of Trade and Industry		
SEC Registration for Corporation (1 photocopy)		Securities and Exchange Commission		
CDA Registration (1 Photocopy)		Cooperative Development Authority		
Contract of Lease (if renting) (1 photocopy)		Business Owner		
Barangay Clearance for Business permit purposes (1 photocopy) except those already issued Occupancy Permit		Barangay where the business is located		
Business Capitalization		Stated in the Unified Application form for business		
Occupancy Permit (for new building) 1 photocopy		Municipal Engineer's Office		
Sanitary Permit for food establishment , public swimming and bathing place, water refilling,funeral establishments, services, tonsorial and beauty establishments, public laundry, drugstores, massage clinics, sauna baths, spa and similar establishments, pest control operators, establishments serving food, school sanitation and health services (pre-requirement for the above business)		Municipal Health Office		
<b>For Renewal:</b> Income Tax Return from Previous Year (1 photocopy)		<b>For Renewal:</b> Business Owner copy from BIR		
Barangay Clearance from Business (1 photocopy)		Barangay where the business is located		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. File Application Form with complete requirements	1. Receive, review, endorsed to Sanitary Officer, Zoning, Engineering and Gives Assessment (Order of Payment)	None	30 minutes	2 Daycare Worker I BOSS EEO
2. Pay to the Cashier	2. Issue Official	depends		Administrative Aide I

	Receipt	on Business Capitalization or Gross Sales/Receipts (See Local Revenue Code)	15 minutes	BOSS EEO  BFP Personnel
3. Claim Business Permit	3. Issue Business Permit	None	15 minutes	License Inspector II  Licensing Officer II EEO
<b>TOTAL</b>		depends on Business Capitalization or Gross Sales/Receipts (See Local Revenue Code)	<b>1 hour</b>	



## 2. Issuance of Certifications

Service Information: Clients requesting Certification of No Business, Business Closure, Transfer of Business, Certifications for Cancelled Franchise of Tricycles

<b>Office or Division:</b>	Economic Enterprise Office			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Citizens (G2C)			
<b>Who may avail:</b>	Clients with records of business or none, tricycle franchise and others requiring certifications from our office for legal purposes			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Old Business Permits for certification of transfer of business		Economic Enterprise Office-Frontline		
Old Business Permit for closure of business and Statement of Gross Sales/Receipts within the calendar year if closed within the current year		Client		
I.D. for cancellation of franchise		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill up logbook and state purpose for certifications	1. Receive, verify submitted documents, validate request and gives order of payment	None	10 minutes	Daycare Worker I BOSS/EEO
2. Pay to the Cashier	2. Issue Official Receipt	P100 Certificatio n fee P30 docs stamps	15 minutes	Administrative Aide I BOSS/MTO
3. Receives the certification	3. Release the Certification	None	10 minutes	License Inspector III BOSS or Licensing Officer II BOS EEO
<b>TOTAL</b>		<b>P 130.00</b>	<b>35 minutes</b>	



### 3. Processing/issuance of franchise (MTO case no. Form and permits for tricycle for hire

Service Information: For Issuance of Franchise for New Applicant and For Renewal

<b>Office or Division:</b>	Economic Enterprise Office (BOSS)			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Citizens (G2C)			
<b>Who may avail:</b>	Residents of Calasiao 18 years above who wishes to operate a tricycle for hire within the municipality			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>For New Applicant:</b>		For New Applicant:		
1. Unit (tricycle) color coded blue and white		Applicant		
2. 1 Photocopy of Official Receipt (O.R.) and Certificate of Registration from LTO if available; if not available certification from the company where the applicant purchase the tricycle that he bought the unit tricycle from said company installment or cash		Applicant's copy		
3. Deed of Sale of Motor Vehicle if the applicant is not the original owner (1 photocopy)		Applicant's copy		
4. Barangay Clearance if the applicant's address in the O.R. is not in Calasiao to show proof of residency		Barangay where the applicant resides		
<b>For Renewal:</b>		Client's Copy		
1. Old Mayor's Permit and MTO Case No. Form				
2. Photocopy of Latest LTO Registration or Official Receipt of Tricycle Unit		Client's Copy		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in client logbook and state purpose	1. Receive, review the documents and gives order of payment if validated/approved for issuance of franchise and/or permit	None	15 minutes	Day Care Worker I BOSS/EEO
2. Pay to the Cashier	2. Issue Official Receipt	<b>For New:</b> Filing fee for Franchise - 275	15 minutes	Administrative Aide I BOSS/MTO

		Filing fee for operation – P275.00 Annual Franchise Fee – P110.00 Parking Fee – 82.50 Sticker – P82.50 Plate No. P150.00  <b>For Renewal:</b>  Annual Franchise Fee – P110.00 Parking Fee – P82.50 Sticker – P82.50		
3. Receive Mayor's Permit and/or MTOP Case No. Form for New and Renewal	3. Issue Mayor's Permit and MTOP Case No.	None	15 minutes	Day Care Worker I BOSS/EEO
<b>TOTAL</b>		<b>For New: P975.00</b> <b>For Renewal: P275.00</b>	<b>45 minutes</b>	



#### 4. Issue Order of Payment for Streamer Permit Fee, Motorcade/Parade/Ricorida, Permit Fee for temporary use of roads, streets, sidewalks, alleys, patios, plazas and playground; Permit for conduct of group activities

Service Information: Gives Order of Payment to clients for requesting permits for streamers, motorcade permit/parade/ricorida, permits for temporary use of roads, streets, sidewalks, alleys, patios, plazas and playground and permit for conduct of group activities

<b>Office or Division:</b>	Economic Enterprise Office			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Citizens (G2C)			
<b>Who may avail:</b>	Clients requesting permit for posting streamers, tarpaulin and clients requesting permit for motorcade/parade/ricorida within municipality, permit to temporary use of roads, streets, sidewalk, alleys, patios, plazas and playgrounds, permit for conduct of group activities			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Letter for Streamer Permit, Motorcade/Ricorida/Parade Permit, for temporary use of roads, streets, sidewalks, alley, patios, plazas and playgrounds, permit for conduct of group activities		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in client logbook for request or purpose	1. Receive request letter for individuals requesting permits and rent of venue and gives order of payment	None	10 minutes	Day Care Worker I EEO
2. Pay to the Cashier	2. Issue Official Receipt	For permits temporary use of roads, streets, sidewalks, alleys, patios, plazas, playground – Php10/sq	15 minutes	Administrative Aide I BOSS EEO



		<p>m. per week or fraction thereof</p> <p>Streamer/Tarpaulin - Php 25 per sq. m. per month</p> <p>Permit Fee for conduct of group activities</p> <p>a)Conferences, meetings, rallies and demonstration in outdoor, in parks, plazas, roads/streets Php500</p> <p>b) Dances – Php 500</p> <p>c)Coronation and ball – Php 500</p> <p>d)Promotional Sales – Php 1000</p> <p>e) Other group activities – Php 300</p>		
3. Present Proof of Payment (Official Receipt) to Administrator's Office for Issuance of Permit		None	10 Minutes	Municipal Administrator's Staff
<b>TOTAL</b>			<b>35 minutes</b>	



## 5. Request for Use/Rent of Calasiao Sports Complex Gym/Activity Area

Service Information: Document issued to clients requesting for the use of the Calasiao Sports Complex Gym/ Activity Area

<b>Office or Division:</b>	Economic Enterprise Office			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Citizens (G2C)			
<b>Who may avail:</b>	Client who may want to rent Calasiao Sports Complex Gym/Activity Area			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Letter		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in client logbook for request or purpose	1. Receive and checks the Request Letter	None	10 minutes	Municipal Administrator's Staff
2. Upon Approval Proceed to Economic Enterprise Office for Assessment	2. Issue order of payment	a) with special lighting effects/air conditioner in use – Php1,000 per hour  b) without special lighting/air conditioner in use – Php 6,000 per hour  c)with lighting effects/half of air conditioner in use – Php 5,000	15 minutes	BOSS EEO Staff

		<p>per hour</p> <p>d)without special lighting effects/half of air conditioner in use – Php 3,000 per hour</p> <p>e) With/without special lighting effects, no air conditioner – Php 1,000 per hour</p>		
3. Pay the required fee at the Municipal Treasurer's Office	None	None	5 Minutes	Treasury Staff
4. Present the Official Receipt	4. Receive and check the official receipt payment/issue the permit	None	10 minutes	Municipal Administrator's Staff
<b>TOTAL</b>			<b>40 minutes</b>	



## OFFICE OF THE MUNICIPAL CIVIL REGISTRAR

### External Services

Issuance of Birth, Marriage and Death Certificates and other Civil Registry Documents

Registration of Birth, Marriage and Death Certificates

Marriage Application

Petition of Change of First Name and Correction of Clerical Errors under R.A. 9048 and R.A. 10172

Legal Instrument, Legitimation and Others

Court Decree and Adoption



# 1. Issuance of Birth, Marriage, Death Certificates and Other Civil Registry Documents

All vital information of an individual is recorded and maintained in the Municipal Civil Registrar's Office. We provide and issue a copy of birth, marriage, death certificates and other certified true copy of certificates as per requested of the document owner for whatever purpose/s it may serve.

<b>Office or Division:</b>	Municipal Civil Registrar's Office			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Citizen (G2C)			
<b>Who may avail:</b>	All individual who was born, married in Calasiao, Pangasinan and all direct relative of deceased person in this Municipality.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request slip		Municipal Civil Registrar's Office		
ID of Requesting party		Applicant		
ID of document owner and authorization letter (If the person is not the owner of the document)		Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in client logbook	None	None	5 minutes	MCR Staff
2. Submit request slip for verification and availability of the civil registry documents	2. Verify the requested documents and give payment order if available.	None	10 minutes	MCR Staff
3. Pay the required fee at the Municipal Treasurer's Office	None	P 130.00/ copy	5 minutes	Treasury Staff
4. Present the official receipt and wait for the requested document.	4.1) Prepare the requested document. 4.2) Signed the civil registry document 4.3) Release the document	None	15-20 minutes	MCR Staff  MCR  MCR Staff
<b>TOTAL</b>		<b>P130.00</b>	<b>40 minutes</b>	



## 2. Registration of Birth, Marriage and Death Certificate.

Recording of individual vital information in our municipality is our office main function. In line with this, we register, record and keep a copy of newly born child their Certificate of Live Birth, newly wed couples their Marriage certificate and deceased person their Death certificates. Our office also submit monthly report of civil registry documents to Philippine Statistics Authority.

<b>Office or Division:</b>	Municipal Civil Registrar's Office			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Citizen (G2C)			
<b>Who may avail:</b>	All registrants			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Civil Registry Forms		Municipal Civil Registrar's Office		
ID of registrants		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in client logbook		None	5 minutes	MCR Staff
2. Fill up the correct and proper information of Certificate of Live Birth Form/ Death Certificate form for registration	2. Prepare the Municipal Civil Registry Form and instruct the client.	None	20 minutes	MCR Staff
3. Submit duly accomplished form	3. Receives and check the completeness of the form.	None	10 minutes	MCR Staff
4. Pay the required fee at the Municipal Treasurer's Office	None	P 130.00/ copy	5 minutes	Treasury Staff
5. Present the official receipt and wait for the requested document.	5.1) Signed the civil registry document 5.2) Release the document	None	15 minutes	MCR  MCR Staff
<b>TOTAL</b>		<b>P 130.00</b>	<b>55 minutes</b>	



### 3. Marriage Application

In order for a couple to get married. They need to apply for the marriage license in our office.

<b>Office or Division:</b>	Municipal Civil Registrar's Office
<b>Classification:</b>	Complex Transaction
<b>Type of Transaction:</b>	Government to Citizen (G2C)
<b>Who may avail:</b>	To be wed couple which is a resident in our Municipality

<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Marriage Application Form		Municipal Civil Registrar's Office		
ID of applicant		Applicants		
Cedula of applicants		Applicants		
CENOMAR and Birth certificate of applicants		PSA		
Family Planning		RHU		
Marriage Counseling		DSWD		

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in client logbook	None	None	5 minutes	MCR Staff
2. Fill up marriage application form in triplicate	2. Assist the applicant in filling up forms	None	20 minutes	MCR MCR Staff
3. Submit duly accomplished forms and other requirements	3.1) Receives and check the completeness of the form and other requirements. 3.2) Give payment order form	None	10 minutes	MCR MCR Staff
4. Pay the required fee at the Municipal Treasurer's Office	None	Depends on the payment order form	5 minutes	Treasury Staff
5. Present the official receipt.	5. Receive the official receipts and inform the clients when will be the release of marriage license	None	5 minutes	MCR MCR Staff
6. Claim the marriage license after 10 days.	6. Release the license	P 2.00	5 minutes	MCR MCR Staff
<b>TOTAL</b>			<b>50 minutes</b>	



#### 4. Petition for Change of First Name and Correction of Clerical Errors under R.A.9048 and R.A.10172

For the correction of clerical errors in the civil registry forms. Under R.A.9048 and R.A. 10172 we can correct typographical errors in our civil registry documents.

<b>Office or Division:</b>	Municipal Civil Registrar's Office			
<b>Classification:</b>	Complex Transaction			
<b>Type of Transaction:</b>	Government to Citizen (G2C)			
<b>Who may avail:</b>	Individual with typographical errors in their civil registry documents in our municipality			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
PSA Municipal Civil Registry Form to be corrected		PSA		
CEDULA		Municipal Treasury Office		
Baptismal certificate		Church		
School Records		School		
Voter's Registration record		COMELEC		
Marriage Certificate Birth certificate of children		Municipal Civil Registrar's Office		
NBI Clearance		NBI		
Police Clearance		Police Station		
Clearance from Employer		Employer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in client logbook		None	5 minutes	MCR Staff
2. Inform the personnel about the typographical error	2. Assist the clients. Review the error and list supporting documents for the correction	None	30 minutes	MCR
3. Submit Complete requirements	3. Check the completeness of the documents and give payment order.	None	20 minutes	MCR
4. Pay the required fee at the Municipal Treasurer's Office	None	P 1,000.00 for CCE or P 3,000.00 for CFN	5 minutes	Treasury Staff
5. Present the official	5. Receive the			



receipt and file the petition	official receipts and file the petitions	None	20 minutes	MCR
6. Wait for the text message for the update of the petition	None	None	22-132 days	MCR
7. Claim the set of documents and endorse it to PSA	6. Prepare the ff: -endorsement -certificate of finality -CTC of petition -Document with remarks -Certified copy of document	P 200.00 Endorsement fee P 130.00 civil registry document with remarks	20 minutes	MCR MCR Staff
TOTAL			132 days, 1 hour and 40 minutes	



## 5. Legal Instrument, Legitimation and Others

For the legitimation of child, use of father's last name and other legalities of the municipal civil registry form.

<b>Office or Division:</b>	Municipal Civil Registrar's Office			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Citizen (G2C)			
<b>Who may avail:</b>	Individual with legal matters on their civil registry documents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Birth certificate of child		PSA		
Legal Instrument (Legitimation, AUSF, Supplemental etc.)		Municipal Civil Registrar's Office/ Notary Public		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client logbook	None	None	5 minutes	MCR Staff
2. Inform the personnel about the legal instrument	2.1) Assist the clients. 2.2) Review the document and legal instruments	None	20 minutes	MCR MCR Staff
3. Submit Complete requirements	3. Check the completeness of the documents and give payment order.	None	20 minutes	MCR MCR Staff
4. Pay the required fee at the Municipal Treasurer's Office	None	Depends on the payment order form	5 minutes	Treasury Staff
5. Present the official receipt and file the petition	5.1) Receive the official receipt and prepare the documents for endorsement to PSA. 5.2) Signed the documents	None	30 minutes	MCR Staff  MCR
TOTAL			1 Hour and 20 minutes	



## 6. Court Decree and Adoption

For the annulment, adoption, court decree and other court decision are registered and make proper remarks in civil registry books and civil registry form.

<b>Office or Division:</b>	Municipal Civil Registrar's Office			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Citizen (G2C)			
<b>Who may avail:</b>	Individual with legal decision on their civil registry documents			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Civil Registry Documents with legal action		PSA		
Court decision		Regional Trial Court		
Certificate of registration		City/ Municipal Civil Registry where the RTC is located		
ID of document owner		client		
ID of document owner & authorization letter (if client is not the owner)		Document owner		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in client logbook	None	None	5 minutes	MCR Staff
2. Inform the personnel about the court decision, annulment or adoption	2.1) Assist the clients. 2.2) Review the document and legal instruments	None	10 minutes	MCR MCR Staff
3. Submit Complete requirements for court order	3. Check the completeness of the documents and give payment order.	none	20 minutes	MCR MCR Staff
4. Pay the required fee at the Municipal Treasurer's Office	None	Depends on the payment order form	5 minutes	Treasury Staff
5. Present the official receipt	5.1) Receive the official receipt and prepare the documents for endorsement to PSA. 5.2) Signed the documents	None	30 minutes	MCR Staff  MCR
TOTAL		Depends on the payment order form	1 Hour and 10 minutes	



## OFFICE OF THE MUNICIPAL ASSESSOR

### External Services

Issuance of New Tax Declaration of Newly Constructed House, Building and Others Structures; Newly Installed Machineries

Issuance of Certified thru copy of Tax Declaration

Issuance of Certifications (With or no Improvements/Landholding/No Property/ Et. Al.)

Issuance of New Tax Declaration (Transfer of Ownership; Correction of Area, Lot No. and Boundaries; Updated base on Title, Et. Al.)

Annotation or Cancellation of Mortgage and other Encumbrances on Tax Declaration

Photocopy of Tax Declaration or Tax Mapping (Identify and Locate Property)

Issuance of Real Property Tax Order of Payment (RPTOP)



## 1. Issuance of New Tax Declaration for Newly Constructed House/Building & Other Structures; Newly Installed Machineries

NEW TAX declarations (TD) have to be prepared for newly constructed buildings and newly installed machinery. The Municipal Assessor's Office conducts field inspection to assess the value of the real property. The new TD serves as the municipal government's permanent record on the real property unit. It is also used for real property tax purposes.

<b>Office or Division:</b>	ASSESSOR'S OFFICE			
<b>Classification:</b>	Complex Transaction			
<b>Type of Transaction:</b>	G2G (Govt. to Govt.)/ G2C (Govt. to Client)/ G2B (Govt. to Business)			
<b>Who may avail:</b>	All government entity; Private persons; Business Owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>- Owner's written or verbal request for inspection/assessment</li> <li>- Tax Declaration of land where the bldg. is constructed; where the machinery is installed</li> <li>- Building permit and Bldg. plan; Certificate of occupancy</li> <li>- Sworn declaration of the owner (for machinery)</li> <li>- Photocopy of ID (Owner or Authorized representative)</li> </ul>		<ul style="list-style-type: none"> <li>- Property owner</li> <li>- Owner's copy/ Assessor's office</li> <li>- Mun. Engineer's office</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure request for inspection/assessment	None	None	None	None
2. Submit request to the Mun. Assessor or Assessment Officer	2.1 Receive request 2.2 Reviews and check requirements submitted	None	5 minutes	Assessor's Staff Mun. Assessor
3. Accompanies the Mun. Assessor/Assessment Officer to the site of property (as scheduled);	3.1 Conduct ocular inspection 3.2 Appraise/Assess bldg. or machinery 3.3 Prepare computation of Market & Assessed Value	None	30 mins. – 2 hours	Assessor's Staff Mun. Assessor

	3.4 Prepare Tax Dec.			
4. Sign prepared tax declaration	4. Assessor signs TD	None	5 mins.	Mun. Assessor
None	TD forwarded to the Provl. Assessor's office Lingayen, Pang. for final approval & signature	None	3-5 days	OIC-Provl. Assessor
5. Return to office on scheduled date of issuance of TD;	5. Issuance of owner's copy of TD and Notice of Assessment	None	5 mins.	Assessor's Staff
6. Receive owner's copy	None	None	5 mins	Assessor's Staff
<b>TOTAL:</b>		None	3 – 5 days	



## 2. Issuance of Certified True Copy of Tax Declaration

THE TAX declaration (TD) serves as the Municipal permanent record for every real property unit (land or building). A certified true copy of Tax Declaration may be requested from the Municipal Assessor's Office.

<b>Office or Division:</b>		ASSESSOR'S OFFICE		
<b>Classification:</b>		Simple Transaction		
<b>Type of Transaction:</b>		G2G (Govt. to Govt.)/ G2C (Govt. to Client)/ G2B (Govt. to Business)		
<b>Who may avail:</b>		All government entity; Private persons; Business Owners		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>-Owner's request</li> <li>-SPA (if the person securing CTC is a representative only)</li> <li>-RPT receipt</li> <li>-Owner's copy/ Photocopy of Tax Declaration</li> </ul>		Property owner		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.*Verbal request of owner; *Present owner's written request/SPA (if representative only)	1.1 Receive request/ SPA; 1.2 Check & verifies record on file	None	5 minutes	Assessor's Staff
2.Pay necessary fees at the Mun. Treasurer's office	2. Prepare Tax declaration	P100.00 per copy	5-20 minutes (depends on number of copies)	Assessor's Staff
3. Give Official Receipt to the staff	3.1 Assessor signs; 3.2 Issuance of copy	None	5 minutes	Assessor's Staff Mun. Assessor
4.Receive Cert. true copy of TD	None	None	5 minutes	Assessor's Staf
<b>TOTAL:</b>		P100.00 per copy	35 minutes	



### 3. Issuance of Certifications (With or No Improvements/ Landholdings / No Property, Et Al.)

This certification is issued to certify for with or no improvements / landholdings / No property, et al

<b>Office or Division:</b>	ASSESSOR'S OFFICE			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2G (Govt. to Govt.)/ G2C (Govt. to Client)/ G2B (Govt. to Business)			
<b>Who may avail:</b>	All government entity; Private persons; Business Owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
-Owner's request -SPA (if the person securing Certification is a representative only) -RPT receipt -Owner's copy/ Photocopy of Tax Declaration		Property owner  Property owner Property owner		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Verbal request of owner; Present owner's written request/SPA (if representative only)	1.1 Receive request/ SPA; 1.2 Check & verifies record on file	None	5 mins.	Assessor's Staff
2. Pay necessary fees to the Mun. Treasurer's office	2. Prepare Certification	P100.00 per copy	3-20 mins. (depends on number of copies)	Assessor's Staff
3. Give Official Receipt to the staff	3.1 Assessor signs;  3.2 Issuance of copy	None	5 mins	Assessor's Staff Mun. Assessor
4. Receive copy of Certification	None	None	5 mins	Assessor's Staff
<b>TOTAL:</b>		P100.00 per copy	35 minutes	





#### 4. Issuance of New Tax Declaration (Transfer of Ownership; Correction of Area, Lot Number & Boundaries; Update Based on Title, Et Al.)

This office issues updated Tax Declaration upon transfer of ownership of Real Property from the previous owner to update the records and to transfer Real property taxation to the new owner

<b>Office or Division:</b>	ASSESSOR'S OFFICE			
<b>Classification:</b>	Complex Transaction			
<b>Type of Transaction:</b>	G2G (Govt. to Govt.)/ G2C (Govt. to Client)/ G2B (Govt. to Business)			
<b>Who may avail:</b>	All government entity; Private persons; Business Owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Owner's written or verbal request for issuance SPA (for authorized representative) Photocopy of ID (Owner or Authorized representative) <i>For Transfer of Ownership:</i> *Cert. Authorizing Registration (CAR) *Documents (Deed of Coveyance) *OR of Sales/Transfer tax *Latest payment of RPT/Tax Clearance <i>For Correction of Area, Lot number or Boundaries:</i> *Subdivision/Sketch plan (2 copies of blueprint) <i>For Updating of TD based on Title (TCT/OCT/KOT):</i> *Documents (Deed of Coveyance) *OCT/TCT/KOT * Latest payment of RPT/Tax Clearance <i>NOTE: All documents/papers presented should be photocopied (2 copies each)</i>		Property owner  *Bureau of Internal Revenue (BIR)  *Provincial Treasurer's Office *Municipal Treasurer's Office  *Licensed Geodetic Engineer  *Owner's copy * Owner's copy *Municipal Treasurer's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Written or verbal request of owner; Present owner's written request/SPA (if representative only)	1.1 Receive request/ SPA 1.2 Check & verifies presented documents	None	5 minutes	<b>Assessor's Staff</b>
2. Pay necessary fees at the Mun. Treasurer's office	2. Prepare Tax Declaration	P100.00 per copy	5-20 minutes (depends on number of copies)	<b>Assessor's Staff</b>

3. Give Official Receipt to staff assigned	3. Sign prepared TD	None	None	Mun. Assessor
None	TD forwarded to the Provl. Assessor's office Lingayen, Pang. for final approval & signature	None	3 - 5 days	OIC- Provl. Assessor
4. Return to office on scheduled date of issuance of TD	4. Issuance of owner's copy	None	52 minutes	Assessor's Staff
5. Receive owner's copy	None	None	5 minutes	Assessor's Staff
<b>TOTAL:</b>		P100.00 per copy	3 – 5 days	



## 5. Annotation or Cancellation of Mortgage and Other Encumbrances on Tax Declaration

THIS SERVICE is requested to annotate or cancel documents for loan and mortgage purposes.

<b>Office or Division:</b>		ASSESSOR'S OFFICE		
<b>Classification:</b>		Simple Transaction		
<b>Type of Transaction:</b>		G2G (Govt. to Govt.)/ G2C (Govt. to Client)/ G2B (Govt. to Business)		
<b>Who may avail:</b>		All government entity; Private persons; Business Owners		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
-Documents of Real Estate Mortgage/Cancellation -RPT receipt -Owner's copy/ Photocopy of Tax Declaration		Mortgagor, Mortgagee, Bank, Companies & other entity		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Verbal request for Cancellation or Annotation *Present written request/SPA (if representative only)	1.Receive request/ SPA	None	5 mins.	Assessor's Staff
2. Pay necessary fee to the Mun. Treasurer's office;  Give owner's copy of TD to the staff	2.1 Check/verifies TD on file;  2.2 "Stamps Mortgage or Cancellation" on owner's copy & TD on file	P100.00 per copy	5-10 mins. (depends on number of copies)	Assessor's Staff
3. Give Official Receipt to the staff	3.1 Assessor signs stamped/annotated TD;  3.2 Issuance of signed copy	None	5 mins.	Assessor's Staff Mun. Assessor
4.Receives stamped/annotated Owner's copy	None	None	5 mins	Assessor's Staff
<b>TOTAL:</b>		P100.00 per copy	25 minutes	



## 6. Photocopy of Tax Declaration or Tax Mapping (Identify & Locate Property)

Clients who would like to have a copy of their Tax Declaration or tax mapping may request for this service.

<b>Office or Division:</b>		ASSESSOR'S OFFICE		
<b>Classification:</b>		Simple Transaction		
<b>Type of Transaction:</b>		G2G (Govt. to Govt.)/ G2C (Govt. to Client)/ G2B (Govt. to Business)		
<b>Who may avail:</b>		All government entity; Private persons; Business Owners		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
*Verbal request of owner or representative				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Verbal request of owner or representative	1. Asks client for any documents available; name of declared owner, Lot number, location of the property; check & verifies record on file; on iTax	None	5 mins.	Assessor's Staff
2. Pay necessary fee to the Mun. Treasurer's office	2. Locate property on tax map and photocopy; Search book for TD on file and photocopy	P100.00 per copy	5-20 mins. (depends on number of copies)	Assessor's Staff
3. Give Official Receipt to staff assigned	3. "Stamps Cert. true Xerox copy" on photocopied TD or Map	None	5 mins.	Assessor's Staff
4. None	4.1 Assessor signs; 4.2 Issuance of copy	None	5 mins.	Assessor's Staff Mun. Assessor
5. Receive copy	None	None	5 mins	Assessor's Staff
<b>TOTAL:</b>		P100.00 per copy	40 minutes	



## 7. Issuance of Real Property Tax Order of Payment (Rptop)

This is issued to clients who requests for the assessment of their property

<b>Office or Division:</b>	ASSESSOR'S OFFICE			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2G (Govt. to Govt.)/ G2C (Govt. to Client)/ G2B (Govt. to Business)			
<b>Who may avail:</b>	All government entity; Private persons; Business Owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
-Owner's verbal request or his/her Authorized representative (1)		Owner		
-Official Receipt of last RPT payment (1) original		Owner / MTO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESsing TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Verbal request for issuance of RPTOP	1. Verify record (TD on file)	None	5 mins.	Assessor's Staff
2. Present OR of RPT (last payment) to the staff assigned	2.1 Prepare RPTOP; Compute Market & Assessed Value; 2.2 Issuance of RPTOP	None	5-20 mins. (depends on number of properties)	Assessor's Staff
3.Receive RPTOP	None	None	5 mins	Assessor's Staff
TOTAL		None	30 minutes	



## OFFICE OF THE MUNICIPAL TREASURER

### External Services

Pay Tax Revenues: Business and Amusement Tax

Pay Tax Revenues: Real Property Tax

Acquire Community Tax Certificate (Individual/Corporation)

Regulatory Fees: Registrations (Birth, Marriage and Death Certificate)

Change of Name First Name and Correction of Clerical Error

Regulatory Fees: Permits and Licenses, Inspections, Occupations, Rental and Other Fees

Service/User Charges: Clearance and Certification Fees

Service/User Charge: Fines and Penalties (Traffic Violations)

Service/User Charge: Laboratory and Medical Fees

Acquire Professional Tax



## 1. Pay Tax Revenues: Business & Amusement Tax

**Service Information:** Issuance of Receipt for clients upon presenting business application form assessed by EEO/BOSS

<b>Office or Division:</b>	Office of the Municipal Treasurer			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Citizens			
<b>Who may avail:</b>	Business Owner			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Business application Form		Economic Enterprise Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure business application form to be assessed by EEO	1. Assist the client	None	5-30 minutes	EEO Staff
2. Submit duly assessed business application form	2. Receive the assessed business application form	None	5 minutes	Treasury Staff
3. Pay the required fees	3. Issue receipts	Based on EEO's assessment	5 minutes	Treasury Staff
TOTAL		Based on EEO's assessment	40 minutes	



## 2. Pay Tax Revenues: Real Property Tax

**Service Information:** Issuance of RPT receipts for property owner upon presenting previous receipts and RPTOP Assessed by Assessor's Office

<b>Office or Division:</b>		Office of the Municipal Treasurer		
<b>Classification:</b>		Simple Transaction		
<b>Type of Transaction:</b>		Government to Citizens		
<b>Who may avail:</b>		Business Owner		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
RPTOP Form Previous RPT Receipts		Assessor's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure RPTOP to be assessed by Assessor's Office	1. Assist the client	None	5 - 10 minutes	Assessor's Staff
2. Submit duly accomplished RPTOP Form	2. Receive the accomplished RPTOP Form	None	5 minutes	<b>Treasury Staff</b>
3. Present previous RPT Receipts	3. Verify the previous receipts	None	5-10 minutes	<b>Treasury Staff</b>
4. Pay the required fees	4. Issue receipts	AV of RPT x 2% <b>Less:</b> 20% disc on 1 <sup>st</sup> Qtr payment <b>Add:</b> 2%/month penalty for delinquent tax payers	5-10 minutes	<b>Treasury Staff</b>
TOTAL		AV of RPT x 2% <b>Less:</b> 20% disc on 1 <sup>st</sup> Qtr payment <b>Add:</b> 2%/month penalty for delinquent tax payers	35 minutes	



### 3. Acquire Community Tax Certificate (Individual/ Corporation)



**Service Information:** Issuance of CTC (Individual/Corporations) who secure application form

<b>Office or Division:</b>		Office of the Municipal Treasurer		
<b>Classification:</b>		Simple Transaction		
<b>Type of Transaction:</b>		Government to Citizens		
<b>Who may avail:</b>		Citizen		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Cedula Application Form Business Application Form		Treasury Office Economic Enterprise Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure cedula application form / business application form	1. Assist the client	None	5-30 minutes	<b>Treasury Staff EEO Staff</b>
2. Submit duly assessed business application form with required documents/Cedula application form for individual	2. Receive the assessed business application form/cedula application form	None	5 minutes	<b>Treasury Staff</b>
3. Pay the required fees	3. Issue receipts	For Individual- Basic P5.00 + P1.00 every P1,000.00 of salaray +penalty of 2%/month after February  For Corp. – Basic P500.00 + P2.00 every P5,000.00 of gross sales + penalty of 2%month after February	5 minutes	<b>Treasury Staff</b>

TOTAL		40 minutes	
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#### 4. Regulatory Fess: Registrations (Birth, Marriage & Death Certificates) Change of First Name & Correction of Clerical Error

**Service Information:** Issuance of receipts for clients who secured order of payment from MCR

<b>Office or Division:</b>		Office of the Municipal Treasurer		
<b>Classification:</b>		Simple Transaction		
<b>Type of Transaction:</b>		Government to Citizens		
<b>Who may avail:</b>		Citizen		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Order of Payment		Municipal Civil Registrar Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure order of payment from MCR	1. Issue Order of payment	None	5 minutes	<b>MCR Staff</b>
2. Submit order of payment	2. Receive order of payment	None	5 minutes	<b>Treasury Staff</b>
3. Pay the required fees	3. Issue receipts	Birth, Marriage & Death Cert.....P 100 Certified Machine Copy of Birth, Death &  Marriage..... .... P100 Other Cetifications. .. P 100 Filing Fee for change of first name .....P3,000 Filing Fee for correction of clerical error....P1,0 00 For	5 minutes	<b>Treasury Staff</b>

		Correction of clerical/ typographical error ..... P500 For change of first name..... .....P1,000 Reg. of Marriage..... ....P 2 Doc Stamp ..... ... P 30		
TOTAL			15 minutes	



## 5. Regulatory Fess: Permits & Licenses, Inspection, Occupations, Rental & Other Fees

**Service Information:** Issuance of receipts for clients who secured Order of Payment from concerned Offices

<b>Office or Division:</b>	Office of the Municipal Treasurer			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Citizens			
<b>Who may avail:</b>	Citizen			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Business application Form Order of Payment		Economic Enterprise Office Engineering/Zoning Office Fire Station		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure business application form assessed by EEO	1.1 Assist the client	None	5-30 minutes	<b>EEO Staff Engineering Staff BFP Personnel</b>
1.1 Secure Order of payment from Zoning/Eng'g Office/BFP	1.2 Issue order of payment	None	5 minutes	
2. Submit order of payment/assessed application form	2. Receive order of payment/assessed application form	None	5 minutes	<b>Treasury Staff</b>
3. Pay the required fees	3. Issue receipts	Business Permit Based on Rental Fees EEO's Electrical Fees	5 minutes	<b>Treasury Staff</b>

		<p>Assess- Tricycle Permit ment</p> <p>Bldg Permit Based on Locational Zoning/Eng' g Zonal Assessment</p> <p>Electrical Permit – BFP's</p> <p>Assessment</p> <p>Mayor's Permit .....P100</p> <p>Sanitary Permit- Cert of Portability... . P50 Drinking Water Site</p> <p>Clearance ..... P200</p> <p><b>Cemetery Fees:</b> Burial Permit</p> <p>*Public..... ....P150</p> <p>*Private..... .... P400</p> <p>Exhumation Fees.....P2 00 Removal of</p>		
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		<p>Cadaver P200 Entrance fr Other Mun..... .....P200 Transfer to Other Mun..... .....P200 Niches Rental (every 4 years)..... .... P400</p> <p><b>Cattle</b> <b>Fees:</b> Add'l Reg...'P10 Transfer of Ownership .....P10 Addl Weights.... .....P100</p> <p>Ownership .....P5</p> <p>Garbage Fees..... ..P100 Occupation Fees.....P 100</p>		
TOTAL			45 minutes	



## 6. Service/User Charges: Clearance & Certification Fees

**Service Information:** Issuance of receipts for clients who secured Order of Payment from concerned Offices

<b>Office or Division:</b>		Office of the Municipal Treasurer		
<b>Classification:</b>		Simple Transaction		
<b>Type of Transaction:</b>		Government to Citizens		
<b>Who may avail:</b>		Citizen		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Order of Payment		PNP Assessor's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure order of payment	1. Issue order of payment	None	5 minutes	<b>PNP Personnel Assessor's Staff</b>
2. Submit order of payment	2. Receive order of payment	None	5 minutes	<b>Treasury Staff</b>
3. Pay the required fees	3. Issue receipts	<b>Police Clearance:</b> Change of Name- ...P150 Firearms Permit  Application ...P1,000 Local Employment,  Scholarship,	5 minutes	<b>Treasury Staff</b>



		Grants & Other Purposes.... P70 For Abroad..... ..... P100  Other Fees for Services Performed by Mun. Assessors Office : P100 - Certification s -Annotation of Mortgage - Cancellation -Tax Mapping -Tax Declaration -No Improve ment -Inspection Fee - Verification Fee -Transfer Fee of Ownership  Doc Stamp for every  Certification s.....P30		
TOTAL			15 minutes	



## 7. Service/User Charges: Fines & Penalties (Traffic Violations)

**Service Information:** Issuance of receipts upon presentation of Traffic Citation ticket issued by PNP/POSO

<b>Office or Division:</b>		Office of the Municipal Treasurer		
<b>Classification:</b>		Simple Transaction		
<b>Type of Transaction:</b>		Government to Citizens		
<b>Who may avail:</b>		Citizen		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Traffic Citation Ticket		PNP POSO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the traffic Citation Ticket issued by PNP/POSO	1. Receive the Traffic Citation Ticket	None	5 minutes	<b>Treasury Staff</b>
3. Pay the required fees	2. Issue receipts	Based on Calasiao Ord. No. 01 Series of 2011 <b>VIOLATIONS: P 100.00</b> - No Helmet - Illegal Parking in Prohibited Zone/Area - Loading/Unloading of Passengers or Cargoes in Prohibited Zone/Area - Route Violation  - Driving Against Traffic on a One-Way Street - Obstruction of Traffic - RA 10666 Children's Safety on Motorcycles - Disregarding Traffic Signs	5 minutes	<b>Treasury Staff</b>

		<ul style="list-style-type: none"> <li>- Violation of Truck Ban</li> <li>- Blowing of Horns in Prohibited Zone/Area</li> <li>- Failure to Obey Lawful/Legal Police Order</li> <li>- Driving a PUV in Slippers or in Sleeveless shirts(Sando)</li> <li>- Colorum Operation of PUVs</li>   <li>- Operating Outside of Zone of Operation</li>   <li>- Trip Cutting/Making U-Turns within Prohibited Areas</li>   <li>- Over Charging of Passenger Fare</li>   <li>- Refusal to Convey Passenger</li> <li>- Arrogant Drivers/Conductors</li>   <li>- Crossing the Street on a part other than the Pedestrian Lane</li>   <li><b>VIOLATIONS: P 300.00</b></li> <li>- No Driver's License</li> <li>- Expired License</li>   <li>- No OR/CR</li> <li>- Over Speeding</li>   <li>- Unattended Driver</li>   <li><b>VIOLATIONS: P1,000.00</b></li> <li>- Muffler/Noisy</li> </ul>		
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		Pipes		
TOTAL			10 minutes	



## 8. Service/User Charges: Laboratory & Medical Fees

**Service Information:** Issuance of receipts for clients/patients who secured Order of Payment from RHU staff

<b>Office or Division:</b>		Office of the Municipal Treasurer		
<b>Classification:</b>		Simple Transaction		
<b>Type of Transaction:</b>		Government to Citizens		
<b>Who may avail:</b>		Citizens		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Order of payment		MHO – Laboratory Room MHO – RSI Room		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure Order of payment	1. Issue order of payment	None	5 minutes	<b>MHO Staff</b>
2. Submit order of payment	2. Receive order of payment	None	5 minutes	<b>Treasury Staff</b>
3. Pay the required fees	3. Issue receipts	Med. Cert .....P70 Transfer Permit of Food  Products..... P100 Health Cert. for  Employment..... .P70 Health Cert. forEmploy- ment(Reneawal)... ..P70 Doc Stamp..... P30 CBC..... ...P140 Urinalysis..... ....P50 Fecalysis..... .....P50 Sputum Exam.....P50	5 minutes	<b>Treasury Staff</b>

		Hemoglobin/Hemato-crit..... P80 Platelet Count.....P100 FBS..... ...P120 Blood Typing.....P90 ALT/SGPT..... ...P175 AST/SGOT..... ...P175 Blood Urea Nitrogen...P150 Blood Uric Acid.....P150 Cholesterol..... ....P200 HDL..... ...P150 LDL..... ....P150 Triglycerides..... ....P300 NBS..... ...P1,800 Delivery Calls.....P2,500		
TOTAL			15 minutes	



## 9. Acquire Professional Tax

**Service Information:** Issuance of professional tax receipt of a person engaged in the exercise/practice of his profession

<b>Office or Division:</b>		Office of the Municipal Treasurer		
<b>Classification:</b>		Simple Transaction		
<b>Type of Transaction:</b>		Government to Citizens		
<b>Who may avail:</b>		Professionals		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Valid ID				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Valid ID	1. Receive and verify ID	None	5 minutes	Treasury Staff
2. Pay the required fees	2. Issue receipts	PTR (New).....P300 PTR(Renewal).....P300 +25% penalty for Delinquent (after Feb)	5 minutes	Treasury Staff
TOTAL		PTR (New).....P300 PTR(Renewal).....P300 +25% penalty for Delinquent (after Feb)	10 minutes	



## OFFICE OF THE MUNICIPAL HEALTH OFFICER

### External Services

Provision of Out-Patient Consultation

Provision of Laboratory Services

Provision of NTP TB-DOTS Services

Provision of Leprosy Services

Provision of Animal Bites Services

Provision of Dental Services

Provision of Ambulance Services

Issuance of Health Certificates for Food Handlers

Issuance of Sanitary Permit

Provision of Rehabilitative Treatment for Adult Patients

Provision of Rehabilitative for Treatment Pediatric Patients

Issuance of Medical Certificates

Issuance of Death Certificates

Provision of Medico-Legal Services (Physical Injury)

Provision of Medico-Legal Services (Post-Mortem Examination)

Issuance of Exhumation or Cadaver Transfer Permit





## 1. Provision of Out-Patient Consultation

Service Information: This provides medical assistance to any individual who needs medical attention. This aims to diagnose, treat illness and provide appropriate medical assistance

<b>Office or Division:</b>	Office of the Municipal Health Officer			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Citizens (G2C)			
<b>Who may avail:</b>	Any individual who needs medical management and treatment.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Senior Citizens / PWD ID Card and Booklet		MSWDO		
Referral Form		RHMs		
Philhealth/MDR		Philhealth		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p>1. Sign in at the client's logbook at the Public Assistance and Compliance Desk (PACD) Area and is guided to the Admission/ Consultation Area;</p> <p>1.1 Senior citizens and PWDs are given priority in the queue</p> <p>1.2 Pregnant women referred for laboratory services are directly referred to the laboratory and if for pre-natal check-up are directly referred to the Municipal Birthing Clinic/Poblacion BHS.</p> <p>1.3 Immunization, Family Planning and Counseling services are referred to the Municipal Birthing Clinic/Poblacion BHS.</p>	<p>1.1 PACD staff-in-charge prioritizes senior citizens and PWDs</p> <p>1.2 PACD staff-in-charge refers pregnant women to their respective health service areas.</p> <p>1.3 PACD staff-in-charge refers other clients to their respective health service areas.</p>	None	5 minutes	Public Assistance and Compliance Desk (PACD) is composed of Health Office employees who are assigned on a rotational basis so as not to disrupt the services of the specific areas they are assigned or deployed. The schedule of the rotation is prominently and conspicuously displayed at the PACD Board.
<p>2. Proceed to the Admission/ Consultation Area.</p> <p>2.1 For patients, who are residents of the</p>	2.1 Medical services staff will	None	5 - 15 minutes on the average, once	

<p>catchment area; present Philhealth MDR, if any</p> <p>2.2 For referred patients from other catchment areas; present, referral letter, Philhealth MDR,, if any</p> <p>2.3 For walk-in patients not residents of the catchment area; present Philhealth MDR, if any</p>	<p>retrieve family folder; open family folder in the WAH EMR</p> <p>2.2 Medical services staff will get referral letter/ITR from referring BHS</p> <p>2.3 Medical services staff will provide ITR</p> <p>2.4 Medical services staff will take the history, vital signs which will be recorded on the Individual Treatment Record (ITR) and encoded into the Wireless Access for Health (WAH) Terminals</p>		<p>patient is admitted</p>	<p><b>MHO Staff</b></p>
<p>3. Client will undergo consultation</p>	<p>3.1 If the medical services staff can manage the client's condition, treatment and medicine/s is/are given, or medicine/s may be prescribed if not available. If medicines are dispensed, clients are informed of the proper usage of the medicines and asked to sign the Drug Recipient's/ NCD CTPs</p>	<p>None</p>	<p>15 -30 minutes on the average, once patient is admitted</p>	<p><b>MHO Staff</b></p> <p>Public Health Nurse</p> <p>Municipal Health Officer</p>

	<p>logbook.</p> <p>3.2 If the client's condition needs referral to the PHN, client is referred to the PHN by the medical services staff.</p> <p>3.3 If the client needs further management, PHN refers the client to the doctor.</p> <p>3.4 If the client will require laboratory test/s based on the initial findings of the medical staff/PHN /MHO, a laboratory request form is issued and the client will be referred to the Cashier's Office and the to the laboratory. (Please see Laboratory Services)</p>			
<p>4. Patient returns to the Admission/ Consultation Area/PHN's Office/Doctor's Office with the laboratory result/s.</p>	<p>The medical staff/PHN/doctor manages the client's condition, treatment and medicine/s is/are given, or medicine/s may be prescribed if not available. If medicines are dispensed, clients are informed of the</p>	<p>None</p>	<p>10 -20 minutes on the average, once patient returns with lab results</p>	<p><b>MHO Staff</b> Public Health Nurse  Municipal Health Officer</p>

	proper usage of the medicines and asked to sign the Drug Recipient's/ NCD CTPs logbook			
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## 2. Provision of Laboratory Services

Service Information: The health office offers routine laboratory services

<b>Office or Division:</b>	Office of the Municipal Health Officer			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Citizens (G2C)			
<b>Who may avail:</b>	Any individual who needs secondary-level laboratory tests for proper diagnosis, management and treatment of illnesses.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Senior Citizens / PWD ID Card and Booklet		MSWDO		
Referral/Laboratory Request Forms		RHMs/PHNs/MHO		
Philhealth/MDR		Philhealth		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p>1 Sign in at the client's logbook at the Public Assistance and Compliance Desk (PACD) Area and is guided to the Admission/Consultation Area;</p> <p>1.1 Walk-in clients who are suffering from illnesses and who wish to have laboratory tests.</p> <p>1.2 Clients with laboratory requests from Rural Health Midwives or private MDs.</p>	<p>1.1 Clients will be first admitted to determine if there is need for such tests.</p> <p>1.1 Clients will be directly referred to the Cashier's Office for payment of requested laboratory test/s.</p>	None	5 minutes	Public Assistance and Compliance Desk (PACD) is composed of Health Office employees who are assigned on a rotational basis so as not to disrupt the services of the specific areas they are assigned or deployed. The schedule of the rotation is prominently and conspicuously displayed at the PACD Board.
<p>2. Proceed to the Admission/Consultation Area;</p> <p>2.1 Walk-in clients who are suffering from illnesses and who wish to have laboratory tests.</p>	<p>2.1 Admission staff will take the history, vital signs which will be recorded on the Individual Treatment Record (ITR) and encoded into the Wireless Access for Health (WAH) Terminals</p>	None	5 - 15 minutes on the average, once patient is admitted	<p><b>MHO Staff</b></p> <p>Public Health Nurse</p> <p>Municipal Health Officer</p>

	<p>2.2 If patient needs further assessment, the medical services staff will refer to the PHN and/or Doctor</p> <p>2.3 if found necessary, laboratory request forms are issued to clients and referred to the Cashier's Office for payment of requested laboratory test/s</p>																																													
<p>3. Pay the required fees at the Cashier's Office for the requested laboratory test/s. An Official Receipt will be issued, proceed to the laboratory.</p>	<p>The MTO-Designated Representative at the Cashier's Office will receive the payment and issue corresponding Official Receipt to the client</p>	<table border="1"> <tr><td colspan="2">BLOOD CHEMISTRY</td></tr> <tr><td>ALT/SGPT</td><td>175.00</td></tr> <tr><td>AST/SGOT</td><td>175.00</td></tr> <tr><td>BUN</td><td>150.00</td></tr> <tr><td>CREATININE</td><td>150.00</td></tr> <tr><td>Uric Acid</td><td>150.00</td></tr> <tr><td>FBS</td><td>120.00</td></tr> <tr><td>Cholesterol</td><td>200.00</td></tr> <tr><td>HDL</td><td>150.00</td></tr> <tr><td>LDL</td><td>150.00</td></tr> <tr><td>Triglycerides</td><td>300.00</td></tr> <tr><td colspan="2">HEMATOLOGY</td></tr> <tr><td>CBC</td><td>150.00</td></tr> <tr><td>Platelet</td><td>100.00</td></tr> <tr><td>Blood Typing</td><td>90.00</td></tr> <tr><td>Sputum</td><td>50.00</td></tr> <tr><td>Hgb/HCT</td><td>70.00</td></tr> <tr><td colspan="2">CLINICAL MICROSCOPY</td></tr> <tr><td>Urinalysis</td><td>45.00</td></tr> <tr><td>Fecalysis</td><td>50.00</td></tr> <tr><td>Sputum Exam</td><td>50.00</td></tr> </table>	BLOOD CHEMISTRY		ALT/SGPT	175.00	AST/SGOT	175.00	BUN	150.00	CREATININE	150.00	Uric Acid	150.00	FBS	120.00	Cholesterol	200.00	HDL	150.00	LDL	150.00	Triglycerides	300.00	HEMATOLOGY		CBC	150.00	Platelet	100.00	Blood Typing	90.00	Sputum	50.00	Hgb/HCT	70.00	CLINICAL MICROSCOPY		Urinalysis	45.00	Fecalysis	50.00	Sputum Exam	50.00	<p>5 Minutes</p>	<p><b>MTO-Designated Representative</b></p>
BLOOD CHEMISTRY																																														
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<p>4. Go to the Laboratory for the conduct of the laboratory test/s <i>Note: Some tests will have a cut-off time at 11:30 A.M. and 4:00 P.M. to allow the laboratory staff to finish all the tests on time.</i></p>	<p>The laboratory staff will inform the client about the test/s, including the time of test/s results release and conduct the necessary tests</p>	<p>None</p>	<p>5 minutes- 2 hours <i>(depending on the type of laboratory test/s and cut-off time)</i></p>	<p><b>MHO Staff</b></p>																																										
<p>5. Get the laboratory results and return to the Admission/ Consultation Area/PHN's Office/Doctor's Office.</p>	<p>The medical staff/PHN/doctor manage the patient's condition, treatment and medicine/s is/are</p>	<p>None</p>	<p>10 -20 minutes on the average, once patient returns with lab results</p>	<p><b>MHO Staff</b> Public Health Nurse</p>																																										

	given, or medicines/s are prescribed if not available. If medicine/s are dispensed, clients are informed of the proper usage of the medicines and asked to sign the Drug Recipient's/ NCD CTPs logbook			Municipal Health Officer
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### 3. Provision of NTP TB-Dots Services

Service Information: This services provides free tuberculosis drugs based on the TB-DOTS programs, It is available for all cases diagnosed with pulmonary tuberculosis. TB-DOTS drugs are given free to patients.

<b>Office or Division:</b>	Office of the Municipal Health Officer			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Citizens (G2C)			
<b>Who may avail:</b>	Any individual who needs diagnostic test and management and treatment of Pulmonary Tuberculosis.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Senior Citizens / PWD ID Card and Booklet		MSWDO		
Philhealth/MDR		Philhealth		
Referral/DSSM Request Form		RHMs		
X-ray film and result/s		Secondary or Tertiary Health Facility		
TBDC result		Secondary or Tertiary Health Facility		
Gene Xpert result/s		Secondary or Tertiary Health Facility		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p>1. Sign in at the client's logbook at the Public Assistance and Compliance Desk (PACD) Area and is guided to the Admission/ Consultation Area;</p> <p>1.1 Senior citizens, pregnant women and PWDs are given priority.</p> <p>1.2 Walk-in clients who are suffering from cough of long duration</p> <p>1.3 Clients who have a referral form from their Rural Health Midwife, private MDs or partner Community-Based Organizations (CBOs) are directly referred to the TB-DOTS Clinic</p> <p>1.4 For diagnosed TB cases that will get their TB drugs</p>	<p>1.1 PACD staff-in-charge prioritizes senior citizens and PWDs</p> <p>1.2 PACD staff-in-charge refers clients to the TB DOTS Clinic.</p>	None	5 minutes	Public Assistance and Compliance Desk (PACD) is composed of Health Office employees who are assigned on a rotational basis so as not to disrupt the services of the specific areas they are assigned or deployed. The schedule of the rotation is prominently and conspicuously displayed at the PACD Board.



<p>2. Proceed to the to the TB-DOTS Clinic</p>	<p>2.1 TB DOTS Clinic Staff will check the clients for their vital signs and other findings (X-ray, Gene Xpert or previous DSSM results) will be recorded on the Individual Treatment Record (ITR)</p> <p>2.2 TB DOTS Clinic Staff determines other requirements like Philhealth MDR.</p> <p>2.3 TB DOTS Clinic Staff refers the client to the doctor for assessment</p>	<p>None</p>	<p>15 - 30 minutes on the average, once patient is admitted</p>	<p>TB DOTS Clinic Staff</p> <p>TB DOTS Clinic PHN</p>
<p>3. Client will undergo consultation and assessment</p>	<p>3.1 If the medical examination findings and test results from referred X-ray result, referred DSSM results, TBDC recommendation and/or Gene Xpert results indicate the diagnosis of PTB, the client is registered and treatment will be immediately started.</p> <p>3.2 If client requires Direct Sputum Smear Microscopy</p>	<p>None</p>	<p>15 -30 minutes on the average, based on the doctors assessment</p>	<p>TB DOTS Clinic Staff</p> <p>TB DOTS Clinic PHN</p> <p>Mun. Health Officer</p>

	(DSSM), the client is referred to the TB DOTS Clinic laboratory.			
4. Client proceed to the TB DOTS Clinic laboratory	<p>4.1 The TB DOTS Clinic laboratory staff will provide the client with sputum cups and will be provided with proper instructions.</p> <p>4.2 After collecting sputum at the sputum collection area, the client returns the filled up sputum cups and return for the results</p> <p>4.3 The TB DOTS Clinic laboratory staff will instruct the client to come back the following day for the result and/or for the initiation of the treatment based on the results.</p>	None	None	<p>Laboratory Staff</p> <p>Med Tech Asst.</p> <p>Medical Technologists</p>
5. Client proceed to the TB DOTS Clinic after getting the DSSM result from the TB DOTS Clinic laboratory	5.1 If treatment is needed based on a positive DSSM result together with the clinical findings, the client is registered and treatment will be immediately started.	None	None	<p>TB DOTS Clinic Staff</p> <p>TB DOTS Clinic PHN</p> <p>Mun. Health Officer</p>

	<p>Instructions on the treatment, when to get TB Drugs and health information on TB and drug interactions and side effects are provided for the client.</p> <p>5.2 If the DSSM result is negative, patient is referred for Gene Xpert testing. Client will again be re-assessed and managed.</p> <p>5.3 If all tests proved that the client do not have TB, he/she is managed for other pulmonary illness and given appropriate medicines and health education.</p>			
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#### 4. Provision of Leprosy Services

Service Information: This service identifies and treats patients with leprosy.

Leprosy drugs are given to patients free of charge

<b>Office or Division:</b>	Office of the Municipal Health Officer			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Citizens (G2C)			
<b>Who may avail:</b>	Any individual who needs medical management of Leprosy.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Senior Citizens / PWD ID Card and Booklet		MSWDO		
Referral Form		Secondary or Tertiary Health Facility		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p>1. Sign in at the client's logbook at the Public Assistance and Compliance Desk (PACD) Area and is guided to the Admission/ Consultation Area;</p> <p>1.1. Senior citizens, pregnant women and PWDs are given priority.</p> <p>1.2 Walk-in clients who are suffering from skin lesion/s and nerve damage in the arms, legs, and skin areas around the body.</p> <p>1.3 Clients who have a referral form from other health facilities/private physicians</p> <p>1.4 For diagnosed Leprosy cases that will get their anti-leprosy drugs</p>	<p>1.1 PACD staff-in-charge prioritizes senior citizens and PWDs</p> <p>1.2 PACD staff-in-charge refers clients to the TB DOTS Clinic.</p>	None	5 minutes	Public Assistance and Compliance Desk (PACD) is composed of Health Office employees who are assigned on a rotational basis so as not to disrupt the services of the specific areas they are assigned or deployed. The schedule of the rotation is prominently and conspicuously displayed at the PACD Board.
2. Proceed to the to the TB-DOTS Clinic	2.1 TB DOTS Clinic Staff will check the clients for their vital signs and other findings which will be recorded	None	15 - 30 minutes on the average, once patient is admitted	TB DOTS Clinic Staff

	<p>on the Individual Treatment Record (ITR)</p> <p>2.2TB DOTS Clinic Staff will retrieve the referral form from other health facilities/private physicians for</p> <p>2.3TB DOTS Clinic Staff refers the client to the doctor for assessment</p>			TB DOTS Clinic PHN
3. Client will undergo consultation and assessment	<p>3.1 If the medical examination findings and skin smear test results indicate the diagnosis of leprosy, the client is registered and treatment will be immediately started.</p> <p>3.2 The client will be given instructions on leprosy drugs intake, drug interactions and side effects and be instructed for follow up check up.</p>	None	15 -30 minutes on the average, based on the doctors assessment	<p>TB DOTS Clinic Staff</p> <p>TB DOTS Clinic PHN</p> <p>Mun. Health Officer</p>



## 5. Provision of Animal Bites Services

Service Information: The center provides appropriate medical services and patients are referred to animal bite center if necessary

<b>Office or Division:</b>	Office of the Municipal Health Officer			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Citizens (G2C)			
<b>Who may avail:</b>	Any individual who needs medical treatment and management of animal bites.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Senior Citizens / PWD ID Card and Booklet		MSWDO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p>1. Sign in at the client's logbook at the Public Assistance and Compliance Desk (PACD) Area and is guided to the Admission/ Consultation Area;</p> <p>1.1 Senior citizens, pregnant women and PWDs are given priority.</p> <p>1.2 Walk-in clients who are suffering from animal bites</p>	<p>1.1 PACD staff-in-charge prioritizes senior citizens and PWDs</p> <p>1.2 PACD staff-in-charge directs the clients to the Treatment Room</p>	None	5 minutes	Public Assistance and Compliance Desk (PACD) is composed of Health Office employees who are assigned on a rotational basis so as not to disrupt the services of the specific areas they are assigned or deployed. The schedule of the rotation is prominently and conspicuously displayed at the PACD Board.
2. Client proceeds to the examination area of the treatment room	<p>2.1 The Treatment Room staff conducts initial bite incident investigation and. write down on the Treatment Room logbook the details and findings of the initial examination.</p> <p>2.2 Apply first aid interventions</p>	None	10-30 minutes depending on the extent of injury and first aid treatment, if any.	<p>Treatment Room/EMS Staff</p> <p>Mun. Health Officer</p>

	<p>if necessary, including wound cleaning and provide client lecture on animal bite wound care</p> <p>2.3 Refer the client to the doctor</p> <p>2.4 Doctor will make the examination and assessment. If the client needs anti-rabies vaccination, patient will be referred to an Animal Bite Treatment Center (ABTC)</p>			
3. Proceed to the Drug Dispensing Area at the Admission/ Consultation Room	<p>Medicine/s is/are given, or medicine/s may be prescribed if not available. If medicines are dispensed, clients are informed of the proper usage of the medicines and asked to sign the Drug Recipient's logbook.</p>	None	None	<p>Medical Services Staff</p> <p>Public Health Nurse</p>



## 6. Provision of Dental Services

Service Information: This provides Dental services to any individual who needs dental services. This aims to diagnose, treat and provide appropriate dental assistance

<b>Office or Division:</b>	Office of the Municipal Health Officer			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Citizens (G2C)			
<b>Who may avail:</b>	Any individual who needs treatment and management of dental problems			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Senior Citizens / PWD ID Card and Booklet		MSWDO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p>1. Sign in at the client's logbook at the Public Assistance and Compliance Desk (PACD) Area and is guided to the Dentist's Clinic.</p> <p>1.1 Senior citizens, pregnant women and PWDs are given priority.</p> <p>1.2 Walk-in clients who are suffering from oral illnesses</p> <p>1.3 Pregnant women requiring pre-natal dental check-up</p>	<p>1.1 PACD staff-in-charge prioritizes senior citizens and PWDs</p> <p>1.2 PACD staff-in-charge directs the clients to the Dentist's Clinic.</p>	None	5 minutes	Public Assistance and Compliance Desk (PACD) is composed of Health Office employees who are assigned on a rotational basis so as not to disrupt the services of the specific areas they are assigned or deployed. The schedule of the rotation is prominently and conspicuously displayed at the PACD Board.
2. Client proceeds to the Dentist's Clinic.	<p>2.1 The Dentist's Clinic Dental Aide conducts initial interview and dental health history on the admission form.</p> <p>2.1 The Dentist will make the oral</p>	None	10-20 minutes depending on the extent of dental problems.	Dental Aide  Municipal Dentist



	<p>examination and assessment and check for any dental problem/illness</p> <p>2.1 if found necessary, an Order of Payment is made and the client is referred to the Cashier's Office for payment of dental procedures.</p>																																			
<p>3. Client proceeds to the Cashier's Office to pay for the dental services fee/s. An Official Receipt will be issued.</p>	<p>The MTO-Designated Representative at the Cashier's Office will receive the payment and issue corresponding Official Receipt to the client</p>	<table border="1"> <tr> <td>1. Dental Check-up/</td> <td>FREE</td> </tr> <tr> <td>2. Dental Certificate</td> <td>200.00</td> </tr> <tr> <td>3. Oral Prophylaxis/Cleaning</td> <td></td> </tr> <tr> <td>    a. Below 6 years old</td> <td>100.00</td> </tr> <tr> <td>    b. Above 6 years old</td> <td>200.00</td> </tr> <tr> <td>4. Temporary Restoration</td> <td></td> </tr> <tr> <td>    a. Below 6 years old</td> <td>50.00</td> </tr> <tr> <td>    b. Above 6 years old</td> <td>100.00</td> </tr> <tr> <td>5. Permanent restoration (all ages)</td> <td>250.00</td> </tr> <tr> <td>6. Extraction (all ages)</td> <td>200.00</td> </tr> <tr> <td>7. Pits and Fissure Sealants Application</td> <td></td> </tr> <tr> <td>    a. Below 6 years old</td> <td>100.00</td> </tr> <tr> <td>    b. Above 6 years old</td> <td>150.00</td> </tr> <tr> <td>8. Fluoride Application</td> <td></td> </tr> <tr> <td>    a. Below 6 years old</td> <td>50.00</td> </tr> <tr> <td>    b. Above 6 years old</td> <td>200.00</td> </tr> </table>	1. Dental Check-up/	FREE	2. Dental Certificate	200.00	3. Oral Prophylaxis/Cleaning		a. Below 6 years old	100.00	b. Above 6 years old	200.00	4. Temporary Restoration		a. Below 6 years old	50.00	b. Above 6 years old	100.00	5. Permanent restoration (all ages)	250.00	6. Extraction (all ages)	200.00	7. Pits and Fissure Sealants Application		a. Below 6 years old	100.00	b. Above 6 years old	150.00	8. Fluoride Application		a. Below 6 years old	50.00	b. Above 6 years old	200.00	<p>5 Minutes</p>	<p><b>MTO-Designated Representative</b></p>
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<p>4. Client returns to the Dentist's Clinic</p>	<p>The Dentist will perform the needed treatment oral procedures.</p>	<p>None</p>	<p>30 minutes to 2 hours depending on the treatment oral procedures to be performed.</p>	<p>Dental Aide</p> <p>Municipal Dentist</p>																																



## 7. Provision of Ambulance Services

Service Information: This service is for the conduction or transport to higher level of medical management. This service is for free within the area of Central Pangasinan

<b>Office or Division:</b>	Office of the Municipal Health Officer			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Citizens (G2C)			
<b>Who may avail:</b>	Any individual who needs conduction or emergency transport of patients.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Form		LGU Officials		
Clearance from attending physician		Secondary or Tertiary Health Facility		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. For non-emergency cases for patient conduction, sign in at the client's logbook at the Public Assistance and Compliance Desk (PACD) Area;	PACD staff-in-charge directs the client to the Doctor's Office Area;	None	5 minutes	Public Assistance and Compliance Desk (PACD) is composed of Health Office employees who are assigned on a rotational basis so as not to disrupt the services of the specific areas they are assigned or deployed. The schedule of the rotation is prominently and conspicuously displayed at the PACD Board.
2. Client proceed to the Doctor's Office	2.1 The doctor receives the request form and clearance from an attending physician and inquires about the condition of the patient and the patient's requirements for the trip as well as for the schedule of the	None	5-15 minutes.	Ambulance Driver  Mun. Health Officer

	<p>trip.</p> <p>2.2 The ambulance driver assigned will be asked by the doctor to prepare the trip ticket, travel order.</p>			
3. For emergency cases for patient conduction, proceed to the Public Assistance and Compliance Desk (PACD) Area;	PACD staff-in-charge directs the client to the Treatment Room	None	5 minutes	
4. Client proceed to the Treatment Room	<p>4.1 Immediate dispatch of available ambulance from place of origin of patient to the place of destination.</p> <p>4.1 After the emergency dispatch of the ambulance, the ambulance driver will fill-in the necessary paper works.</p>	None	5 minutes.	<p>Treatment Room/EMS Staff</p> <p>Ambulance Driver</p>



## 8. Issuance of Health Certificates for Food Handlers

Service Information: This provides health certificates for applicant for employment in food and food product serving, preparation and manufacturing establishment.

<b>Office or Division:</b>	Office of the Municipal Health Officer			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Citizens (G2C)			
<b>Who may avail:</b>	Any individual who are needs health certification for employment in food and food products services, food preparation and food manufacturing establishments.			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Senior Citizens / PWD ID Card and Booklet			MSWDO	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p>1. Sign in at the client's logbook at the Public Assistance and Compliance Desk (PACD) Area and is guided to the Rural Sanitary Inspector's (RSI) Room</p> <p>a) Senior citizens and PWDs are given priority in the queue</p>	<p>PACD staff-in-charge prioritizes senior citizens and PWDs</p>	<p>None</p>	<p>5 minutes</p>	<p>Public Assistance and Compliance Desk (PACD) is composed of Health Office employees who are assigned on a rotational basis so as not to disrupt the services of the specific areas they are assigned or deployed. The schedule of the rotation is prominently and conspicuously displayed at the PACD Board.</p>
<p>2. Proceed to the Rural Sanitary Inspector's (RSI) Room where clients can inquire on the requirements. Requirements vary based on the type of food establishment</p> <p><i>For Restaurants, Carinderias, Canteens (including fast food chains), Water Refilling Stations, Food / Drinks Manufacturing (bakery, processed fish, candy</i></p>	<p>2.1 The RSI Staff will get vital signs and require pertinent laboratory tests.</p> <p>2.2 Laboratory request form will be issued and the client is directed to proceed to the Cashier's Office</p>	<p>None</p>	<p>5 - 15 minutes on the average,</p>	<p>Support Staff</p> <p>Rural Sanitary Inspectors</p>

<p><i>making, native cakes, juice, chocolate, etc.), Night Clubs, Videoke Bars, Adult Entertainment Spots, Meat /Food / Fruit / Vegetable Vendors and retailers, Fruit / Vegetable/Ambulant Vendors.</i></p>	<p>for payment.</p>			
<p>3. Pay the required fees at the Cashier's Office for the Health Certificate and the required laboratory tests. An Official Receipt will be issued, then proceed to the laboratory.</p>	<p>The MTO-Designated Representative at the Cashier's Office will receive the payment and issue corresponding Official Receipt to the client.</p>	<p>1) Health Certificate = P 70.00  2) Sputum Exam = P 50.00  3) Fecalysis = P 50.00  4) CBC = P 100.00</p>	<p>5 minutes</p>	<p><b>MTO-Designated Representative</b></p>
<p>4. Go to the Laboratory for the conduct of the laboratory test/s  <i>Note: Some tests will have a cut-off time at 11:30 A.M. and 4:00 P.M.to allow the laboratory staff to finish all the tests on time.</i></p>	<p>The laboratory staff will inform the client about the test/s, including the time of test/s results release and conduct the necessary tests</p>	<p>None</p>	<p>5 minutes- 2 hours  <i>(depending on the type of laboratory test/s, cut-off time and volume of laboratory clients)</i></p>	<p>Laboratory Staff  Med Tech Asst.  Medical Technologists</p>
<p>4. Client returns to the Rural Sanitary Inspector's (RSI) Room with the laboratory result/s and the Official Receipt</p>	<p>4.1 The RSI Staff will assess the laboratory test/s and if deemed necessary, client will be referred to the doctor.   4.2 If the doctor finds any illness on the client, he/she will be treated and</p>	<p>None</p>	<p>10 -20 minutes on the average, once client returns with lab results and OR.</p>	<p>Support Staff  Rural Sanitary Inspectors  Municipal Health Officer</p>

	<p>managed and medicine/s is/are given, or medicine/s may be prescribed if not available. If medicines are dispensed, clients are informed of the proper usage of the medicines and asked to sign the Drug Recipient's logbook and after the treatment period, will be required to undergo another lab test specific to the illness that was diagnosed.</p> <p>4.3 RSIs will issue Health Certificate. Lecture on food sanitation and food/water borne diseases will be given by the RSIs</p>			
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## 9. Issuance of Sanitary Permits

Service Information: This service is intended for business establishments requiring sanitary permit to operate

<b>Office or Division:</b>	Office of the Municipal Health Officer			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Citizens (G2C)			
<b>Who may avail:</b>	Any individual who owns a business establishment requiring sanitary permit to operate.			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Senior Citizens / PWD ID Card and Booklet			MSWDO	
Water Analysis Result			DOH-Accredited Water Testing Laboratory	
License to Operate (LTO)			RLED - Department of Health CHD-I	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in at the client's logbook at the Public Assistance and Compliance Desk (PACD) Area and is guided to the Rural Sanitary Inspector's (RSI) Room a) Senior citizens and PWDs are given priority in the queue	PACD staff-in-charge prioritizes senior citizens and PWDs	None	5 minutes	Public Assistance and Compliance Desk (PACD) is composed of Health Office employees who are assigned on a rotational basis so as not to disrupt the services of the specific areas they are assigned or deployed. The schedule of the rotation is prominently and conspicuously displayed at the PACD Board.
2. Proceed to the Rural Sanitary Inspector's (RSI) Room where clients can inquire on the requirements. Requirements vary based on the type of establishment.	1. The RSI Staff will provide the client a list of the requirements (dependent on the type of business);  <b>1.1 Commercial Establishments</b> 1. White Health Card for the	None	5 minutes,	Support Staff  Rural Sanitary Inspectors

	<p>Employees</p> <p><b>1.2 Food Establishments</b></p> <ol style="list-style-type: none"> <li>1. Green Health Card for Employees</li> <li>2. Water Analysis Result (Bacteriological)</li> </ol> <p><b>1.3 Water Refilling Station and Water Depot</b></p> <ol style="list-style-type: none"> <li>1. Health Card of Employees</li> <li>2. Water Analysis Result (Physical, Chemical and Bacteriological)</li> <li>3. License to Operate (LTO) from the Department of Health (DOH)</li> <li>4. Sanitary Survey Form, Potability and Site Clearance issued by Sanitary Inspector</li> </ol> <p><b>1.4 Food Kiosks</b></p> <ol style="list-style-type: none"> <li>1. Health Card of Employees</li> <li>2. Copy of Water Analysis Result from the Source (Purified Water)</li> </ol> <p><b>1.5 Pharmacy</b></p> <ol style="list-style-type: none"> <li>1. Health Card of Employees</li> <li>2. Water Analysis Result (Bacteriological)</li> </ol>			
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	3. License to Operate (LTO) from the Department of Health (DOH)			
3. Client pays the required fees at the Cashier's Office for the Health Certificate and the required laboratory tests. An Official Receipt will be issued, then proceed to the laboratory.	The MTO-Designated Representative at the Cashier's Office will receive the payment and issue corresponding Official Receipt to the client.	5) Health Certificate = P 70.00 6) Sputum Exam = P 50.00 7) Fecalysis = P 50.00 8) CBC = P 100.00	5 minutes	<b>MTO-Designated Representative</b>
4. Go to the Laboratory for the conduct of the laboratory test/s <i>Note: Some tests will have a cut-off time at 11:30 A.M. and 4:00 P.M. to allow the laboratory staff to finish all the tests on time.</i>	The laboratory staff will inform the client about the test/s, including the time of test/s results release and conduct the necessary tests	None	5 minutes- 1 hour <i>(depending on the type of laboratory test/s, cut-off time and volume of laboratory clients)</i>	Laboratory Staff Med Tech Asst. Medical Technologists
5. Client and the RSIs schedule for an ocular sanitation inspection of the establishment	The RSIs will conduct an ocular inspection of the establishment on the scheduled date.	None	30 minutes- 2 hours	Rural Sanitary Inspectors

<p>6. Client returns to the RSI Room for health and sanitary reminders and get Sanitary Permit and issuance of the Sanitary Permit once all requirements are complied with.</p>	<p>The RSIs reminds the client of the following policies:.</p> <p>5.1. Business establishments can be re-inspected quarterly by the Rural Sanitary Inspectors</p> <p>5.2. Should there be any complaints/ violations against the establishment that poses health hazards/nuisances to the nearby residents, the RSIs will issue three (3) notices of violation to comply with the requirements/conditions</p> <p>5.3. If the RSIs do not get any response or requirements/conditions have not been complied, the establishment will be issued a Temporary Closure Order and the Sanitary Permit may be revoked</p>	<p>None</p>	<p>5 – 10 minutes</p>	<p>Support Staff</p> <p>Rural Sanitary Inspectors</p> <p>Municipal Health Officer</p>
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## 10. Provision of Rehabilitative Treatment for Adult Patients

Service Information: The Calasiao Rehab Center is rehabilitation service program for the benefits of adult patients of calasiao.

<b>Office or Division:</b>	Office of the Municipal Health Officer			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Citizens (G2C)			
<b>Who may avail:</b>	Any adult individual requiring physical therapy services			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Senior Citizens / PWD ID Card and Booklet			MSWDO	
Referral Form			Orthopedic/ PT Rehabilitation Facility	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p>1. Sign in at the client's logbook at the Public Assistance and Compliance Desk (PACD) Area and is guided to the Calasiao Rehabilitation Center (CRC);</p> <p>a) Senior citizens, and PWDs are given priority.</p> <p>b) Walk-in clients who are suffering from paralysis, hemiparesis or any form of physical debility and disability</p>	<p>1.1 PACD staff-in-charge prioritizes senior citizens and PWDs</p> <p>1.2 PACD staff-in-charge refers clients to the Calasiao Rehabilitation Center (CRC) and, if necessary and with consent, will be placed on a wheelchair for transport.</p>	None	5 minutes	Public Assistance and Compliance Desk (PACD) is composed of Health Office employees who are assigned on a rotational basis so as not to disrupt the services of the specific areas they are assigned or deployed. The schedule of the rotation is prominently and conspicuously displayed at the PACD Board.
<p>2. Proceed to the to the Calasiao Rehabilitation Center (CRC) to inquire about the service and for scheduling</p>	<p>2. The CRC personnel will check for</p> <p>2.1 Clearance or Referral form from attending physician, if any</p> <p>2.2 Medical abstract or records for verification of</p>	None	15-30 minutes	Physical Therapist

	<p>medical history, if any</p> <p>2.3 Take the medical history, vital signs and if deemed fit, will schedule the physical therapy sessions</p> <p>2.4 Make the proper treatment regimen and noted in a logbook.</p>			
3. Return to the CRC for scheduled regular physical therapy sessions	The CRC personnel will conduct of Physical Therapy (PT) sessions on scheduled days assigned for the client.	None	30 minutes – 1 hour	Physical Therapist



## 11. Provision of Rehabilitative Treatment for Pediatric Patients

Service Information: The Stimulation and Therapeutic Activity Center (STAC) is health and rehabilitative service programs from the benefit of young disabled patients of Calasiao. This service is for free.

<b>Office or Division:</b>	Office of the Municipal Health Officer			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Citizens (G2C)			
<b>Who may avail:</b>	Any pediatric (2-14 years old) individual requiring physical therapy and special education services			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
PWD ID Card and Booklet		MSWDO		
Referral Form		Orthopedic/ PT Rehabilitation Facility /SPED Clinic		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p>1. The parent/s or guardian sign/s in at the client's logbook at the Public Assistance and Compliance Desk (PACD) Area and is guided to the Stimulation and Therapeutic Activity Center (STAC) and Special Education (SPED) Area;</p> <p>a) Children clients who are suffering from paralysis, hemiparesis or any form of physical and mental debility and disability</p>	<p>PACD staff-in-charge refers parent/guardian of client to the Stimulation and Therapeutic Activity Center (STAC) and Special Education (SPED) and, if necessary and with consent, will be placed on a wheelchair for transport.</p>	None	5 minutes	<p>Public Assistance and Compliance Desk (PACD) is composed of Health Office employees who are assigned on a rotational basis so as not to disrupt the services of the specific areas they are assigned or deployed. The schedule of the rotation is prominently and conspicuously displayed at the PACD Board.</p>
<p>2. Proceed to the STAC/ SPED Area to inquire about the service and for scheduling</p>	<p>2. The STAC/SPED personnel will check for 2.1 Clearance or</p>	None	15-30 minutes	<p>Physical Therapist</p> <p>Disability Affairs Assistant</p>

	<p>Referral form from attending physician, if any</p> <p>2.2 Medical abstract or records for verification of medical history, if any</p> <p>2.3 Take the medical history, vital signs and if deemed fit, will schedule the physical therapy sessions</p> <p>2.4 Make the proper treatment/teaching regimen and noted in a logbook.</p>			
3. Return to the STAC/ SPED Area to for scheduled regular physical therapy and educational sessions	The STAC/ SPED personnel will conduct Physical Therapy (PT) and SPED sessions on scheduled days assigned for the client.	None	30 minutes – 1 hour	Physical Therapist Disability Affairs Assistant



## 12. Issuance of Medical Certificates

Service Information: This service provides medical certificates for employment purposes.

<b>Office or Division:</b>	Office of the Municipal Health Officer			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Citizens (G2C)			
<b>Who may avail:</b>	Any individual can avail of medical certifications for employment application, for promotion, for students prior to enrollment, for sick leaves and other purposes.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Senior Citizens / PWD ID Card and Booklet		MSWDO		
Individual Treatment Records		PHNs and RHMs		
Medical/Surgical Summary		Secondary or tertiary private health facilities		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in at the client's logbook at the Public Assistance and Compliance Desk (PACD) Area and is guided to the Rural Sanitary Inspector's (RSI) Room b) Senior citizens and PWDs are given priority in the queue	PACD staff-in-charge prioritizes senior citizens and PWDs	None	5 minutes	Public Assistance and Compliance Desk (PACD) is composed of Health Office employees who are assigned on a rotational basis so as not to disrupt the services of the specific areas they are assigned or deployed. The schedule of the rotation is prominently and conspicuously displayed at the PACD Board.
2. Proceed to the Rural Sanitary Inspector's (RSI) Room where clients can inquire on the requirements. Requirements vary based on the type or purpose of the medical certification	2.1 The RSI Staff will get any ITR or medical/surgical summary from the client. 2.2 They will get the vital signs and, if needed, require pertinent laboratory tests.	None	5 - 15 minutes on the average,	Support Staff Rural Sanitary Inspectors

	1.3 Laboratory request form will be issued and the client is directed to proceed to the Cashier's Office for payment.			
3. Pay the required fees at the Cashier's Office for the Health Certificate and the required laboratory tests. An Official Receipt will be issued, then proceed to the laboratory.	The MTO-Designated Representative at the Cashier's Office will receive the payment and issue corresponding Official Receipt to the client.	9) Medical Certificate = P 100.00 10) Sputum Exam = P 50.00 11) Fecalalysis = P 50.00 12) CBC = P 100.00	5 minutes	<b>MTO-Designated Representative</b>
4. Go to the Laboratory for the conduct of the laboratory test/s <i>Note: Some tests will have a cut-off time at 11:30 A.M. and 4:00 P.M. to allow the laboratory staff to finish all the tests on time.</i>	The laboratory staff will inform the client about the test/s, including the time of test/s results release and conduct the necessary tests	None	5 minutes- 1 hour <i>(depending on the type of laboratory test/s, cut-off time and volume of laboratory clients)</i>	Laboratory Staff Med Tech Asst. Medical Technologists
4. Client returns to the Rural Sanitary Inspector's (RSI) Room with the laboratory result/s and the Official Receipt	4.1 The RSI Staff will assess the laboratory test/s and if deemed necessary, client will be referred to the PHN or doctor.  4.2 If the doctor finds any illness	None	10 -20 minutes on the average, once client returns with lab results and OR.	Support Staff Rural Sanitary Inspectors Public Health Nurse Municipal Health Officer



	<p>on the client, he/she will be treated and managed and medicine/s is/are given, or medicine/s may be prescribed if not available. If medicines are dispensed, clients are informed of the proper usage of the medicines and asked to sign the Drug Recipient's logbook and after the treatment period, will be required to undergo another lab test specific to the illness that was diagnosed.</p> <p>4.3 RSIs will issue Medical Certificate.</p>			
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### 13. Signing of Death Certificates

Service Information: This services provides the signing of Death Certificates if the person died within the jurisdiction of Calasiao

<b>Office or Division:</b>	Office of the Municipal Health Officer			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Citizens (G2C)			
<b>Who may avail:</b>	Any individual can avail of a Death Certificate determine the cause/s of death of his/her deceased relative to who died within the jurisdiction of the Municipality of Calasiao			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Senior Citizens / PWD ID Card and Booklet		MSWDO		
Death Certificate Form		LCR		
Medical Summary		Secondary or tertiary health facilities		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in at the client's logbook at the Public Assistance and Compliance Desk (PACD) Area and is guided to the Admission/ Consultation Area; a) Senior citizens and PWDs are given priority in the queue	PACD staff-in-charge prioritizes senior citizens and PWDs	None	5 minutes	Public Assistance and Compliance Desk (PACD) is composed of Health Office employees who are assigned on a rotational basis so as not to disrupt the services of the specific areas they are assigned or deployed. The schedule of the rotation is prominently and conspicuously displayed at the PACD Board.
2. Proceed to the Admission/ Consultation Area where clients can inquire on the requirements. Requirements vary based on the type or purpose of the medical certification	The Admission/ Consultation Area Staff will require the following: 2.1 Client must have with them the Death Certificate already filled-up by the Local Civil	None	5 - 15 minutes on the average,	Medical Services Staff

	<p>Registrar's Office on general data of the deceased</p> <p>2.2 The embalmer should have accomplished pertinent data and signed at the back of the Death Certificate</p> <p>2.3 The client/informant must show the Official Receipt for the Death Certificate</p> <p>2.4 The staff will interview client/informant on the probable cause/s of the death of the deceased and will fill up the Death Certificate</p> <p>2.5 If there are questionable concerns regarding the cause/s of the death of the deceased, the staff will refer the matter to the Doctor</p>			
<p>3. Proceed to the Doctor's Office</p>	<p>3.1 If necessary, the Doctor will ask other information from the client/informant on the probable cause/s of the death of the deceased or will ask the client/informant to provide other documents to</p>	<p>None</p>	<p>5-10 minutes</p>	<p>Municipal Health Officer</p>

	support the entries on the Death Certificate 3.2 Doctor will sign and issue the Death Certificate.			
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## 14. Provision of Medico-Legal Services (Physical Injury)

Service Information: This service provides medico legal examination and treatment for victims of abuse and accidents. Medico legal services are free

<b>Office or Division:</b>	Office of the Municipal Health Officer			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Citizens (G2C)			
<b>Who may avail:</b>	Any individual who needs medico-legal examination and certification.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Medico-legal Request Form		PNP or other investigating agency		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p>1. Sign in at the client's logbook at the Public Assistance and Compliance Desk (PACD) Area and is guided to the Treatment Room;</p> <p>a) Senior citizens and PWDs are given priority in the queue</p>	<p>PACD staff-in-charge prioritizes senior citizens and PWDs</p>	<p>None</p>	<p>5 minutes</p>	<p>Public Assistance and Compliance Desk (PACD) is composed of Health Office employees who are assigned on a rotational basis so as not to disrupt the services of the specific areas they are assigned or deployed. The schedule of the rotation is prominently and conspicuously displayed at the PACD Board.</p>
<p>2. Client proceeds to the examination area of the treatment room</p>	<p>2.1 The Treatment Room staff receives the medico-legal request form, conducts initial physical injury examination and write down on the Treatment Room logbook the details and findings of the initial examination.</p>	<p>None</p>	<p>10-30 minutes depending on the extent of injury and first aid treatment, if any.</p>	<p>Treatment Room/EMS Staff</p>

	<p>2.2 Apply first aid interventions if necessary.</p> <p>2.3 Refer the client to the doctor</p> <p>2.4 Doctor will make the examination and assessment.</p> <p>2.5 Doctor will issue Medico Legal Report and prescribed corresponding medications.</p>			
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## 15. Provision of Medico-Legal Services (Post-Mortem Examination)

Service Information: This service provides medico legal examination and treatment for victims of abuse and accidents. Medico legal services are free

<b>Office or Division:</b>	Office of the Municipal Health Officer			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Citizens (G2C)			
<b>Who may avail:</b>	Any individual who needs to know the cause/s of the demise of a relative who died violently or of non-natural causes.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Medico-legal Request Form		PNP or other investigating agency		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in at the client's logbook at the Public Assistance and Compliance Desk (PACD) Area and is guided to the Doctor's Room;;	None	None	5 minutes	Public Assistance and Compliance Desk (PACD) is composed of Health Office employees who are assigned on a rotational basis so as not to disrupt the services of the specific areas they are assigned or deployed. The schedule of the rotation is prominently and conspicuously displayed at the PACD Board.
2. Client proceeds to the treatment room	2.1 The Treatment Room staff receives the post-mortem request form from the local PNP officer or personnel from other investigating agency  2.2 The Treatment Room staff brings the request form and	None	5 minutes	Treatment Room/EMS Staff

	the requesting party to the Doctor's Room.			
3. Client goes to the Doctor's Room	The requesting local PNP officer or personnel from other investigating agency will have the doctor sign/receive the request letter	None	5 minutes	Municipal Health Officer
4. Conduct of Post-Mortem Examination	4.1 The doctor and/or the requesting party will proceed and conduct the post-mortem examination of the cadaver.  4.2 After the post-mortem examination, the doctor will make the report.	None	20 minutes to 2 hours depending on the extent of the injuries sustained by the victim.	Municipal Health Officer
5. Client returns to the Doctor's Room	The Doctor will issue the Post-Mortem Report	None	5 minutes	Municipal Health Officer





## 16. Issuance of Exhumation or Cadaver Transfer Permit

Service Information: This provides permit to exhume cadaver/s from the grave for purposes of interment of another person on the same grave plot or for medico legal purpose. Transfer permit is required if a dead person is to be transferred from the town of Calasiao to another town or city

<b>Office or Division:</b>	Office of the Municipal Health Officer			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Citizens (G2C)			
<b>Who may avail:</b>	Any individual who needs to exhume cadaver/s of a relative for purposes of interment of another dead person on the same grave plot or for medico legal purpose. Transfer permit is required if a dead person is to be transferred/transported from the town of Calasiao to another town or city			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Senior Citizens / PWD ID Card and Booklet			MSWDO	
Certification of Period of Burial			Cemetery Undertaker	
Death Certificate			LCR	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in at the client's logbook at the Public Assistance and Compliance Desk (PACD) Area and is guided to the Rural Sanitary Inspector's (RSI) Room a) Senior citizens and PWDs are given priority in the queue	PACD staff-in-charge prioritizes senior citizens and PWDs	None	2 minutes	Public Assistance and Compliance Desk (PACD) is composed of Health Office employees who are assigned on a rotational basis so as not to disrupt the services of the specific areas they are assigned or deployed. The schedule of the rotation is prominently and conspicuously displayed at the PACD Board.
2. Proceed to the Rural Sanitary Inspector's (RSI) Room where clients can inquire on the requirements.	2.1 The RSI Staff will provide the requirements: - Certification from the undertaker of length of burial (for use of plot)	None	5 minutes,	Support Staff  Rural Sanitary Inspectors

	<ul style="list-style-type: none"> <li>- Request from PNP or NBI (for medico legal)</li> <li>- Death Certificate (for transfer permit)</li> </ul> <p>2.2 The RSI Staff will direct the client to the Cashier's Office to pay the fee.</p>			
3. Client pays the required fees at the Cashier's Office. An Official Receipt will be issued, then proceed to the laboratory.	The MTO-Designated Representative at the Cashier's Office will receive the payment and issue corresponding Official Receipt to the client.	Exhumation/ Transfer Permit Fee P 200.00	5 minutes	<b>MTO-Designated Representative</b>
4. Client returns to the RSI Room with Official Receipt.	<p>4.1 The RSIs will fill up the Exhumation Form and have signed by the doctor.</p> <p>4.2 The Exhumation or Cadaver Transfer Permit will be issued to the client.</p>	None	5 – 10 minutes	<p>Support Staff</p> <p>Rural Sanitary Inspectors</p> <p>Municipal Health Officer</p>



## **MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE**

### **External Services**

Financial Assistance

Assistance of Victims of Abuses

Assistance to CICL and CAR

Early Childhood Care and Development

Programs and Services for PWDs

Issuance of Certificate of Orientation/Counseling to would be Couple

Issuance of Solo Parent ID

Issuance of Social Case Study Report (SCSR)

Issuance of Certificate of Indigency

Conflict Resolution

Provision of Food and Non-Food items to Victim of Disasters



## 1. Financial Assistance

Provision of financial assistance to individuals and families in crisis situation

<b>Office</b>	Municipal Social Welfare and Development Office			
<b>Classification:</b>	complex			
<b>Type of Transaction:</b>	Government to Client			
<b>Who may avail:</b>	Individuals and families who are from Calasiao, Pangasinan and who are assessed to be in crisis situation			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Certificate of Indigency (1) original		Barangay Hall where the client resides		
Medical Certificate or medical abstract (in case of medical assistance) (1) Original		Hospital where the client's confined Physician who treated/assisted the client		
Death Certificate (in case of burial assistance) (1) Certified True Copy Funeral Parlor receipt/ certificate to show that the client has unpaid balance. (1) Original		Civil Registrar's Office  Funeral Parlor		
Certificate from the Bureau of fire (in case the client is a victim of fire) (1) Original		Bureau of fire (Calasiao, Pangasinan)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Client approach the MSWD staff and present the required documents	MSWD Staff review the documents (completeness and authenticity) If the required documents are complete and valid the MSWDO staff shall interview the client using the intake form;	None	5 minutes	MSWD Staff MSWDO
2.Client submit himself/herself for interview and is required to give true and complete information	MSWD Staff prepare the voucher	None	10 minutes	MSWD Staff MSWDO
3.Client sign the intake form /voucher	Facilitate approval of the assistance (signatories to affix their signature in the voucher)	None	1-3 days	MSWD Staff MSWDO
4.Client received the	Release financial		5 minutes	MSWD Staff

assistance	assistance			MSWDO
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## 2. Assistance to Minors and Women who are victims of abuses

Provision of psychosocial interventions to women and children who are victims of abuse (VAW and VAWC cases)

<b>Office</b>	Municipal Social Welfare and Development Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government to Government Government to Client			
<b>Who may avail:</b>	Women and children from Calasiao who are victims of abuse/violence			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.Barangay Blotter (1) Original		Barangay where the victim resides		
2.Barangay Certificate (certifying that case was not settled in the barangay) (1) Original		Punong Barangay who attended the case		
3.Barangay Protection Order (in case client applied/issued with BPO) (1) Original		Punong Barangay		
4.Copy of Police Blotter/ NBI Blotter (1) Certified True Copy		PNP/NBI		
5.Copy of sinumpaang Salaysay (1) Original		PNP/NBI		
6.Birth Certificate in cases of minors (1) Original		PSA		
7.Marriage Certificate for VAWC (1) Original		Local Civil Registrar's Office		
8.Copy of Medico-legal report (1) Certified True Copy		Region I MedicalCenter -WACPU		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Client approach the MSWD staff for intake/interview;	1.1 Review documents presented for assessment	None	5 minutes	MSWDO SWO II
	1.2.Intake/Interview		30 minutes to 1 hour	
	1.3.Provide Counselling/guidance		Series of counselling for at least 3 months to six months	
	1.4.Conduct		3 – 4 hours	

	dialogue (if necessary)			
2. Client goes to PNP/NBI	2.1 Refer back to PNP/NBI for the filing of the case  2.2 Provide food assistance if needed	None	10 Minutes  Immediately	MSWDO SWO II
3. Client submit herself for medical treatment or check-up	3.1 Refer to MHO/RIMC for medical assistance/medico-legal( if necessary)  3.2 Provide financial assistance if necessary  3.3 Refer for other needed interventions if necessary	None	Within the day  Within the month (depends on the availability of the psychologist/p sychiatrist)	MSWDO SWO II
4. Client apply for Protection order	4.1 Application for BPO/TPO/PPO  4.2 Refer to psychologist/psychi atrist ( if necessary)  4.3 Referral to Women’s Center for temporary shelter (if needed)  4.4 Provide skills and livelihood training (if needed)	None	Immediately  After six months (depends on the readiness and need of the victim-survivor)	MSWDO SWO II



### 3. Assistance to CICL and Children at Risk (CAR)

Provide psychosocial interventions to children considered as In-Conflict with Law (CICL) as per RA 9344 and Children at Risks

<b>Office</b>	Municipal Social Welfare and Development Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government to Client/Government to Government			
<b>Who may avail:</b>	CICL and CAR			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Birth Certificate (1) Original		PSA		
2. Police or Barangay Blotter (1) Original		PNP/Barangay Chairman		
3. Medical Certificate/Dental Certificate (1) Original		Hospital/MHO/ Dentist		
4. Referral Letter from referring agency (1) Original		Referring Agency		
5. Court Order (1) Original		RTC/MTC		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Referral from PNP/NBI/MSWDO/Court, client reports to MSWDO	1.1 Intake/interview	None	1 hour	MSWDO SWO II
	1.2 Conduct home visit		As scheduled	
	1.3 Conduct collateral interviews		As scheduled	
2. Client reports to MSWD Office for the assessment of discernment	2.1 Conduct assessment on discernment	None	Within 24 hours	MSWDO SWO II
	Administer discernment tool to client		Within 72 hours	
	2.2 Prepare SCSR 2.3 Conduct mediation (if necessary)			
3. Implement diversion/intervention programs/activities as the case maybe and stipulated in the contract	3.1 Prepare diversion contract	None	132 days to 264 days (depends on the court order and phasing of client)	MSWDO SWO II
	3.2 Conduct diversion/intervention programs			
	3.3 Monitor client in the implementation of the diversion/intervention programs			





#### 4. Early Childhood Care and Development

Provision of integrated services to children ages 2-4 years old for the development of their physical, social, and mental abilities through the ECCD program

<b>Office</b>	Municipal Social Welfare and Development Office			
<b>Classification:</b>	Early Childhood Care and Development Center			
<b>Type of Transaction:</b>	Highly Technical			
<b>Who may avail:</b>	Government to Client			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.BIRTH CERTIFICATE (1) Original		PSA		
2.MEDICAL CERTIFICATE (1) Original		MHO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Enrollment	Register child	Participation fee of 150.00/month being collected by the CDW	20 minutes	CDW
2.Daily Attendance	Conduct daily session	None	2hours daily per session	CDW/
3.Participation to special events	Conduct special events	None	As scheduled	MSWDO ECCD Focal Person CDW
4.Recipient of Supplemental Feeding Program	4.1 Prepare Menu and schedule  4.2 Provide/ distribution of food supplies for the feeding  4.3 Food preparation  4.4 Feeding the children  4.5 Monitor implementation of the program	None	5 mos. and 10 days within the school year	ECCD focal person CDW Parents DSWD Focal Person  Parents CDW  ECCD Focal Person MSWDO



## 5. Programs and Services for Persons with disabilities (Issuance of PWD ID, assistive device)

5.1 Issuance of PWD ID

5.2 Provision of Assistive device

<b>Office</b>	Municipal Social Welfare and Development Office			
<b>Classification:</b>	simple			
<b>Type of Transaction:</b>	Government to Client Government to Government			
<b>Who may avail:</b>	Persons with disabilities Who are residents of Calasiao			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Medical Certificate (1) Original		MHO or any physician who attended the client		
2. Barangay Certificate of residency (1) Original		Barangay Hall		
3. Recent whole body picture and 2pcs 1x1 picture		Photo studio		
4. Phil. Registry form for PWD (1) Original		MSWDO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1 Client approaches MSWD staff and submit documents for review	1.1 PWD focal person review completeness of documents	None	5 minutes	PWD Focal Person
	1.2 Intake/interview client		20 minutes	
2 Client fill out the application/registration form	2.1 Assist client and review form if properly filled out	None	10 minutes	PWD Focal Person
	2.2 Prepare and issue PWD ID			
3 Request to MSWD Office for assistive device	3.1 Register client	None	5 minutes	PWD Focal Person  MSWDO
	3.2 Look for sponsor		Within 66 days	
	3.3 Refer Client to stakeholders			



## 6. Issuance of Certificate of Orientation/Counseling to Would-Be Couple

Conduct of pre-marriage counseling/orientation to would-be couple

<b>Office</b>	Municipal Social Welfare and Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to client			
<b>Who may avail:</b>	Would be couple applying for marriage license who are from Calasiao			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.Referral from LCR (1) Original		LCR		
2.Birth Certificate (1) Original		LCR/PSA		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Report to MSWD Office and submit required documents	Register clients	None	5 minutes	MSWDO Staff
2. Attend and participate in the PMC	Conduct PMC	None	4 hours	<b>None</b>



## 7. Issuance of Solo Parent Id

Issuance of ID to all qualified solo-parents from Calasiao, Pangasinan

<b>Office</b>	Municipal Social Welfare and Development Office			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to client			
<b>Who may avail:</b>	Solo Parents from Calasiao who has minor children under their care			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.Barangay Certificate (1) Original		Barangay Hall where the client reside		
2.Duly accomplished solo parent application/registration form (1) Original		MSWD Office		
3. 1x1 picture		Photo Shop		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Submit required documents and Fill out application/registration form	Review submitted documents Issuance of ID	None	20 minutes	Admin Officer V



## 8. Issuance of Social Case Study Report (SCSR)

Issue SCSR to clients as per required documents by other institution where client could avail of assistance outside the LGU such as PCSO, DSWD, hospitals and other institutions.

<b>Office</b>	Municipal Social Welfare and Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Business Government to Government			
<b>Who may avail:</b>	Clients from Calasiao Who are referred by other agency and who are requesting for assistance outside the LGU			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.Certificate of Indigency and residency (1) Original		Barangay where the client resides		
2.Referral Letter (1) Original		Agency requiring for SCSR		
3.Medical Certificate (1) Original		Hospital where client was treated		
4. Medical Abstract (1) Original		Physician who attended the client		
5.Certified true copy of the hospital bill (1) Certified True Copy		Hospital		
6.Death Certificate in case of burial assistance (1) Certified True Copy		LCR		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Client submit documents to the MSWDO	1.1 Review documents	None	20 minutes	SWO II
	1.2 Intake/interview			
	1.3 Prepare SCSR		Within the day or within 3 days	MSWDO



## 9. Issuance of Certificate of Indigency

Issue certificate of indigency to support clients' request for assistance from other institutions

<b>Office</b>	Municipal Social Welfare and Development Office			
<b>Classification:</b>	simple			
<b>Type of Transaction:</b>	Government to client Government to Government Government to Business			
<b>Who may avail:</b>	Indigent clients from Calasiao			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Original Certificate of indigency (1)		PB where the client resides		
Referral Letter/checklist (1)		Requiring agency/institution		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client present certificate of indigency issued by the Punong Barangay	1.1 Check authenticity of the document  1.2 Intake/interview client  1.3 Prepare certificate of indigency to be signed by the department head or the OIC in case the DH is not around  1.4 Issue certificate	None	20 minutes	MSWD Staff MSWDO



## 10. Conflict Resolution

Conduct counseling/dialogue to individuals, groups, parents and children who are in-conflict

<b>Office</b>	Municipal Social Welfare and Development Office			
<b>Classification:</b>	simple			
<b>Type of Transaction:</b>	Government to client			
<b>Who may avail:</b>	Married Couples in marital conflict			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Referral or blotter from Punong Barangay/PNP (1) Original		Barangay where client resides PNP Calasiao		
None (for walk-in clients)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Report to MSWD Office and personally request for the service needed	Interview client Invite other parties involve and schedule for a dialogue/ confrontation Conduct Counselling	None	2-3 hours	MSWDO  SWO II



## 11. Provision of Food and Non-Food Items to Victims of Disaster

Provision of hot meals and non-food items to individuals and families who are victims of disaster at the evacuation center

<b>Office</b>	Municipal Social Welfare and Development Office			
<b>Classification:</b>	Simple to highly technical			
<b>Type of Transaction:</b>	Government to client Government to Government Government to Business			
<b>Who may avail:</b>	Residents of Calasiao who are victims of disaster			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Disaster report from the barangay (1)		Barangay where client resides		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Register at the Evacuation Center	Administer DFAC	None	20 minutes	Camp Manager at the Evacuation Center MSWDO
None	1.1 Provide hot meals	None	3 times a day for a maximum of five days	
	1.2 Provide non-food items	None		



## OFFICE OF THE MUNICIPAL AGRICULTURIST



### External Services

Provision of Technical Training, Farmer Field School, Techno Demo

Technical Assistance

Application of Farm Mechanization

Corn Seed Distributions

Conduct of Farmers, Classes, Demo, Seminar, Training

Distribution of Fruit or Forest Trees

Distribution of Vegetable Seeds

Meeting/Forum, IEC

FCS/GEM Farmer's Livestock School

Deworming

Consultation

Vaccination

Treatment

Issuance of Certificate to Farmers Association

Issuance of Certificate for Agricultural and Non-Agricultural Land

Fish Processing/Deboning

Distribution of Fingerlings

Request Soil Analysis

Availment of Certified Seeds

Fertilizer Distribution

Crop Insurance

Rice Crop Manager

Soil Ameliorant



## 1. Provision of Technical Training, Farmer Field School, Techno Demo

Provision on Season long technical demonstration on Farmer Field School

<b>Office</b>	Office of the Municipal Agriculturist			
<b>Classification:</b>	Highly Technical Transaction			
<b>Type of Transaction:</b>	Government to Citizens (G2C)			
<b>Who may avail:</b>	Group of Farmers, women and youth.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
MOA		Municipal Agriculture Office		
Area		Requesting group		
Supplies				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Give request letter to the Municipal Agriculture Office	Receive request letter or walk in inquiries.	None	5 minutes	Agriculture's Staff
2. Accompany in validation of qualified site	Searching of qualified site and recommendation	None	1 hour	Agriculture's Staff
3. Accompany on Identifying Farmer Participants	Finding selected FFS members	None	1 hour	Agriculture's Staff
4. Participate on period of FFS Cycle	4.1 Capacitated FFS 4.2 Members for a week long training	None	16 weeks/ 4 Months	Agriculture's Staff
	4.3 Facilitate Field Day and Graduation	None	1 day	
<b>TOTAL</b>		None	4 months, 1	

		day, 2 hours and 5 minutes	
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## 2. Technical Assistance

Provision of Technical Assistance on Rice, Corn and Crops Production

<b>Office</b>	Office of the Municipal Agriculturist			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Citizens (G2C)			
<b>Who may avail:</b>	Group of Farmers, Women and Youth.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter request		Municipal Agriculture Office		
Resolution		Requesting group		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for Technical Assistance	Receive request letter or walk in inquiries	None	5 minutes	Agriculture's Staff
2. Prepare for self Interview	Interview requesting party for walk-in, analyze, situation and refer the matter to Municipal Agriculturist	None	20mins	Agriculture's Staff
3. Acquire communication	3.1 Prepare a written communication if necessary  3.2 Prepare written communication  3.3 Recommend or implement immediate action	None	15mins	Municipal Agriculturist
<b>TOTAL</b>		None	40 minutes	



### 3. Application of Farm Mechanization

Provision of Technical Assistance for the availment of farm machineries under farm mechanization program

<b>Office</b>	Office of the Municipal Agriculturist			
<b>Classification:</b>	Complex Transaction			
<b>Type of Transaction:</b>	Government to Citizens (G2C)			
<b>Who may avail:</b>	Group of Farmers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter request		Municipal Agriculture Office		
Resolution		Requesting group		
MOA				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send letter of intent citing the needs	Replies to the requesting client.	None	1 hour	Agriculture's Staff
2. Accomplishing project proposal, certification of registration from SEC/CDA, Endorsement letter from MAO/CAO/PAO, latest audited financial statement of the association, endorsement letter form MAFC FA/IA.RBO Farmers Profile List of Officers/Member with corresponding areas and signature and photos of existing shed	Creating Resolution stating its need for the equipment and its capacity to manage, operate and maintain the equipment	None	6days	Agriculture's Staff
3. Complies the requirement MOA signing	3.1 Prepare for MOA Signing  3.2 Awarding of Farm Machineries	None	1 day	Agriculture Technologist  Municipal Agriculturist
TOTAL		None	7 days and 1 hour	



## 4. Corn Seed Distribution

Availment of Corn Seed for Corn Production

<b>Office</b>	Office of the Municipal Agriculturist			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Citizens (G2C)			
<b>Who may avail:</b>	Group of Farmers.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
RSBSA Registration		Municipal Agriculture Office		
Member of Farmer organization		Requesting group		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Farmer-Client Service approach	Verification of Farmer's registration in the RSBSA master list	None	5 minutes	Agriculture's Staff
2. Payment of Farmers equity to designated collector.	Issuance of Receipts	Depending on the price per variety	5 minutes	Designated Collector
3. Withdrawal of seeds and claim of seeds	3.1 Inform farmer-client where to withdraw  3.2 Recommend or implement immediate action	None	5 minutes	Officer in charge
TOTAL		Depending on the price per variety	15 minutes	



## 5. Conduct of Farmers, Classes, Demo, Seminar, Training

Availment of Production Technologies through conduct of seminars, training, and field validation.

<b>Office</b>	Office of the Municipal Agriculturist			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Citizens (G2C)			
<b>Who may avail:</b>	Group of Farmers, women, youth.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Proposal		Municipal Agriculture Office		
Letter of intent		Requesting group		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Letter of intent/ purpose of visit	Interview, validate, analyse, and planned for training	None	1 hour	Agriculture's Staff
2. Accompany the concerned Agricultural Technologist for ocular inspection, validation, and examination	Conduct ocular inspection and management	None	2 hours	Assigned Agricultural Technologist ad concerned banner
3. Recieved recommendation/ Prescription	Give recommendation/ prescription	None	5 minutes	Assigned Agricultural Technologist ad concerned banner
TOTAL			3 hours and 5 minutes	



## 6. Distribution of Fruit or Forest Trees

Availment of fruit or forest for planting materials.

<b>Office</b>	Office of the Municipal Agriculturist			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Citizens (G2C)			
<b>Who may avail:</b>	Group of Farmers, women, youth.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request letter		Municipal Agriculture Office		
Site validation		Requesting group		
MOA				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Letter of request/ Fill up request form at Municipal Agriculture Office	Received request letter for the client	None	5 minutes	Agriculture's Staff
2. Accompany site assessment and evaluation for the recommending trees	Conduct ocular inspection and recommendation	None	2 hours	Assigned Agricultural Technologist and concerned banner
3. Claim seedlings	Carry out signing in logbook and secure MOA	None	15 minutes	Assigned Agricultural Technologist
TOTAL		None	2 hours and 20 minutes	Municipal Agriculturist





## 7. Distribution of Vegetable Seeds

Availment of Vegetable Seeds for Planting Material.

<b>Office</b>	Office of the Municipal Agriculturist			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Citizens (G2C)			
<b>Who may avail:</b>	Group of Farmers, women, youth.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request letter		Municipal Agriculture Office		
One valid ID		Requesting group		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Letter of request/ Fill up request form at Municipal Agriculture Office	Received request letter for the client	None	5 minutes	HVCDP
2. Accompany site assessment and evaluation for the recommending seeds	Conduct ocular inspection and recommendation	None	2 hours	HVCDP
3. Claim vegetable seeds	Carry out signing in logbook and necessary forms	None	15 minutes	HVCDP
<b>TOTAL</b>		None	2 hours and 20 minutes	



## 8. Meeting /Forum, IEC

Availment of Productive Information through forums, meetings, information Education Campaign.

<b>Office</b>	Office of the Municipal Agriculturist			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Citizens (G2C)			
<b>Who may avail:</b>	Group of Farmers, women, youth, students, NGO, Meat vendors.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request letter		Municipal Agriculture Office		
Proposal letter		Requesting group		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Letter of request at Municipal Agriculture Office	Received request letter for the client	None	5 minutes	Assigned Agricultural Technologist and concerned banner
2. Address concern in AT's and associate in planning process	Conduct ocular inspection and recommendation	None	2 hours	Assigned Agricultural Technologist and concerned banner
3. Accompany AT's in Meeting and Forum	Administer forums, meetings, information Education Campaign.	None	5 hours	Assigned Agricultural Technologist and concerned banner
TOTAL		None	7 hours and 5 minutes	



## 9. FCS/ GEM Farmer's Livestock School

Assistance to farmer by means of livestock projects thought Municipal Agriculture Office.

<b>Office</b>	Office of the Municipal Agriculturist			
<b>Classification:</b>	Highly Transaction			
<b>Type of Transaction:</b>	Government to Citizens (G2C)			
<b>Who may avail:</b>	Livestock Owner.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request letter		Municipal Agriculture Office		
Proposal letter		Requesting group		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Letter of request	Received request letter for the client	None	5 minutes	Agriculture's Staff
2. Submit Proposal	Approval of Proposal	None	2 hours	Municipal Agriculturist Municipal Mayor  Concerned Baranggay Officials
3. Updates Schedule of training	Searching for the qualified participants .	None	5 hours	Agriculture's Staff  Assigned Agricultural Technologist in their barangay
4. Accompany the ATs in Launching the training	Perform for Season Long Projects	None	132 days	Jorge Bandong-Livestock
TOTAL		None	6 months and 7 hours, 5 minutes	



## 10. Deworming

Availment of free dewormers and technical services of different animals.

<b>Office</b>	Office of the Municipal Agriculturist			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Citizens (G2C)			
<b>Who may avail:</b>	Pet Owners, Livestock Owner.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request letter		Municipal Agriculture Office		
Vaccination book		Requesting group		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Letter of request/ Fill up request form at Municipal Agriculture Office	Received request letter for the client	None	5 minutes	Agriculture's Staff
2. Accompany livestock health assessment and evaluation for the recommending dosage	Conduct Deworming	None	30 minutes	Agriculture's Staff
3. Signing on necessary forms and logbook	Carry out signing in logbook and secure necessary forms	None	5 minutes	Agriculture's Staff
<b>TOTAL</b>		None	40 minutes	



## 11. Consultation

Availment of free consultation for their animal concern.

<b>Office</b>	Office of the Municipal Agriculturist			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Citizens (G2C)			
<b>Who may avail:</b>	Pet Owners, Livestock Owner.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request letter		Municipal Agriculture Office		
Proposal letter		Requesting group		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill up request form at Municipal Agriculture Office	Received request letter for the client	None	5 minutes	Agriculture's Staff
2. accompany on conduction of animal health assessment	2.1 Interview of the history of illness 2.2 Conduct Consultation	None	15 minutes	Agriculture's Staff
3. Signing on necessary forms and logbook	Carry out signing in logbook and secure necessary forms	None	5 minutes	Agriculture's Staff
<b>TOTAL</b>		None	25 minutes	



## 12. Vaccination

Availment of free technical service like Rabies Vaccination of Dogs.

<b>Office</b>	Office of the Municipal Agriculturist			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Citizens (G2C)			
<b>Who may avail:</b>	Pet Owners, Livestock Owner.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request letter		Municipal Agriculture Office		
Vaccination book		Requesting group		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill up request form at Municipal Agriculture Office	Received request letter for the client	None	5 minutes	Agriculture's Staff
2. accompany on conduction of animal vaccination	2.1 Interview of the age of animal 2.2 Administer Rabies Vaccination	None	15 minutes	Agriculture's Staff
3. Signing on necessary forms and logbook	Carry out signing in logbook and secure necessary forms	None	5 minutes	Agriculture's Staff
<b>TOTAL</b>		None	25 minutes	



### 13. Treatment

Availment of free technical services like treatment of different sick animals.

<b>Office</b>	Office of the Municipal Agriculturist			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Citizens (G2C)			
<b>Who may avail:</b>	Pet Owners, Livestock Owner.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request letter		Municipal Agriculture Office		
Vaccination book		Requesting group		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill up request form at Municipal Agriculture Office	Received request letter for the client	None	5 minutes	Agriculture's Staff
2. accompany on conduction of animal treatment	2.1 Interview the history of illness and age of animals 2.2 Perform Animal Treatment	None	1 hour	Agriculture's Staff
3. Signing on necessary forms and logbook	Carry out signing in logbook and secure necessary forms	None	5 minutes	Agriculture's Staff
<b>TOTAL</b>		None	1 hour and 10 minutes	



## 14. Issuance of Certificate to Farmers Association

Issuance of Certificate to Farmers Association for the availment of Agricultural machineries

<b>Office</b>	Office of the Municipal Agriculturist			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Citizens (G2C)			
<b>Who may avail:</b>	Farmers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Residence Certificate		Municipal Agriculture Office		
SEC/CDA Registration		Requesting group		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill up request form at Municipal Agriculture Office	1.1 Received request letter for the client  1.2 Verification for bonafide farmers association in their barangay	None	5 minutes	Assigned Agricultural Technologist and concerned banner
2. Wait for the preparation of required certification/s	Accomplishing Farmers Certification	None	5 minutes	Assigned Agricultural Technologist and concerned banner
3. Signing on necessary forms and logbook	Carry out signing in logbook and secure necessary forms	None	5 minutes	Assigned Agricultural Technologist and concerned banner
<b>TOTAL</b>		None	15 minutes	





## 15. Issuance of Certificate for Agricultural and Non Agricultural Land

Issuance of Certificate for land conversion on Agriculture and Non Agricultural land.

<b>Office</b>	Office of the Municipal Agriculturist			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Citizens (G2C)			
<b>Who may avail:</b>	Land owner			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Land title		Municipal Agriculture Office		
Any proof of ownership		Requesting group		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill up request form at Municipal Agriculture Office	1.1 Received request letter for the client  1.2 Verification for land title or proof of land ownership	None	5 minutes	Municipal Agriculturist  Assigned Agricultural Technologist in concerned barangay
2. Wait for the preparation of required certification/s	Accomplishing for the certification	None	5 minutes	Municipal Agriculturist  Assigned Agricultural Technologist in concerned barangay
3. Signing on necessary forms and logbook	Carry out signing in logbook and secure necessary forms	None	5 minutes	Assigned Agricultural Technologist and concerned banner
<b>TOTAL</b>		None	15 minutes	



## 16. Fish Processing/Deboning

Provision of technical Assistance on Fish Processing

<b>Office</b>	Office of the Municipal Agriculturist			
<b>Classification:</b>	Complex Transaction			
<b>Type of Transaction:</b>	Government to Citizens (G2C)			
<b>Who may avail:</b>	Womens group, youth			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request letter		Municipal Agriculture Office		
Proposal letter		Requesting group		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Give request letter and proposal letter to the Municipal Agriculture Office	1.1 Received request letter for the client  1.2 Determining the location site and training module	None	1 hour	RIC Coordinator  4H Coordinator
2. Accompany in validation of qualified site	Searching of qualified site and recommendation	None	1 hour	RIC Coordinator  4H Coordinator
3. Accompany on Identifying Participants	Finding selected RIC and 4H members	None	1 hour	RIC Coordinator  4H Coordinator
4. Participate on fish deboning seminar	Capacitated skills, knowledge, and attitude in fish deboning	None	4 days	RIC Coordinator  4H Coordinator
<b>TOTAL</b>		None	4 days and 3 hours	



## 17. Distribution of Fingerlings

Availment of Fingerlings for Fish Production and Stocking .

<b>Office</b>	Office of the Municipal Agriculturist			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Citizens (G2C)			
<b>Who may avail:</b>	Farmers, fisherfolks.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request letter		Municipal Agriculture Office		
		Requesting group		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Letter of request/ Fill up request form at Municipal Agriculture Office	Received request letter for the client	None	5 minutes	Fishery Coordinator Assigned Agricultural Technologist in concerned barangay
2. Accompany site assessment and evaluation for the recommending fingerlings	Conduct ocular inspection and recommendation	None	2 hours	Fishery Coordinator Assigned Agricultural Technologist in concerned barangay
3. Claim fingerlings	Carry out signing in logbook and necessary forms	None	15 minutes	Fishery Coordinator Assigned Agricultural Technologist in concerned barangay
<b>TOTAL</b>		None	2 hours and 20 minutes	



## 18. Request Soil Analysis

Request of Farmers for Soil Analysis .

<b>Office</b>	Office of the Municipal Agriculturist			
<b>Classification:</b>	Complex Transaction			
<b>Type of Transaction:</b>	Government to Citizens (G2C)			
<b>Who may avail:</b>	Farmers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request letter		Municipal Agriculture Office		
Collection of Soil		Requesting group		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Letter of request/ Fill up request form at Municipal Agriculture Office	Received request letter for the client	None	5 minutes	Assigned Agricultural Technologist in concerned barangay
2. Accompany site assessment and collection of soil sampling	2.1 Conduct ocular inspection and soil sampling 2.2 Submit to OPAG/Soil Laboratory (BSWM)	None	2 hours	Assigned Agricultural Technologist in concerned barangay
3. Claim the laboratory results to the Municipal Agriculture Office	3.1 Claim to OPAG/Soil Laboratory (BSWM) 3.2 advise for the recommended fertilizer .	None	7 days	Assigned Agricultural Technologist in concerned barangay
TOTAL		None	7 days, 2 hours and 5 minutes	



## 19. Availment of Certified Seeds

Availment/distribution of Certified seeds for Farmers

<b>Office</b>	Office of the Municipal Agriculturist			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Citizens (G2C)			
<b>Who may avail:</b>	Farmer			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
RSBSA Registration		Municipal Agriculture Office		
Member of Farmer		Requesting group		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Farmer-Client Service approach	Verification of Farmer's registration in the RSBSA master list	None	5 minutes	Assigned Agricultural Technologist in concerned barangay
2. Payment of Farmers equity to designated collector.	Issuance of Receipts	Depending on the counterpart scheme	5 minutes	Designated Collector
3. Received the hybrid seeds.	3.1 Distribution of hybrid seeds  3.2 Recommend or implement immediate action	None	5 minutes	Officer in charge
4. Fill up post masterlist and client satisfaction feedback	Recommend necessary consultation	None	5 minutes	Officer in charge
<b>TOTAL</b>		None	20 minutes	



## 20. Fertilizer Distribution

Availment/distribution of fertilizer for Crop Production to Farmers

<b>Office</b>	Office of the Municipal Agriculturist			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Citizens (G2C)			
<b>Who may avail:</b>	Farmer			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
RSBSA Registration		Municipal Agriculture Office		
Member of Farmer Association		Requesting group		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Farmer-Client Service approach	Verification of Farmer's registration in the RSBSA master list	None	5 minutes	Assigned Agricultural Technologist in concerned barangay
2. Payment of Farmers equity to designated collector.	1.1 Issuance of Receipts	Depending on the counterpart scheme	5 minutes	Designated Collector
3. Received the fertilizer.	Distribution of fertilizer	None	5 minutes	Officer in charge
4. Fill up post master lists and client satisfaction feedback.	Recommend necessary application of fertilizer.	None	5 minutes	Assigned Agricultural Technologist in concerned barangay
<b>TOTAL</b>		None	20 minutes	



## 21. Crop Insurance

Provision of Technical Assistance on registration for Crop Insurance

<b>Office</b>	Office of the Municipal Agriculturist			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Citizens (G2C)			
<b>Who may avail:</b>	Farmer			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Valid ID		Municipal Agriculture Office		
NIA Receipt		Requesting group		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill up request form at Municipal Agriculture Office	1.1 Received request letter for the client  1.2 Verification for Proof of identification and NIA Receipt	None	5 minutes	Assigned Agricultural Technologist in concerned barangay
2. Fill up PCIC Application form and submit to office one week before sowing	2.1 Accomplishing for the certification  2.2 submit form to PCIC Office	None	3 hours	Assigned Agricultural Technologist in concerned barangay
3. Signing on necessary forms and logbook	Carry out signing in logbook and secure necessary forms	None	5 minutes	Assigned Agricultural Technologist and concerned banner
TOTAL		None	3 hours and 10 minutes	



## 22. Rice Crop Manager

Provision of Technical Assistance on Fertilizer Recommendation for Rice

<b>Office</b>	Office of the Municipal Agriculturist			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Citizens (G2C)			
<b>Who may avail:</b>	Farmer			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Valid ID		Municipal Agriculture Office		
Member of Farmers Association		Requesting group		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill up request form at Municipal Agriculture Office	1.1 Received request letter for the client  1.2 Verification for Bonafide Member of Association	None	5 minutes	Assigned Agricultural Technologist in concerned barangay
2. Interview for RCM	Accomplishing for the interview	None	30 minutes	Assigned Agricultural Technologist in concerned barangay
3. Accompany on field validation	3.1 Validation on farmer report  3.2 Prepare request Letter and submit to DA-PREC	None	1 day	Assigned Agricultural Technologist in concerned barangay
4. Fill up post master list and client satisfaction Feedback	Securing post master list and client satisfaction Feedback	None	5 minutes	Assigned Agricultural Technologist in concerned barangay
TOTAL		None	1 day and 40 minutes	





## 23. Soil Ameliorant

### Availment of Soil Ameliorants

<b>Office</b>	Office of the Municipal Agriculturist			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Citizens (G2C)			
<b>Who may avail:</b>	Farmer			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Valid ID		Municipal Agriculture Office		
Member of Farmers Association		Requesting group		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill up request form at Municipal Agriculture Office	1.1 Received request letter for the client  1.2 Verification for Bonafide Member of Association	None	5 minutes	Assigned Agricultural Technologist in concerned barangay
2. Accompany on field validation	2.1 Validation on farmer report  2.2 Prepare request Letter and submit to DA-PREC	None	1 day released	Assigned Agricultural Technologist in concerned barangay
3. Fill up post master list and client satisfaction Feedback	Securing post master list and client satisfaction Feedback	None	5 minutes	Assigned Agricultural Technologist in concerned barangay
<b>TOTAL</b>		None	1 day and 10 minutes	



## MUNICIPAL DISASTER RISK REDUCTION AND MANAGEMENT OFFICE

### **External Service**

Availment of Services of the MDDRM Offices



## 1. Availment of Services of the MDRRM Office

**Service Information:** Municipal Disaster Risk Reduction and Management Office responds to and manages the adverse effects of Emergency and carry out recovery activities to the most vulnerable areas especially to the vulnerable sectors; Develop and strengthen the capacities of vulnerable and marginalized groups to mitigate, prepare for, respond to, and recover from the effects of disasters

<b>Office or Division:</b>	Municipal Disaster Risk Reduction and Management Office			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Citizens (G2C)			
<b>Who may avail:</b>	All individual within the vicinity of Calasiao			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>1. EMERGENCY MEDICAL TRANSPORT</b> <ul style="list-style-type: none"> <li>Submit letter request to the MDRRM Office</li> </ul>	Receives and schedule the transport of the patient	None	5 minutes	MDRRMO Staff
<b>2. REQUEST FOR TRAINING</b> <ul style="list-style-type: none"> <li>Submit letter request to the MDRRM Office</li> </ul>	Receives and schedule the training	None	5 minutes	MDRRMO Staff
<b>3. RESCUE OPERATION</b> <ul style="list-style-type: none"> <li>Call MDRRM Office Hotline</li> </ul>	Receives the call, verify and immediately dispatch rescuers	None	5 minutes	MDRRMO Staff
<b>4. PRUNING / TRIMMING OF TREES</b> <ul style="list-style-type: none"> <li>Submit letter request to the MDRRM Office</li> </ul>	Receives and schedule the pruning / trimming of trees subject to DENR Regulations	None	5 minutes	MDRRMO Staff
<b>TOTAL</b>		None	20 minutes	



## OFFICE OF THE MUNICIPAL ENGINEER

### External Services

Issuance of Building Permits

Issuance of Electrical Permit to Indigenous Dwellings

Issuance of Occupancy Permit



## 1. Issuance of Building Permits

Service Information: Clients applying for Building Permits.

<b>Office or Division:</b>	Municipal Engineering Office
<b>Classification:</b>	Complex Transaction
<b>Type of Transaction:</b>	Government to Citizens (G2C)/Government to Business (G2B)
<b>Who may avail:</b>	Clients applying for building permits
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<p>Secure checklist of requirements</p> <ol style="list-style-type: none"> <li>1. Duly accomplished application form.</li> <li>2.             <ol style="list-style-type: none"> <li>a) Certified True Copy of Transfer Certificate Title - (5 copies).</li> <li>b) Tax Declaration – (4 copies)</li> <li>c) Current Tax Receipt (2 copies)</li> </ol> </li> </ol> <p>-In Case the applicant is not the registered owner of the lot:</p> <ol style="list-style-type: none"> <li>a) Duly Notarized copy of the Contract of Lease, or</li> <li>b) Duly Notarized copy of the Deed of Absolute Sale, or</li> <li>c) Duly Notarized copy of the Contract of Sale, or</li> <li>d) Duly Notarized Affidavit of consent from the lot owner/s</li> </ol> <ol style="list-style-type: none"> <li>3. Five (5) sets of plans. Prepared, signed and sealed by:             <ol style="list-style-type: none"> <li>a) Duly licensed Architect – Architectural Plans</li> <li>b) Duly licensed Civil Engineer – Structural Plans</li> <li>c) Duly licensed Sanitary Engineer or Master Plumber – Plumbing Plans</li> <li>d) Duly licensed Professional Electrical Engineer – Electrical Plans</li> <li>e) Duly licensed Professional Mechanical Engineer – Mechanical Plans</li> </ol> </li> <li>4. Bill of Materials (5 copies)</li> <li>5. Technical Specifications (5 copies)</li> <li>6.             <ol style="list-style-type: none"> <li>a) Structural Analysis/NSCP 2010/Computation for two (2) or more storey structures and warehouse – (2 copies)</li> <li>b) Boring or Load Test for buildings or structures with three (3) storey and higher – (2 copies)</li> <li>c) Seismic Analysis except for residential buildings less than 7.5 meters in height</li> </ol> </li> </ol>	Municipal Engineering Office

7. Logbook duly signed by the Architect/Civil Engineer in charge of construction with PRC No. and PTR No. with corresponding date and issue. 8. Zoning Clearance – (2 copies) 9. Endorsement from the Fire Department				
For those applying for building permits (new construction, addition, alteration, renovation etc.		-		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Get list/Acquire the needed requirements at MEO	List of requirement given to the applicant.	1% of 1/10 of submitted Bill of Materials	1 day	Mun. Engineer BFP
2. Secure Locational Clearance and Zoning Certificate at Zoning Office	Locational Clearance Granted/issued	See schedule of fees.	1-2 days	Zoning Officer III
3. Submit to Mun. Engineers Office for approval	Approved Building permits issued		1 day	Mun. Engineer



## 2. Issuance of Electrical Permit to Indigenous Dwellings

Service Information: Clients applying for Electrical Permit to Indigenous Dwellings

<b>Office or Division:</b>	Municipal Engineering Office			
<b>Classification:</b>	Complex Transaction			
<b>Type of Transaction:</b>	Government to Citizens (G2C)			
<b>Who may avail:</b>	Clients applying for Electrical Permit to Indigenous Dwellings			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
For those applying for Electrical Permit to Indigenous Dwellings Xerox copy of Tax Declaration Application of Locational Clearance Picture of the Building Certification from BFP		Municipal Engineering Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Acquire certification (that residential house is made of indigenous materials) from the Bureau of Fire & Protection	Bring copy of Tax declaration	See schedule of fees	1 day	BFP
2. Submit certification	Issuance of Zoning Certification	-	1-2 days	Zoning Officer III
3. Submit Fire/Zoning Certificate	Approval of application for electrical permit	-	1 day	Mun. Engineer



### 3. Issuance of Occupancy Permit

Service Information: Clients applying for Occupancy Permit

<b>Office or Division:</b>	Municipal Engineering Office			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Citizens (G2C)			
<b>Who may avail:</b>	Clients applying for Occupancy Permit			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
For those applying for Occupancy Permit Xerox copy of approved building permit Completion certificate Fire safety inspection certificate from BFP		-		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Get list/Acquire the needed requirements at MEO	Check the requirements/documents submitted at MEO. Indorse at the BFP	See schedule of fees	1 day	Mun. Engineer BFP
2. Submit to MEO the documents acquired at BFP	Check the submitted documents acquired at BFP	-	½ day	Mun. Engineer BFP
3. Get / Acquire the Certification of Occupancy	Prepare & issue the certification of Occupancy	-	½ day	Mun. Engineer BFP





## **PUBLIC EMPLOYMENT SERVICE OFFICE**

### **External Services**

Submission of Curriculum Vitae for Employment Referral

Submission of Curriculum Vitae Seeking Employment

Application for the Conduct of Local Recruitment Activity

Request for Posting of Vacancies for Local Employers

Application for the Conduct of Special Recruitment Activity

Receiving/Acceptance of Application for Skills Enhancement Training by TESDA or Related Agencies

Receiving/Acceptance Of Invitation For Career Guidance And Employment Coaching For Graduating Students Of Public High Schools, Colleges And Universities

Receiving/Acceptance Of Invitation For Career Guidance And Employment Coaching For Graduating Students Of Private High Schools, Colleges And Universities

Receiving/Acceptance of Application for the Special Program for the Employment of Students (SPES)



## 1. Submission of Curriculum Vitae for Employment Referral

Service Information: Providing a venue for jobseekers employment option

<b>Office or Division:</b>	Office of the PESO Manager			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Client (G2C)			
<b>Who may avail:</b>	Jobseeker			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Curriculum Vitae		Jobseeker		
NSRP Form 1		PESO Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Logbook	Check clearness of information	None	5 minutes	PESO Staff
2. Secure NSRP Form 1	Release NSRP form 1	None	5 minutes	PESO Staff
3. Fill in the needed information on NSRP form 1		None	5 minutes	
4. Submit filled up NSRP form 1 and Curriculum Vitae	Receives Curriculum Vitae, filled up NSRP form 1 and evaluates completeness and correctness of information	None	5 minutes	PESO Staff PESO Manager
<b>TOTAL</b>		None	20 minutes	



## 2. Submission of Curriculum Vitae Seeking for Employment

Service Information: Providing a venue for jobseekers possible employment

<b>Office or Division:</b>		Office of the PESO Manager		
<b>Classification:</b>		Simple Transaction		
<b>Type of Transaction:</b>		Government to Client (G2C)		
<b>Who may avail:</b>		Jobseeker		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Curriculum Vitae		Jobseeker		
NSRP Form 1		PESO Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Logbook	Check clearness of information	None	5 minutes	PESO Staff
2. Secure NSRP Form 1	Release NSRP form 1	None	5 minutes	PESO Staff
3. Fill in the needed information on NSRP form 1	None	None	5 minutes	None
4. Submit filled up NSRP form 1 and Curriculum Vitae	4.1 Receives Curriculum Vitae, filled up NSRP form 1 and evaluates completeness and correctness of information	None	5 minutes	PESO Staff PESO Manager
	4.2 Provide a list of employers with updated list of vacancies with qualifications	None	5 minutes	PESO Staff PESO Manager
5. Shop on available positions and list down employers where qualified and interested to apply to	Provide contact numbers, email address and contact person of selected employer by the jobseeker	None	20-30 minutes	PESO Staff PESO Manager
<b>TOTAL</b>		None	55 minutes	



### 3. Application for the Conduct of Local Recruitment Activity (LRA)

Service Information: Providing recruitment assistance to local employers

<b>Office or Division:</b>	Office of the PESO Manager			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Business (G2B)			
<b>Who may avail:</b>	Local Employers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Intent		Employer		
List and no. of vacancies with Job Description		Employer		
List of Qualification per position		Employer		
Complete Company Profile		Employer		
SEC/DTI Registration		SEC/DTI		
Business/Mayors Permit		Municipality where the employer is located		
BIR Registration Certificate		BIR		
NSRP Form 2		PESO Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Logbook	Check Clearness of Information	None	5 minutes	PESO Staff
2. Secure NSRP Form 2	Release NSRP form 2	None	5 minutes	PESO Staff
3. Fill in the needed information on NSRP for 2	None	None	5 minutes	None
4. Submit Letter of intent, filled up NSRP form 2 with required documents	4.1 Receives Letter, filled up NSRP form 2 and evaluates completeness of documents submitted	None	5 minutes	PESO Staff PESO Manager
	4.2 Prepare No Objection Certificate (NOC)	None	5 minutes	PESO Staff PESO Manager
	4.3 Signs the NOC	None	5 minutes	PESO Manager
<b>TOTAL</b>		None	30 minutes	



## 4. Request for Posting of Vacancies for Local Employers

Service Information: Providing recruitment assistance to local employers

<b>Office or Division:</b>	Office of the PESO Manager			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Business (G2B)			
<b>Who may avail:</b>	Local Employers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Intent		Employer		
List and no. of vacancies with Job Description		Employer		
List of Qualification per position		Employer		
Complete Company Profile		Employer		
SEC/DTI Registration		SEC/DTI		
Business/Mayors Permit		Municipality where the employer is located		
BIR Registration Certificate		BIR		
Print out copy of the companies vacancies with qualification per position, Advertisements like Tarpaulin or posters		Employer		
NSRP form 2		PESO Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Logbook	Check clearness of information	None	5 minutes	PESO Staff
2. Secure NSRP form 2	Release NSRP Form 2	None	5 minutes	PESO Staff
3. Fill in the needed information on NSRP form 2	None	None	5 minutes	None
4. Submit Letter of intent, filled up NSRP form 2 with required documents	4.1 Receives Letter, filled up NSRP form 2 and evaluates completeness of documents submitted	None	5 minutes	PESO Staff PESO Manager
	4.2 Post Advertisement to Bulletin Board and Facebook Page	None	10 minutes	PESO Staff PESO Manager
<b>TOTAL</b>		None	30 minutes	



## 5. Application for the Conduct of Special Recruitment Activity (SRA)

Service Information: Providing assistance to recruitment agencies

<b>Office or Division:</b>	Office of the PESO Manager			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Business (G2B)			
<b>Who may avail:</b>	Recruitment Agencies or Manpower Service			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Intent		Employer		
List and no. of Job Order Balances		Employer		
List of Job Orders offered		Employer		
Complete Company Profile		Employer		
POEA License		POEA		
SEC/DTI Registration		SEC/DTI		
Business/Mayors Permit		Municipality where the employer is located		
BIR Registration Certificate		BIR		
NSRP form 2		PESO Office		
Special Recruitment Authority with Job Order Balances		POEA		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Logbook	1. Check clearness of information	None	5 minutes	PESO Staff
2. Secure NSRP form 2	2. Release NSRP form 2	None	5 minutes	PESO Staff
3. Fill in the needed information on NSRP form 2	None	None	5 minutes	None
4. Submit Letter of intent, filled up NSRP form 2 with required documents	4.1 Receives Letter, filled up NSRP form 2 and evaluates completeness of documents submitted	None	5 minutes	PESO Staff PESO Manager
	4.2 Prepare No Objection Certificate (NOC)	None	5 minutes	PESO Staff PESO Manager
	4.3 Signs the NOC	None	5 minutes	PESO Manager
5. Submit NOC to POEA for Authority	None	None	None	None
6. Submit Special Recruitment Authority from POEA with	6.1 Receives and evaluates documents	None	5 minutes	PESO Staff PESO Manager

Approved Job Order Balances and name of Authorized Agency Representative	submitted  6.2 Post Advertisement to Bulletin board and Facebook Page	None	10 minutes	PESO Staff PESO Manager
TOTAL		None	45 minutes	



## 6. Receiving/Acceptance of Application for Skills Enhancement Training by TESDA or Related Agencies

Service Information: Providing a venue for jobseekers employability enhancement training

<b>Office or Division:</b>	Office of the PESO Manager			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Client (G2C)			
<b>Who may avail:</b>	Jobseeker / applicant			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
NSRP form 1		PESO Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Logbook	1. Check clearness of information	None	5 minutes	PESO Staff
2. Secure NSRP form 1	2. Release NSRP Form 1	None	5 minutes	PESO Staff
3. Fill in the needed information on NSRP form 1	None	None	5 minutes	None
4. Submit filled up NSRP form 1	4.1 Receives filled up NSRP form 1 and check on completeness and correctness of information	None	5 minutes	PESO Staff PESO Manager
	4.2 Ask what training is preferred	None	5 minutes	PESO Staff PESO Manager
5. Sign in the logbook designated for specific trainings	5. Check Clearness of Information	None	5 minutes	PESO Staff
<b>TOTAL</b>		None	30 minutes	





## 7. Receiving/Acceptance of Invitation for Career Guidance and Employment Coaching for Graduating Students of Public High Schools, Colleges and Universities

Service Information: Strengthening partnership with public schools, colleges and universities to disseminate latest employment trends to graduating students

<b>Office or Division:</b>	Office of the PESO Manager			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Government (G2G)			
<b>Who may avail:</b>	Public High Schools, Colleges and Universities			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Invitation		Concerned School, College or University		
Program of Activities		Concerned School, College or University		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Logbook	1. Check clearness of information	None	5 minutes	PESO Staff
2. Submit Letter of Invitation and Program of Activities	2.1 Receives Letter of Invitation and Program of Activities	None	5 minutes	PESO Staff PESO Manager
	2.2 Evaluate the date and time indicated in the Program	None	5 minutes	PESO Staff PESO Manager
<b>TOTAL</b>		None	15 minutes	



## 8. Receiving/Acceptance of Invitation for Career Guidance and Employment Coaching for Graduating Students of Private High Schools, Colleges and Universities

Service Information: Strengthening partnership with private schools, colleges and universities to disseminate latest employment trends to graduating students

<b>Office or Division:</b>	Office of the PESO Manager			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Business (G2B)			
<b>Who may avail:</b>	Private High Schools, Colleges and Universities			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Invitation		Concerned School, Colleges or University		
Program of Activities		Concerned School, Colleges or University		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Logbook	Check clearness of information	None	5 minutes	PESO Staff
2. Submit Letter of Invitation and Program of Activities	2.1 Receives Letter of Invitation and Program of Activities	None	5 minutes	PESO Staff PESO Manager
	2.2 Evaluate the date and time indicated in the Program	None	5 minutes	PESO Staff PESO Manager
<b>TOTAL</b>		None	15 minutes	



## 9. Receiving/Acceptance of Application for the Special Program for the Employment of Students (SPES)

Service Information: Providing possible employment to deserving students and out-of-school youths coming from poor families to enable them to pursue their education

<b>Office or Division:</b>	Office of the PESO Manager			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Business (G2B)			
<b>Who may avail:</b>	Private High Schools, Colleges and Universities			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Photocopy of Birth Certificate		PSA, Local Civil Registrar Office		
ITR of parents/legal guardian (Should not exceed Regional Poverty Threshold) or BIR Tax Exemption Certificate or Certificate of Indigency/Low Income issued by MSWD or Authorized Barangay Official where the applicant resides		BIR, MSWD, Barangay where applicants resides		
If Students: Class Card or Form 138 of the previous year or semester or school registrar certification as to the average passing grade if grades are not yet available		Concerned School, College or University		
If Out of School Youth (OSY) OSY certification issued by MSWD or Authorized Barangay Official where the applicant resides		MSWD, Barangay where the applicant resides		
2 pieces Passport size picture		Any Service Provider		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Logbook	1. Check clearness of information	None	5 minutes	PESO Staff
2. Submit documentary requirements	2.1 Receives documentary requirements	None	5 minutes	PESO Staff PESO Manager
	2.2 Evaluate the clarity and completeness of all the documentary requirements	None	5 minutes	PESO Staff PESO Manager
<b>TOTAL</b>		None	15 minutes	



## OFFICE OF THE MUNICIPAL MAYOR

### **External Services**

Granting an Individual Mayor's Permit (Working Permit)

Granting a Mayor's Clearance

Application for LGU Scholarship Assistance

Grant of LGU Scholarship Assistance



## 1. Granting an Individual Mayor's Permit (Working Permit)

Service Information: Document issued to individuals who applies for work in the business establishments within the municipality.

Office or Division:		Office of the Municipal Mayor		
Classification:		Simple Transaction		
Type of Transaction:		Government to Citizens (G2C)		
Who may avail:		Individual who will work within the vicinity of the Municipality		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Medical Certificate (1) Original		Municipal Health Office		
Cedula (1) Original		Municipal Treasurer's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure Application Form	None	None	5 minutes	Mayor's Office Staff
2. Submit duly accomplished application form with required documents	Receive accomplished application form and evaluates documents submitted	None	5 minutes	Mayor's Office Staff
3. Pay the required fee at Municipal Treasurer's Office	None	P100	5 minutes	Treasury Staff
4. Present the official receipt and wait for the working permit to be release	4.1 Prepare the working permit	None	5 minutes	Mayor's Office Staff
	4.2 Sign the Working Permit		5 minutes	Municipal Mayor Municipal Administrator
	4.3 Release the working permit		5 minutes	Mayor's Office Staff
<b>TOTAL</b>		<b>P100</b>	<b>30 minutes</b>	



## 2. Granting a Mayor's Clearance

Service Information: Document issued to individual who need the same for foreign/local employment, operators/drivers of motorized tricycle for hire, firearms license, and other legal purposes. The Mayor's Clearance certifies the individual to be a bonafide resident of the municipality.

Office or Division:	Office of the Municipal Mayor			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Residence within the vicinity of the Municipality			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Police Clearance		PNP Calasiao		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the required documents	Receives and checks the completeness of the required documents prepares the Clearance	None	5 minutes	Mayor's Office Staff
2. Affix signatures and thumb mark on the clearance	Verifies the completeness of the required documents and reviews the permit	None	5 minutes	Mayor's Office Staff
3. Pay the required fee at Municipal Treasurer's Office		P100	5 minutes	Treasury Staff
4. Present the Official Receipt and wait for the Mayor's Clearance to be release	4.1 Prepare the Mayor's Clearance	None	5 minutes	Mayor's Office Staff
	4.2 Sign the Mayor's Clearance			Municipal Mayor Mun. Administrator
	4.3 Release the Mayor's Clearance			Mayor's Office Staff
<b>TOTAL</b>		<b>P100</b>	<b>20 minutes</b>	



### 3. Application for LGU Scholarship Assistance

Service Information: Financial Assistance given to poor but deserving students from the municipality who intends to enroll for College Degree

Office or Division:		Office of the Municipal Mayor		
Classification:		Simple Transaction		
Type of Transaction:		Government to Citizen (G2C)		
Who may avail:		Deserving Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Certificate of Grades		Concerned School where enrolled		
Certificate of Registration		Concerned School where enrolled		
School ID		Concerned School where enrolled		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Logbook	Check clearness of information	None	5 minutes	Administrator Staff
2. Fill up application form together with the requirements	2.1 Review and verify the application form and requirements papers	None	5 minutes	Administrator Staff
	2.2 Approve the LGU Scholarship Assistance	None		
3. Wait for the text or call confirmation	Text or call all passing students	None		Administrator Staff
<b>TOTAL</b>		None	10 minutes	



#### 4. Grant of LGU Scholarship Assistance

Service Information: Scholarship assistance given to students who passed the qualifying exam.

Office or Division:		Office of the Municipal Mayor		
Classification:		Simple Transaction		
Type of Transaction:		Government to Citizen (G2C)		
Who may avail:		Students who passed the qualifying exam.		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Certificate of Grades		Concerned School where enrolled		
Certificate of Registration		Concerned School where enrolled		
School ID		Concerned School where enrolled		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Logbook	None	None	5 minutes	Administrator Staff
2. Wait for the release of scholarship assistance	2.1 Check and verify the information of the students	None	5 minutes	Administrator Staff
	2.2 Release of LGU Scholarship Assistance		10-20minutes	
<b>TOTAL</b>		None	30 minutes	





## OFFICE OF SENIOR CITIZEN ASSOCIATION

### **External Services**

Issuance of Senior Citizen ID

Issuance of Purchase Slip (Medicine) for Senior Citizen

Issuance of Purchase Booklet for Senior Citizen

Issuance of Certification for Senior Citizen

Cancellation of Senior Citizen ID



## 1. Issuance of Senior Citizen ID

Service Information: Issuance of Senior Citizen's ID is for residence of Calasiao aging 60 years old and above.

<b>Office or Division:</b>	Office of the Senior Citizen Association			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Citizens			
<b>Who may avail:</b>	Residence within the vicinity of Municipality with age of 60 and above			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Birth Certificate		PSA		
Any Valid ID with date of Birth		Requesting Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Log in to Client Logbook	Listing Name and Address on the logbook	None	5 minutes	OSCA Staff
2. Giving photocopy of Birth Certificate or any valid ID	Reviewing the requirements	None	5 minutes	OSCA Staff
3. Signing of Senior Citizens ID	Typing of the client information	None	5 minutes	OSCA Staff OSCA Head
TOTAL		None	15 minutes	



## 2. Issuance of Purchase Slip (Medicine) for Senior Citizen

Service Information: This service is given to clients 60 years old and above to be use whenever they will purchase medicine as a requirement for the availment of discount.

<b>Office or Division:</b>	Office of the Senior Citizen Association			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Citizens			
<b>Who may avail:</b>	Residence within the vicinity of Municipality with Senior Citizen ID			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Senior Citizen ID		Requesting Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Log in to Client Logbook	Listing name and Address	None	5 minutes	OSCA Staff
2. Present Senior Citizen ID	Typing client information on purchase slip	None	5 minutes	OSCA Staff
<b>TOTAL</b>		None	10 minutes	



### 3. Issuance of Purchase Booklet for Senior Citizen

Service Information: This service is for clients 60 years old and above, purchase booklet is needed by the Senior Citizen to avail for the Senior Citizen discount in goods.

<b>Office or Division:</b>	Office of the Senior Citizen Association			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Citizens			
<b>Who may avail:</b>	Residence within the vicinity of Municipality with Senior Citizen ID			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Senior Citizen ID		Requesting Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Log in to Client Logbook	Listing name and Address	None	5 minutes	OSCA Staff
2. Present Senior Citizen ID	Typing client information, Senior Citizen ID Number on Record Book	None	5 minutes	OSCA Head
<b>TOTAL</b>		None	10 minutes	



## 4. Issuance of Certification for Senior Citizen

Service Information: This service is for Senior Citizen who will request for the Senior Citizen certification as a proof of being a Senior Citizen.

<b>Office or Division:</b>	Office of the Senior Citizen Association			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Citizens			
<b>Who may avail:</b>	Residence within the vicinity of Municipality with Senior Citizen ID			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Photocopy of Senior Citizen ID		Requesting Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Log in to Client Logbook	Listing name and Address	None	5 minutes	OSCA Staff
2. Present Senior Citizen ID and photocopy of ID	Reviewing the Senior Citizen ID	None	5 minutes	OSCA Head
3. Wait for the Certificate	Printing Certificates and dry seal the photocopy of ID	None	5 minutes	OSCA Staff
<b>TOTAL</b>		None	15 minutes	



## 5. Cancellation of Senior Citizen Id

Service Information: This service is for the cancellation of old Senior Citizen ID, as a requirement for the issuance of New Senior Citizen ID

<b>Office or Division:</b>	Office of the Senior Citizen Association			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Citizens			
<b>Who may avail:</b>	Residence within the vicinity of Municipality with Senior Citizen ID			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Barangay Certificate		Requesting Client		
Request Letter		Requesting Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Log in to Client Logbook	Listing name and Address	None	5 minutes	OSCA Staff
2. Present Senior Citizen ID	Interview the Client	None	5 minutes	OSCA Head
3. Wait for the new Senior Citizen ID	Printing documents for cancellation and issue a new ID	None	5 minutes	OSCA Staff
TOTAL		None	15 minutes	



## PUBLIC ORDER AND SAFETY OFFICE

### **External Service**

Claiming of Driver's License



## 1. Claiming of Driver's License

Service Information: This service is for client who's driver's license were captured/ confiscated due to traffic violations.

<b>Office or Division:</b>	Public Order and Safety Office			
<b>Classification:</b>	Government to Citizens (G2C)			
<b>Type of Transaction:</b>	Simple Transaction			
<b>Who may avail:</b>	.Client with Traffic Citation Ticket			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Traffic Citation Ticket		Client Holder		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in at the client's logbook	Review the Client Traffic Citation Ticket	None	5 minutes	OIC POSO
2. Pay the required Fees	Review the Client Traffic Citation Ticket and give the necessary amount fees	100-Driving without license 300-Driving with an expired license 300-Student Permit 300-Driving a colorum vehicle 300-Driving with an expired registration vehicle 100-Other traffic violations	5 - 10 minutes on the average,	<b>Treasury Staff</b>
3. Official Receipt.	Verify the Official Receipt and released the Client License	None	5 minutes	OIC POSO
<b>TOTAL</b>			20 minutes	





## OFFICE OF THE MUNICIPAL ADMINISTRATOR

### External Services

Request for Permit (Calasiao Sports Complex/Tarpaulin/Streamer/Public Plaza, Public Market, Clubhouse Buenlag, Motorcade)

Request for Recommendation, Endorsement and Certificate of Unemployment



## 1. Request for Permit (Calasiao Sports Complex, Tarpaulin/Streamer, Public Plaza, Public Market, Clubhouse Buenlag, Motorcade)

Service Information: This service is for the Citizen or Business establishment who wants to use the government facilities and post tarpaulins/streamer for advertisement.

Office or Division:		Office of the Municipal Administrator		
Classification:		Simple Transaction		
Type of Transaction:		Government to Citizens (G2C) / Government to Business (G2B)		
Who may avail:		Citizens/ Business establishments		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Letter		Requesting Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in client logbook	Receives and checks the Request Letter	None	10 minutes	Mun. Administrator
2. Proceed to EEO	Assessment	None	10 minutes	EEO Officer
3. Pay the necessary fees to Treasury's office	Received the payment slip	10,000/hour w/ special lighting effects and with aircon 6,000/hour w/out special lighting effects and with aircon 5,000/hour w/special lighting effects/half off and with aircon 3,000/hour w/out special lighting effects/half off with aircon 1000/hour w/out special lighting effects and without aircon (Sports Complex)  Depens on the size (Tarpaulin)  100-Motorcade 1000/3hrs	10 minutes	Treasury Staff

		(Clubhouse Buenlag) Depends of the number of hours		
4. Go back to Administrator's office	Present the Official Receipt	None	10 minutes	Mun. Administrator
TOTAL			40 minutes	



## 2. Request for Recommendation, Endorsement and Certificate of Unemployment

Service Information: Certification requested by individuals for legal purposes.

<b>Office or Division:</b>		Office of the Municipal Administrator		
<b>Classification:</b>		Simple Transaction		
<b>Type of Transaction:</b>		Government to Citizens (G2C)		
<b>Who may avail:</b>		Residence within the vicinity of the Municipality		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Transcript of Records		Requesting Party		
Valid Id		Requesting Party		
Cedula		Office of the Municipal Treasurer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in client logbook	Receives and checks the submitted supporting documents	None	10 minutes	Mun. Administrator
<b>TOTAL</b>		None	10 minutes	



## **HUMAN RESOURCE MANAGEMENT OFFICE**

### **External Services**

Employment with the Municipal Government of Calasiao

### **Internal Services**

Preparation/Issuance of Appointment to Newly Hired and Promoted Employees

Processing of documents for Membership to GSIS, Philhealth and Pag-ibig

Provision of Assistance to all Government Employees in the Submission of Application on Retirement Claims in GSIS/PAG-IBIG and Terminal Leave Benefits

Processing of Application on Leave of Absence

Issuance of Service Record, Certificates of Employment/Leave Credits/Copies of Personnel Records and others



## 1. Employment with The Municipal Government of Calasiao

Service Information: Employment with the Municipal Government of Calasiao is open to all qualified individuals provided that a vacant position exist. Applicant must possess the minimum requirements of the position applied for. Vacant positions are published at the Civil Service Commission and posted in three conspicuous places in the municipality within fifteen days. The Personnel Selection Board (PSB) Committee is composed of : Chairman-the Municipal Mayor for Executive Branch/ Municipal Vice Mayor-for Legislative Branch, and the Members-one representative each coming from the 1<sup>st</sup> level position and 2<sup>nd</sup> level position, Department Head where the vacancy exist and the Chief Administrative Officer as the Ex-Officio Member screens the applicants

<b>Office or Division:</b>	Human Resource Management Officer			
<b>Classification:</b>	Complex Transaction			
<b>Type of Transaction:</b>	Government to Citizens (G2C)			
<b>Who may avail:</b>	All qualified individuals			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Application Letter		Applicant		
One (1) original Personal Data Sheet		Applicant		
One (1) Authenticated Eligibility if applicable		CSC or PRC		
Two (2) Performance Rating if applicable		Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in client logbook	Check and verify the completeness of the documents	None	5 minutes	MGDH-I (HRMO) and/or HRM Staff
None	1.1 Receives the application letter, resume, etc.	None	5 minutes	MGDH-I (HRMO) and/or HRM Staff
	1.2 Indorse the application letter, resume and other credentials to the Personnel Selection Board for screening.			
	1.3 Inform/Notify applicants who are qualified to the			
			1 day after the publication expires.	MGDH-I (HRMO) and/or HRM Staff

	position to be filled-up and require additional requirements.			
TOTAL			1 day and 10 minutes	



## 2. Preparation/Issuance of Appointment to Newly Hire and Promoted Employees

Service Information: Appointment is issued to all qualified applicants; Permanent employment is given to a person who meets all the minimum requirements of the positions; Temporary-who meets education, experience, training requirements for the position except for the appropriate eligibility.

<b>Office or Division:</b>	Human Resource Management Officer			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Government (G2G)			
<b>Who may avail:</b>	Newly Hire and Promoted Employee			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Three (3) Personal Data Sheet		Applicant		
One (1) NBI Clearance		NBI Office		
One (1) Police Clearance		PNP Calasiao		
One (1) Barangay Clearance		Barangay where the appointed reside		
CSC Form 211 Medical Certificate		Municipal Health Office		
One (1) Authenticated Transcript of Record		Applicant		
One (1) Authenticated copy of eligibility		CSC or PRC		
Certificate of Training		Applicant		
One (1) PSA Birth Certificate		PSA		
One (1) Marriage Contract for Married woman		PSA		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Get Personal Data Sheet (PDS), properly and completely fill-up the form in triplicate	Instruct the applicant on how to fill-up the form	None	5 minutes	MGDH-I (HRMO) and/or HRM Staff
2. Submit the duly accomplished form with supporting documents	2.1 Receives the duly accomplished form together with the requirements	None	10 minutes	HRM Staff
	2.2. Review PDS and ensure that form is completely and properly answered and checks the completeness of other supporting documents	None		
	2.3. Prepare & Facilitates the	None	1-2 hours (may vary)	Department Head Concerned Municipal Accountant



	signing of the following: 2.4. Position Description form 2.5. Certificate of availability of Fund 2.6. Oath of Office 2.7. Assumption of Duty 2.8. Appointment		depending on the availability of the signatories)	Municipal Mayor  Municipal Vice Mayor
3. Receives copy of appointment	Furnished a copy of appointment to proposed appointee before submission to CSC	None	5 minutes	MGDH-I (HRMO)
4. Wait for the approval of the appointment by the CSC	Submit the appointment to the Civil Service Commission for approval	None	Depends on the processing time of CSC	MGDH-I (HRMO)
5. Receives approved appointment	Get the appointment once approved by the CSC Furnished the appointee his/her approve appointment	None	10 minutes	MGDH-I (HRMO)



### 3. Processing of Documents for Membership to Government Service Insurance System (Gsis), Philhealth, Pag-Ibig

Service Information: Membership of all regular employees including elective Local Officials to GSIS, Pag-ibig and Philhealth is mandatory. This Office provides assistance to all employees in applying for their membership.

<b>Office or Division:</b>		Human Resource Management Officer		
<b>Classification:</b>		Simple Transaction		
<b>Type of Transaction:</b>		Government to Government (G2G)		
<b>Who may avail:</b>		Regular Employee including elective officials		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Two (2) valid Id's		Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-up membership forms	Submit to Pag-Ibig and Philhealth	None	15-20 minutes	MGDH-I (HRMO)
For GSIS, Agency Authorized Officer will enroll them electronically	Upload the forms electronically	None	15-20 minutes	MGDH-I (HRMO)
Wait for the issuance of ID's	Update the employees for the issuance of ID	None	Depends on the National Agencies Concerned	MGDH-I (HRMO)



#### 4. Provision of Assistance to All Government Employees in the Submission of Application on Retirement Claims in Gsis/Pag-Ibig and Terminal Leave Benefits

Service Information: Membership of all regular employees including elective Local Officials to GSIS, Pag-ibig and Philhealth is mandatory, This Offices provides assistance/liaison services to all employees in the submission/applying for their membership/retirement Claims to Government Service Insurance System, Philhealth, Pag-ibig and others. The Chief Administrative Officer as the Liaison Officer submits the application but if the employee opts to submit his/her own application; he/she may do so.

<b>Office or Division:</b>	Human Resource Management Officer			
<b>Classification:</b>	Complex Transaction			
<b>Type of Transaction:</b>	Government to Government (G2G)			
<b>Who may avail:</b>	Separated Employee and End of Term Elective Officials			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Service Record		Human Resource Management Office		
Certificate of Leave Credits		Human Resource Management Office		
Letter of Intent		Employee		
Property and Money Accountability Clearance		Office of the Municipal Treasurer		
SALN		Employee		
No Pending Case		Employee		
Ombudsman Clearance		Ombudsman Office		
CSC Clearance		Human Resource Management Office		
GSIS Clearance		GSIS Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Acquire retirement forms and accomplished it in triplicate	Instruct the employee to fill-up the forms	None	5 minutes	MGDH-I (HRMO)
2. Submit application for retirement to concerned agencies	None	None None	5 minutes 5 working days	MGDH-I (HRMO) Admin Aide III
None	None	None	None	Mun. Treasurer
<b>TOTAL</b>		None	5 days and 10 minutes	



## 5. Processing of Application for Leave of Absence

Service Information: Leave of absence is a right granted to all employees including elective Local Officials not to report for work. They are entitled to 15 days vacation and 15 days sick leave annually with full pay excluding Saturdays & Sundays & Public Holidays

<b>Office or Division:</b>	Human Resource Management Officer			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Client (G2C)			
<b>Who may avail:</b>	Regular Employee including elective officials			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Medical Certificate		Attendant Doctor		
Clearance from Money & Property Accountability (for Abroad purposes)		Office of the Municipal Treasurer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Get Application Form for leave of absence	3-5 days before the actual date of leave	None	5 minutes	Day Care Worker II MGDH-I (HRMO)
2. Fill-up the form in quadruplet and have it approved by your immediate supervisor and submit to HRM office	2.1 Receives the application form and fill-in their leave balances for certification of the availability of leave of credits  2.2 Return to applicant	None	15 minutes	Day Care Worker II  MGDH-I (HRMO)
3. Have your application form approved and furnished a copy of approved leave of absence to HRM	Receives the approved leave of absence and record in the logbook for ready reference	None	20 minutes	Municipal Mayor  Municipal Administrator
<b>TOTAL</b>		None	40 minutes	



## 6. Issuance of service record, certificates of employments/leave credits/ copies of personnel records and others.

Service Information: All Personnel records, e.g. 201 Files, Service Records, Leave Credits, Notice of Salary Increases & Step Increments, and other Personnel records is being maintained in this office for ready reference. This provides all employees with copies for employment, salary loan applications, Retirement and Terminal Leave purpose/s and other purposes.

<b>Office or Division:</b>	Human Resource Management Officer			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Client			
<b>Who may avail:</b>	Regular Employee including elective officials			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Slip		Human Resource Management Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inform the HRM staff about your request and wait for the release	Prepare the requested document	None	10 minutes	Admin. Aide I Day Care Worker II MGDH-I (HRMO)
TOTAL		None	10 minutes	



## OFFICE OF THE MUNICIPAL ACCOUNTANT

### **External Services**

Government Remittance

Receipts of Barangay Transactions

### **Internal Services**

Receipt and Signing of Disbursement Voucher

Issuance of Accountant Advise



## 1. Government Remittance (Gsis, Bir, Pag-Ibig, Philhealth And Banks)

Service Information: Covers the remittance of dues by the employees to different government officers and financial institutions as well as the applicable agency counterpart on GSIS, PAG-IBIG and PHILHEALTH remittance

<b>Office or Division:</b>	Office of the Municipal Accountant			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Government			
<b>Who may avail:</b>				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Billing statements		Various government agencies and financial institutions		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Transmit monthly billing	Receives billing statements and prepare list for remittance	None	1hour	Accounting Office Staff
None	Checks and reconcile monthly billing statements against the amount posted in the ledger and other subsidiary accounts	None	1 day	Accounting Office Staff Jesse Accountant
None	Encodes and finalizes remittance and prepare corresponding disbursement voucher and forward the same to the treasury department for check preparation	None	1day	Accounting Office Staff
2. Receive payment and issue receipt	remittance of money to various government offices	None	1 hour	Accounting Staff (Pag-Ibig, PhilHealth, and BIR) Accounting Staff Administrative Officer

				II (GSIS and government banks)
TOTAL		None	2 days and 2 hours	





## 2. Receipts of Barangay Transactions

Service Information: The receiving of monthly barangay transactions and related reports needed for the creation of financial report.

<b>Office or Division:</b>	Office of the Municipal Accountant			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Government			
<b>Who may avail:</b>				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Paid Vouchers and Payroll		Barangay Treasurers		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit paid vouchers, payroll and other documents on or before the 10 <sup>th</sup> day of the month	Verify and count the accounts submitted from barangay treasurer	None	30 minutes	Accounting Staff
2. Get the received copy from the receiving officer	Mark the copy of the barangay treasurer as received	None	5 minutes	Accounting Staff
<b>TOTAL</b>		None	35 minutes	



### 3. Receipt and Signing of Disbursement Voucher

Service Information: The office of the Municipal Accountant checks for the completeness of documents before it will be forwarded to the Treasury Department for payment.

<b>Office or Division:</b>	Office of the Municipal Accountant			
<b>Classification:</b>	Complex Transaction			
<b>Type of Transaction:</b>	Government to Client Government to Government			
<b>Who may avail:</b>				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Allotment and Obligation form		Office of the Municipal Budget Officer		
PO/PR and other BAC Documents		Bids and Awards Committee Office		
Disbursement Vouchers		Office of the Municipal Accountant		
Other pertinent documents as enumerated in COA Circular 2012-001 based on the type of transaction being processed		Various Offices		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit voucher and pertinent supporting documents	Receives disbursement voucher and other documents from claimant/payee for all funds	None	5 minutes	Accounting Staff
2. Receives voucher if incomplete and rectify the deficiency then re-submit	Checks supporting documents attached thereto and return the same if voucher has lacking documents i	None	1 day	Accounting Staff
None	Review and signs disbursement voucher	None	15 minutes	Municipal Accountant
None	Assigns' voucher number, log and retains copy for accounting use and reference	None	10 minutes	Accounting Staff
3. Receives signed disbursement voucher and sign in the logbook	Return the signed voucher to the client, make the client sign in the logbook and instruct to go to the	None	5 minutes	Accounting Staff

	treasurer's office			
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#### 4. Issuance of Accountant's Advice

Service Information: Issuance of Accountant's Advice to the check issued by the LGU as a pre requisite for bank clearing.

<b>Office or Division:</b>	Office of the Municipal Accountant			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Client Government to Government			
<b>Who may avail:</b>				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Approved disbursement voucher		Office of the Municipal Accountant, Office of the Municipal Treasurer, and Office of the Mayor		
Duly signed check		Municipal Treasurer's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit approved disbursement voucher with corresponding signed check and request for the accountant's advice	Receives approved disbursement voucher with corresponding signed check and prepare accountant's advice	None	15 minutes	Accounting Staff
None	Signs accountant's advice	None	5 minutes	Municipal Accountant
2. Receives approved disbursement voucher, signed check and the corresponding accountant's advice then sign in the logbook	Release approved disbursement voucher, signed check and the corresponding accountant's advice and require the client to sign in the logbook then file the duplicate for reference	None	10 minutes	Accounting Staff
<b>TOTAL</b>		None	30 minutes	



## OFFICE OF THE MUNICIPAL PLANNING AND DEVELOPMENT COORDINATOR

### **External Services**

Granting an Individual Information for Students, Businessmen and Workers

Provision of Technical Assistance to different Barangays of Municipality of Calasiao

Provision of Technical Assistance to National Government Agencies



## 1. Granting an Individual Information for Students / Businessmen and Workers

Provision of Technical Information such as Ecological Profile, Comprehensive Land Use Plan (CLUP), Comprehensive Development Program (CDP), Accomplishment Reports, Municipal Maps and other vital documents to researchers, businessmen and others.

<b>Office or Division:</b>	Office of the Municipal Planning and Development Coordinator			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Citizens			
<b>Who may avail:</b>	Individual who will work within the vicinity of the Municipality and other Towns			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Valid Identification Card (ID) / Request Letter		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in client log book	None	None	5 - 10 minutes	MPDC Staff
2. Present the request form or letter of request from the company	Technical assistance rendered to students, businessman, and other public clients	None	1 hour/ Depending on the load of needed information	MPDC MPDC Staff
<b>TOTAL</b>		None		



## 2. Provision of Technical Assistance to Different Barangays of Municipality of Calasiao

Provision of Technical Assistance in the Preparation of Annual Investment Program and Supplemental Annual Investment Plan of various Barangays.

<b>Office or Division:</b>	Office of the Municipal Planning and Development Coordinator			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Government			
<b>Who may avail:</b>	Barangay Officials and Recipients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Barangay Annual Investment Program (BAIP) Barangay Supplemental Annual Investment Program (BSAIP)		Barangays Of Municipality of Calasiao Barangays Of Municipality of Calasiao		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in client log book	None	None	5 - 10 minutes	MPDC Staff
2. Present the Barangay Annual Investment Program (BAIP) and Barangay Supplemental Annual Investment Program (BSAIP)	2.1.Receives Barangay Annual Investment Program (BAIP) Barangay Supplemental Annual Investment Program (BSAIP)	None	5 – 10 minutes	MPDC Staff
	2.2. Review Barangay Annual Investment Program (BAIP) Barangay Supplemental Annual Investment Program (BSAIP)	None	1 day/ Depending on the documents needed	MPDC
3. Provide 16 copies of Barangay Annual Investment Program (BAIP) and Barangay Supplemental Annual Investment Program (BSAIP)	Endorsed to Sangguniang Bayan	None	1 Day	MPDC
TOTAL		None		



### 3. Provision of Technical Assistance to National Government Agencies

Provision of Technical Information to Different National Agencies such as Commission on Audit (COA) Quarterly Report, Documents needed at DILG, PNP, DEPED and other National Agencies.

<b>Office or Division:</b>	Office of the Municipal Planning and Development Coordinator			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Government			
<b>Who may avail:</b>	National Agencies			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request letter from different National Agencies		National Agency		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request from COA Personnel	Prepare and Submit the Quarterly Report	None	Last week of every quarter	MPDC MPDC Staff
2. Request from DILG	Prepare and Submit the Needed Documents	None	Depending on the load needed information	MPDC MPDC Staff
3. Request from PNP/BFP/DEPED/ ETC.	Prepare and Submit the Needed Documents	None	Depending on the load needed information	MPDC MPDC Staff
TOTAL		None	Depending on the load needed information	





## **BUDGET OFFICE**

### **External Service**

Review of Barangay Annual and Supplemental Budget

### **Internal Service**

Processing of Obligation Request/Voucher



## 1. Review of Barangay Annual and Supplemental Budget.

**Service Information:** The Budget Office reviews proposed Annual and Supplemental Budgets of various barangays as to compliance with all budgetary requirements and PS limitation.

<b>Office or Division:</b>	Office of the Municipal Budget Officer			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Government			
<b>Who may avail:</b>	All 24 Barangays			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Budget Message, Barangay Appropriation Ordinance/Resolution, AIP/ APP Computation of PS Funding Requirements Computation of PS Limitation				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Barangay Treasurer Submits to the Municipal Budget for review in compliance with R.A. 7160	1.1 Verifies the completeness of the required documents	None	5 minutes	Budget Office Staff
	1.2. Reviews the submitted Barangay Budget		5 minutes	Budget Office Staff
	1.3. Informs the Barangay Officials of the additional Requirements		5 minutes	Budget Office Staff
	1.4 Endorses to the MBO the reviewed budget for final review		5 minutes	Budget Office Staff MBO
	1.5 Review the Barangay Budget (FINAL REVIEW)		5 minutes	MBO Budget Office Staff
	1.6 Prepares the		5 minutes	

	transmittal to the Sangguniang Bayan  1.7 Signed the Transmittal Letter			MBO
TOTAL		None	30 minutes	



## 2. Processing of Obligation Request/Vouchers

Service Information: The Obligation Request is the pre-requisite in payment of claim. It refers to the form used for the certification of the availability of allotment and contains the details of the obligation.

<b>Office or Division:</b>	Office of the Municipal Budget Officer				
<b>Classification:</b>	Simple Transaction				
<b>Type of Transaction:</b>	Government to Government				
<b>Who may avail:</b>	All Offices				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>			
Duly Accomplished Obligation Request, Purchase Request and disbursement Voucher		Office of the Municipal Budget office			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>	
Sign in client logbook		None	5 minutes	MBO and staffs	
1. Present/Submit accomplished Obligation Request Form to the Office of the Municipal Budget Officer	1.1 Receives and review the signed OBR/ voucher and evaluate based on the Approved Annual Budget	None	5 minutes	MBO and staffs	
	1.2 Affixes the funding source at the front page of OBR		5 minutes		Budget Office Staff
	1.3 Assigns OBR#		5 minutes		Budget Office Staff
	1.4 Presents to MBO for Signature		5 minutes		Budget Office Staff
	1.5 Signs the OBR and other Documents		5 minutes		MBO
2. Affixes his/her	2.1 Gets one copy			Budget Office Staff	

signature In a logbook For releasing	of OBR for filing purposes	None	5 minutes	
Wait for the approval of the Obligation Request	2.2 Releases to the concerned offices/ department the duly signed OBR with assigned #	None	5 minutes	MBO and staffs
	2.3 Records and files duly accomplished OBRs		5 minutes	Budget Office Staff
TOTAL		None	45 minutes	



## OFFICE OF THE MUNICIPAL VICE MAYOR

### External Services

Request for Assistance to the Office of the Vice Mayor



## 1. Request for Assistance to the Office of the Vice Mayor

Service Information: Assistance given to individuals who resides within the municipality.

<b>Office or Division:</b>		Office of the Municipal Vice Mayor		
<b>Classification:</b>		Simple Transaction		
<b>Type of Transaction:</b>		Government to Citizens (G2C)		
<b>Who may avail:</b>		Indigent Residence within the vicinity of the Municipality		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Prescription if applicable		Attendant Doctor		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in client logbook	Receives and checks the prescription of the Doctor and Solicitation Letter	None	10 -15 minutes	Sr. Admin. Asst.
<b>TOTAL</b>		None	15 minutes	



## OFFICE OF THE SECRETARY TO THE SANGGUNIANG BAYAN

### External Services

Request of Copy Ordinance, Resolutions and other pertinent Documents

Request Copy of Certification (Appearance Posting)





## 1. Request Copy of Ordinance, Resolutions and other Pertinent Documents

Service Information: Resolutions and Ordinances are given to the public, whoever would need a copy. It is usually requested by citizens who would need a resolution of the Sangguniang bayan allowing them to put up a business in the municipality, citizens recognition, approval of barangay related resolutions and ordinances, request resolution and all other services provided for and mandated by Republic act 7160. Ordinances are most of the time requested by barangay officials, departments and other related agencies for them to implement in their respective jurisdictions.

<b>Office or Division:</b>	Office of the Secretary to the Sangguniang Bayan			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Citizens (G2C)/Government to Business (G2B)			
<b>Who may avail:</b>	General Public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request letter if applicable		Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in client logbook	Receives and checks the submitted valid government ID and prepares the needed document	None	5-10 minutes	Admin. Officer III
TOTAL		None	10 minutes	



## 2. Request Copy of Certification (Appearance, Posting)

Service Information: Requested by individuals who would need a certificate of appearance to be presented to their respective companies, and certificate of posting for companies and agencies needing such certificate

<b>Office or Division:</b>	Office of the Secretary to the Sangguniang Bayan			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Citizens (G2C)			
<b>Who may avail:</b>	General Public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request letter if applicable		Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in client logbook	Receives and checks the submitted valid government ID	100.00- Secretary's fee 30.00- doc stamps	5-10 minutes	Admin. Officer III
<b>TOTAL</b>		P130.00	10 minutes	



## OFFICE OF THE MUNICIPAL LIBRARY

### **External Services**

General Reference Service

Internet Usage



## 1. General Reference Service

Inquiring about availability of Reference materials borrowing of books/materials for photocopying

<b>Office</b>	Office of the Municipal Library			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Any Person			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
School ID/ Company ID		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in Client Logbook	NONE	None	5 minutes	Library Staff
2. Ask/Inquire if Books/Materials Available	Search the Library catalog, If available, led the client to the shelf where the book is located. If not, suggest to use the internet of the library or refer them to other public libraries	None	5 minutes	Library Officer
<b>TOTAL</b>		None	10 minutes	



## 2. Internet Usage

Online Service for Students/Free Printing up to 5 pages.

<b>Office</b>	Office of the Municipal Library			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Any Person			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
School ID/ Company ID		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in Client Logbook	None	None	5 minutes	Library Staff
2. Ask/Request permission for printing	Prepare the computer for the client	None	5 minutes	Library Officer
<b>TOTAL</b>		None	10 minutes	



## OFFICE OF THE MUNICIPAL ENVIRONMENTAL AND NATURAL RESOURCES

### **External Services**

Request for garbage collection

Request Special Conduct of Environmental Related Information, Education  
Communication (IEC)

Respond to Environmental Related Issues and Complaints



## 1. Request for garbage collection

Service Information: Requested by the residents of Calasiao or Establishments with in Calasiao for special garbage collection.

<b>Office or Division:</b>	Municipal Environmental and Natural Resources Office			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Client			
<b>Who may avail:</b>	Residents of Calasiao			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Letter		From Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign-in to Logbook		None (as of now)	5 minutes	MENRO Clerk
2. Receive request letter			5 minutes	
3. Schedule the garbage collection			10 minutes	
<b>TOTAL</b>		None	20 Minutes	



## 2. Request special conduct of environmental related information, education communication (IEC)

**Service Information:** Requested by the residents of Calasiao, Barangay Officials or Establishments with in Calasiao for a conduct of environment related information, education communication.

<b>Office or Division:</b>	Municipal Environmental and Natural Resources Office			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Client			
<b>Who may avail:</b>	Residents of Calasiao			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Letter		From Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign-in to Logbook			5 minutes	MENRO Clerk & MENRO Officer
2. Receive & Record request letter		None	5 minutes	
3. Schedule conduct of IEC			10 minutes	
Total		None	20 minutes	





### 3. Respond to Environmental related issues and complaints

**Service Information:** Answers and responds to environmental related issues and complaints by the residents/constituents of Calasiao.

<b>Office or Division:</b>	Municipal Environmental and Natural Resources Office			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Client			
<b>Who may avail:</b>	Residents of Calasiao			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Letter		From Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign-in to Logbook			5 minutes	MENRO Clerk
2. Receive and attend to complain			10 minutes	MENRO Clerk
3. Conduct site inspection with the involved parties		None	1 day	MENRO Officer
4. Generate documents and prepare report for referral to concerned and higher authority			1-2 days	MENRO Officer
<b>TOTAL</b>		None	3 days and 15 minutes	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Citizens/Business Owners/NGA's shall submit their feedback forms to the suggestion box located in every department and in the Public Assistance and Complaint Desk OR they can proceed directly to the Office of the Human Resource Management Officer OR message in the Mayor Joseph Arman C. Bauzon reports facebook account
How feedbacks are processed	Suggestion boxes are weekly collected and review the client's feedback forms/when there is a feedback, the Office of the HRMO will call the attention of the employee and Department Head concern and talk about the feedback. How it will be acted upon, when no action was taken by the department head both of them will receive memorandum order signed by the LCE.
How to file a complaint	Clients may file the complaint through the Office of the Human Resource Management Officer or to the office of the LCE OR they could write on the Clients feedback Form
How complaints are processed	Upon receiving the complaint, the Office of the HRMO will issue a memorandum to the employee being complaint of stating that there is a complaint against him/her and ordering him/her to explain.

	Then after, the office will determine if the employee violates policies.
Contact Information of CCB, PCC, ARTA	0908-881-6565 - Contact Center ng Bayan 8888- PCC 478-5093 - ARTA



Office	Address	Contact Information
Local Government Unit of Calasiao	Municipal Hall, Poblacion West, Calasiao, Panagsinan	(075) 540-5558 to 61 loc 111
Economic Enterprise Office	Poblaicon West, Calasiao, Pangasinan	0932-372-1891
Municipal Civil Registrar	Municipal Hall, Poblacion West, Calasiao, Panagsinan	(075) 540-5558 to 61 loc 116
Municipal Assessor's Office	Municipal Hall, Poblacion West, Calasiao, Panagsinan	(075) 540-5558 to 61 loc 117
Office of the Municipal Treasurer	Municipal Hall, Poblacion West, Calasiao, Panagsinan	(075) 540-5558 to 61 loc 118-119
Office of the Municipal Health Officer	Poblacion East, Calasiao, Pangasinan	(075) 600-3168
Municipal Social Welfare and Development Office	Poblacion East, Calasiao, Pangasinan	0998-885-9221
Office of the Municipal Agriculturist	Gabon, Calasiao, Pangasinan	(075) 523-0410
Municipal Disaster Risk Reduction and Management Office	Regional Evacuation Building, Poblacion East, Calasiao, Pangasinan	(075) 522-3924
Office of the Municipal Engineer	Poblacion West, Calasiao, Pangasinan	0920-962-3618
Public Employment Service Office	Municipal Hall, Poblacion West, Calasiao, Panagsinan	(075) 540-5558 to 61 loc 125
Office of the Municipal Mayor	2 <sup>nd</sup> Floor Municipal Building, Poblacion West, Calasiao, Panagsinan	(075) 540-5558 to 61 loc 123
Office of the Senior Citizen's Association	Poblacion West, Calasiao, Pangasinan	(075) 517-5203
Public Order and Safety Office	Poblacion East, Calasiao, Pangasinan	0948-714-6619
Office of the Municipal Administrator	2 <sup>nd</sup> Floor Municipal Building, Poblacion West, Calasiao, Panagsinan	(075) 540-5558 to 61 loc 123

Office of the Municipal Planning and Development Coordinator	2 <sup>nd</sup> Floor Municipal Building, Poblacion West, Calasiao, Pangasinan	(075) 540-5558 to 61 loc 130
Office of Human Resource Management Officer	2 <sup>nd</sup> Floor Municipal Building, Poblacion West, Calasiao, Pangasinan	(075) 540-5558 to 61 loc 124
Budget Office	3 <sup>rd</sup> Floor Municipal Building, Poblacion West, Calasiao, Pangasinan	(075) 600-1742
Municipal Accountant Office	3 <sup>rd</sup> Floor Municipal Building, Poblacion West, Calasia, Pangasinan	(075) 600-1742
Office of the Municipal Vice Mayor	Sangguniang Bayan Building, Poblacion West, Calasiao, Pangasinan	(075) 615-1144
Office of the Secretary to the Sangguniang Bayan	Sangguniang Bayan Building, Poblacion West, Calasiao, Pangasinan	(075) 600-0686
Office of the Municipal Library	Poblacion West, Calasiao, Pangasinan	0949-461-0729
Municipal Environmental and Natural Resources Office	Gabon, Calasiao, Pangasinan	0919-007-5373