



LGU CALASIAO



## **LOCAL GOVERNMENT UNIT OF CALASIAO**

### **CITIZEN'S CHARTER**

2025 (6<sup>th</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 Code of 1991.

## **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.



## LIST OF SERVICES

<b>Economic Enterprise Office</b>	<b>9</b>
<b>External Services</b>	
Issuance of Business Permit (Online Application	10
Issuance of Business Permit	12
Issuance of Certifications	14
Processing/Issuance of Franchise (MTO Case No.	
Form and Permits for Tricycle for Hire	15
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	17
Request for Use/Rent of Calasiao Sports Complex Gym/Activity Area	19
<b>Municipal Civil Registrar</b>	<b>21</b>
<b>External Services</b>	
Issuance of Birth, Marriage and Death Certificates and other Civil Registry Documents	22
Issuance of Certified Machine Copy of Civil Registry Documents	24
Timely Registration of Birth, Marriage and Death Certificates	26
Delayed Registration of Civil Registry Documents	28
Application for Marriage License	31
Request for Parental Consent/Advice	33
Reconstruction/Endorsement of Civil Registry Documents with Blurred or Unreadable PSA Copy	35
Petition of Change of First Name and Correction of Clerical Errors under R.A. 9048 and RA 10172	37
Legal Instrument, Legitimation and Others	40
Court Decree and Adoption	42
<b>Municipal Assessor's Office</b>	<b>44</b>
<b>External Services</b>	
Issuance of New Tax Declaration for Newly Constructed House, Building and Others Structures; Newly Installed Machineries	45
Issuance of Certified thru copy of tax declaration	47
Issuance of Certifications (With or no improvements/Landholding/ No Property/ et. Al)	49
Issuance of New Tax Declaration (Transfer of Ownership; Correction of Area, Lot No. and Boundaries; Updated base	



on Title, Et. Al.)	51
Annotation or Cancellation of Mortgage and other Encumbrances on Tax Declaration	53
Photocopy of Tax Declaration or Tax Mapping (Identify and Locate Property)	55
Issuance of Real Property Tax Order of Payment (RPTOP)	57
<b>Office of the Municipal Treasurer</b>	<b>58</b>
<b>External Services</b>	
Pay Tax Revenues: Business and Amusement Tax	59
Pay Tax Revenues: Real Property Tax	60
Acquire Community Tax Certificate (Individual/Corporation)	61
Regulatory Fees: Registrations (Birth, Marriage, and Death Cert.)	63
Change of First Name and Correction of Clerical Error	
Regulatory Fees: Permits and Licenses, Inspections, Occupations, Rental and other Fees	65
Service/User Charges: Clearance & Certification Fees	68
Service/User Charge: Fines and Penalties (Traffic Violations)	70
Service/User Charge: Laboratory and Medical Fees	73
Acquire Professional Tax	75
<b>Office of the Municipal Health</b>	<b>76</b>
<b>External Services</b>	
Provisions of Out-Patient Consultation	77
Provision of Laboratory Services	81
Provision of NTP TB-DOTS Services	84
Provision of Leprosy Services	88
Provision of Animal Bites Services	90
Provision of Dental Services	92
Provision of Ambulance Services	94
Issuance of Health Certificates for Food Handlers	96
Issuance of Sanitary Permit	99
Provision of Rehabilitative Treatment for Adult Patients	103
Provision of Rehabilitative for Treatment Pediatric Patients	105
Issuance of Medical Certificates	107
Issuance of Death Certificates	110
Provision of Medico-Legal Services (Physical Injury)	113
Provision of Medico-Legal Services (Post-Mortem Examination)	115
Issuance of Exhumation or Cadaver Transfer Permit	117
<b>Municipal Social Welfare and Development Office</b>	<b>119</b>



<b>External Services</b>	
Financial Assistance	120
Assistance of Victims of Abuses	121
Assistance to CICL and CAR	123
Early Childhood Care and Development	124
Programs and Services for PWDs	125
Issuance of Certificate of Orientation/Counseling to would be Couple	126
Issuance of Solo Parent ID	127
Issuance of Social Case Study Report (SCSR)	131
Issuance of Certificate of Indigency and Eligibility	132
Issuance of Lifetime Certificate	133
Conflict Resolution	134
Provision of Food and Non-Food items to Victim of Disasters	135
PCAR-Parenting Capability Assessment Repot	136
Alternative Child Care	137
<b>Office of the Municipal Agriculturist</b>	<b>141</b>
<b>External Services</b>	
Provision of Technical Training, Farmer Field School, Techno Demo	142
Technical Assistance	144
Application of Farm Mechanization	146
Corn Seed Distributions	148
Conduct of Farmers, Classes, Demo, Seminar, Training	149
Distribution of Fruit or Forest Trees	150
Distribution of Vegetable Seeds	151
Meeting/Forum, IEC	152
FCS/GEM Farmer's Livestock School	153
Deworming	154
Consultation	155
Vaccination	156
Treatment	157
Issuance of Certificate to Farmers Association	158
Issuance of Certificate for Agricultural and Non-Agricultural Land	159
Fish Processing/Deboning	160
Distribution of Fingerlings	161
Request Soil Analysis	162
Availment of Certified Seeds	163
Fertilizer Distribution	164
Crop Insurance	165
Life and Accident Insurance	166
Rice Crop Manager	167



Soil Ameliorant	168
<b>Municipal Disaster Risk Reduction and Management</b>	<b>169</b>
<b>External Services</b>	
Availment of Services of the MDDRM Office	170
<b>Office of Municipal Engineer</b>	<b>171</b>
<b>External Services</b>	
Issuance of Building Permits	172
Issuance of Electrical Permit to Indigenous Dwellings	174
Issuance of Occupancy Permit	175
<b>Public Employment Service Office</b>	<b>176</b>
<b>External Services</b>	
Submission of Curriculum Vitae for Employment Referral	177
Submission of Curriculum Vitae Seeking Employment	178
Application for the Conduct of Local Recruitment Activity	179
Request for Posting of Vacancies for Local Employers	180
Application for the Conduct of Special Recruitment Activity	181
Receive/Acceptance of Application for Skills Enhancement Training by TESDA or related Agencies	183
Receive/Acceptance of Invitation for Career Guidance and Employment Coaching for Graduating Students of Public High Schools, Colleges and Universities	184
Receive/Acceptance of Invitation for Career Guidance and Employment Coaching for Graduating Students of Private High Schools, Colleges and Universities	185
Receiving/Acceptance of application for the Special Program for The Employment of Students (SPES)	186
<b>Office of the Municipal Mayor</b>	<b>187</b>
<b>External Services</b>	
Granting an Individual Mayor's Permit (Working Permit)	188
Granting a Mayor's Clearance	189
Application for LGU Scholarship Assistance	190
Grant of LGU Scholarship Assistance	191
<b>Office of Senior Citizen Association</b>	<b>192</b>
<b>External Services</b>	
Issuance of Senior Citizen ID	193
Issuance of Purchase Slip (Medicine) for Senior Citizen	194
Issuance of Purchase Booklet for Senior Citizen	195
Issuance of Certification for Senior Citizen	196
Cancellation of Senior Citizen ID	197
Assistance of Claimants to Deceased	198



Assistance of Senior Citizen Quarterly Pay-outs	199
<b>Public Order and Safety Office</b>	<b>200</b>
<b>External Services</b>	
Paying of Traffic Citation Ticket	201
<b>Office of the Municipal Administrator</b>	<b>202</b>
<b>External Services</b>	
Request for Permit (Calasiao Sports Complex/Tarpualin/Streamer/ Public Plaza, Public Market, Clubhouse Buenlag, Motorcade)	203
Request for Recommendation, Endorsement and Certificate of Unemployment	205
<b>Human Resource Management Office</b>	<b>206</b>
<b>External Services</b>	
Employment with the Municipal Government of Calasiao	207
<b>Internal Services</b>	
Preparation/Issuance of Appointment to Newly Hired and Promoted Employees	209
Processing of documents for Membership to GSIS, Philhealth And PAG-IBIG	211
Provision of Assistance to all Government Employees in the Submission of Application on Retirement Claims in GSIS/PAG-IBIG And Terminal Leave Benefits	212
Processing of Application on Leave of Absence	213
Issuance of Service Record, Certificates of Employment/ Leave Credits/Copies of Personnel Records and others	214
<b>Office of the Municipal Accountant</b>	<b>215</b>
<b>External Services</b>	
Government Remittance	216
Receipts of Barangay Transactions	218
<b>Internal Services</b>	
Receipt and Signing of Disbursement Voucher	219
Issuance of Accountant Advise	221
<b>Office of the Municipal Planning and Development Coordinator</b>	<b>222</b>
<b>External Services</b>	
Granting an Individual Information for students, businessmen and workers	223
Provision of Technical Assistance to different Barangays of Municipality of Calasiao	224
Provision of Technical Assistance to National Government Agencies	225





<b>Budget Office</b>	<b>226</b>
<b>External Services</b>	
Review of Barangay Annual and Supplemental Budget	227
<b>Internal Services</b>	
Review and Consolidation of Budget Proposals of different Department and Offices	229
Assist the Local Chief Executive in the Preparation of the Supplemental Budget	231
Processing of Obligation Request/Voucher	232
<b>Office of the Municipal Vice Mayor</b>	<b>234</b>
<b>External Services</b>	
Request of for Assistance to the Office of Vice Mayor	235
<b>Office of the Secretary to the Sangguniang Bayan</b>	<b>236</b>
<b>External Services</b>	
Request of Copy Ordinance, Resolutions and other pertinent Documents	237
Request Copy of Certification (Appearance Posting)	238
<b>Office of the Municipal Library</b>	<b>239</b>
<b>External Services</b>	
General Reference Service	240
Internet Usage	241
<b>Office of Municipal Environmental and Natural Resource</b>	<b>242</b>
<b>External Services</b>	
Request for garbage collection	243
Request Special Conduct of Environmental Related Information, Educational Communication (IEC)	244
Respond to Environmental Related Issues and Complaints	245
<b>Feedback and Complaints Mechanism</b>	<b>246</b>
<b>List of Offices and Contact Number</b>	<b>248</b>



## ECONOMIC ENTERPRISE OFFICE

### **External Services**

Issuance of Business Permit (Online Application)

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 (Online Application)

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 (basis for computing taxes, fees)	Stated in the Unified Application form for business	
Health Certificate of employees	Municipal Health Office	
Fire Safety Inspection Certificate (Unexpired	Bureau of Fire Protection	
SB Resolution for poultry, piggery, gasoline, etc. E-games, bingo, hospital and other major development projects (pre-requirement)	Sangguniang Bayan	
National Agency Requirements (if required) -Regulation Certificate for Animal Facilities Establishments -DOT Accreditation for Hotel and Accommodation Establishments -AMLC Registration (real estate developer, law office, acctg. Office, broker, etc. -Certificate of Registration for Wood/Lumber related business	Bureau of Animal Industry  Department of Tourism  Anti-Money Laundering Council  Department of Environment and Natural Resources	
<b>For Renewal:</b> Quarterly Income Tax Return from previous year (1 photocopy)	<b>For Renewal:</b> Business Owner copy from BIR	
Health Certificate of employees	Municipal Health Office	
Fire Safety Inspection Certificate (Unexpired	Bureau of Fire Protection	
National Agency Requirements (if required) -Regulation Certificate for Animal Facilities Establishments -DOT Accreditation for Hotel and Accommodation Establishments -AMLC Registration (real estate developer, law office, acctg. Office, broker, etc. -Certificate of Registration for Wood/Lumber related business	Bureau of Animal Industry  Department of Tourism  Anti-Money Laundering Council  Department of Environment and Natural Resources	

SB Resolution for expired E-games, bingo (for expired SB Resolution)		Sangguniang Bayan		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. View website: <a href="http://calasiao.gov.ph">http://calasiao.gov.ph</a> and click <Services> then click <Business Permit Application/Registration > or simply type in your browser: <a href="http://bpbc.iblpls.com/calasiaopangasinan">http://bpbc.iblpls.com/calasiaopangasinan</a> . The client uploads all documentary requirements. The client then fill up all queries and confirm all entries then click register and continue with all steps in the system. Once all steps accomplished click submit	BPLO review, verifies application and click endorsement to other offices (zoning/engineering, sanitary) Endorsing office click endorsed and approved if complete requirements. BPLO then assessed and approved TOP and TOP will be automatically sent to the email of the applicant	None	30 minutes	Verliza V. Abila Market Supervisor IV  Rizza D. Caron Licensing Officer I  Mylene J. Dioquino Administrative Aide II  Verliza V. Abila Market Supervisor IV  Ma. Victoria P. Del Rosario Market Supervisor V/BPLO Designate  BOSS
2. Client may either pay at the BOSS personally or pay online through Landbank Linkbiz portal. The ibpl system will instruct how to pay online	Verify payment through the system and issue official receipt	depends on Business Capitalization or Gross Sales/Receipts (See Local Revenue Code)	15 minutes	Vienna Rose Soriano Licensing Officer II  Ma. Bella Mendoza Admin Aide I  BFP Personnel  BOSS
3. Client may download Business Permit which was sent automatically by the system or may personally claim permit at the Business One Stop Shop (BOSS)	Issue Business Permit online or the client may opt to claim personally at BOSS	None	15 minutes	Randy Gotos License Inspector II Kim Carlo Jimenez Admin Aide III  BOSS
<b>TOTAL</b>		depends on Business Capitalization or Gross Sales/Receipts (See Local Revenue Code)	1 hour	



## 2. 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 (basis for computing taxes, fees)		Stated in the Unified Application form for business
Health Certificate of employees		Municipal Health Office
Fire Safety Inspection Certificate (Unexpired		Bureau of Fire Protection
SB Resolution for poultry, piggery, gasoline, etc. E-games, bingo, hospital and other major development projects (pre-requirement)		Sangguniang Bayan
National Agency Requirements (if required) -Regulation Certificate for Animal Facilities Establishments -DOT Accreditation for Hotel and Accommodation Establishments -AMLC Registration (real estate developer, law office, acctg. Office, broker, etc. -Certificate of Registration for Wood/Lumber related business		Bureau of Animal Industry  Department of Tourism  Anti-Money Laundering Council  Department of Environment and Natural Resources
<b>For Renewal:</b> Quarterly Income Tax Return from previous year (1 photocopy)		<b>For Renewal:</b> Business Owner copy from BIR
Health Certificate of employees		Municipal Health Office
Fire Safety Inspection Certificate (Unexpired		Bureau of Fire Protection
National Agency Requirements (if required) -Regulation Certificate for Animal Facilities Establishments -DOT Accreditation for Hotel and Accommodation Establishments -AMLC Registration (real estate developer, law office, acctg. Office, broker, etc. -Certificate of Registration for Wood/Lumber		Bureau of Animal Industry  Department of Tourism  Anti-Money Laundering Council  Department of Environment and Natural Resources

related business				
SB Resolution for expired E-games, bingo (for expired SB Resolution)		Sangguniang Bayan		
<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	Riza G. Caron Licensing Officer I  Mylene J. Dioquino Administrative Aide II  Verliza V. Abila Market Supervisor IV EEO
2. Pay to the Cashier	2. Issue Official Receipt	depends on Business Capitalization or Gross Sales/Receipts (See Local Revenue Code)	15 minutes	Ma. Bella Mendoza Admin Aide I Vienna Rose Soriano Licensing Officer II  BFP Personnel  BOSS
3. Claim Business Permit	3. Issue Business Permit	None	15 minutes	Randy Gotos License Inspector II Kim Carlo Jimenez Admin Aide III BOSS
<b>TOTAL</b>		depends on Business Capitalization or Gross Sales/Receipts (See Local Revenue Code)	1 hour	



### 3. 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	Riza G. Caron Licensing Officer I  Medea C. Baler Day Care Worker I EEO
2. Pay to the Cashier	2. Issue Official Receipt	P100 Certificatio n fee P30 docs stamps	15 minutes	Ma. Bella Mendoza Admin Aide I Vienna Rose Soriano Licensing Officer II MTO
3. Receives the certification	3. Release the Certification	None	10 minutes	Kim Carlo Jimenez Administrative Aide III Mylene J. Dioquino Administrative Aide II EEO
<b>TOTAL</b>		<b>P 130.00</b>	<b>35 minutes</b>	



#### 4. 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: Applicant		
1. Unit (tricycle) color coded blue and white		Applicant's copy		
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. Voter's ID 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		Client's Copy		
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	Medea C. Baler Day Care Worker I EEO
2. Pay to the Cashier	2. Issue Official Receipt	<b>For New:</b> Filing fee for Franchise - 275 Filing fee for operation – P275.00	15 minutes	Ma. Bella Mendoza Admin Aide I Vienna Rose Soriano Licensing Officer II MTO



		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	Kim Carlo Jimenez Administrative Aide III Mylene J. Dioquino Administrative Aide II EEO
<b>TOTAL</b>		<b>For New: P975.00 For Renewal: P275.00</b>	<b>45 minutes</b>	



## 5. 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	Medea C. Baler Day Care Worker I EEO
2. Pay to the Cashier	Issue Official Receipt	For permits temporary use of roads, streets, sidewalks, alleys, patios, plazas, playground – Php10/sq m. per week or fraction thereof	15 minutes	Ma. Bella Mendoza Admin Aide I Vienna Rose Soriano Licensing Officer II MTO

		<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 per hour  d)without special	15 minutes	Ma. Victoria P. Del Rosario MGDH-I (Market Supervisor V) Verliza V. Abila Market Supervisor IV Riza G. Caron Licensing Officer I Verliza V. Abila Licensing Officer II EEO

		lighting effects/half of air conditioner in use – Php 3,000 per hour  e) With/without special lighting effects, no air conditioner – Php 1,000 per hour		
3. Pay the required fee at the Municipal Treasurer’s Office	None	None	5 Minutes	Vienna Rose S. Soriano Licensing Officer II
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

Issuance of Certified Machine Copy of Civil Registry Documents

Timely Registration of Birth, Marriage and Death Certificates

Delayed Registration of Civil Registry Documents

Application for Marriage License

Request for Parental Consent/ Advice

Reconstruction/ Endorsement of Civil Registry Documents with Blurred Or Unreadable PSA copy

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		
1 ID of Requesting party (original)		Applicant		
ID of document owner (1 photocopy with signature) and 1 original copy of the authorization letter/Special Power of Attorney (If the person is not the owner of the document) 1 valid ID of the authorized person (original and photocopy with signature)		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 the client's logbook and show valid ID	Verify the clients ID	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	15 minutes	Frenz Marrion C. Tamondong Armida L. Fernandez Juanito H. Bravo Mae Ruth A. Meneses Liezyl S. Calicdan Joana Marie D. Vallo MCR
3. Pay the required fee at the Municipal Treasurer's Office	Prepare the Official Receipt	P 130.00/ copy	10 minutes	Lovely Jane V. De Guzman LTOO I Admin Aide I April Jane M. Dela Cruz Admin Aide I MTO
4. Present the official receipt and wait for the requested document.	4.1) Prepare the requested document.	None	10 minutes	Frenz Marrion C. Tamondong Armida L. Fernandez

	4.2) Signed the civil registry document 4.3) Release the document			Juanito H. Bravo Mae Ruth A. Meneses Liezyl S. Calicdan Joana Marie D. Vallo Juvet A. Esteves MCR  MCR Staff
<b>TOTAL</b>		<b>P130.00</b>	<b>40 minutes</b>	





## 2. Issuance of Certified Machine Copy of Civil Registry Documents

We provide and issue certified true copy/ certified machine copy as per requested of document owner.

<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>		
Request slip		Municipal Civil Registrar's Office		
1 ID of Requesting party (original)		Applicant		
ID of document owner (1 photocopy with signature) and 1 original copy of the authorization letter/Special Power of Attorney (If the person is not the owner of the document) 1 valid ID of the authorized person (original and photocopy with signature)		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 the client's logbook and show valid ID	Verify the clients ID	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	15 minutes	Frenz Marrion C. Tamondong Armida L. Fernandez Juanito H. Bravo Mae Ruth A. Meneses Liezyl S. Calicdan Joana Marie D. Vallo MCR
3. Pay the required fee at the Municipal Treasurer's Office	None	P 130.00/ copy	10 minutes	Lovely Jane V. De Guzman LTOO I April Jane M. Dela Cruz Admin Aide I MTO
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	10 minutes	Frenz Marrion C. Tamondong Armida L. Fernandez Juanito H. Bravo Mae Ruth A. Meneses Liezyl S. Calicdan Joana Marie D. Vallo Juvet A. Esteves MCR

				MCR Staff
<b>TOTAL</b>		<b>P130.00 / copy</b>	<b>40 minutes</b>	



### 3. Timely 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 Form to be registered		Municipal Civil Registrar's Office		
<ul style="list-style-type: none"> <li>• Certificate of Live Birth</li> </ul>		Birthing Clinic / Birth Attendant		
Certificate of Marriage of Parents (if married)		PSA / Local Civil Registrar where the COM is registered		
<ul style="list-style-type: none"> <li>• Certificate of Death</li> </ul>		Municipal Health Office / Funeral Parlor		
<ul style="list-style-type: none"> <li>• Certificate of Marriage</li> </ul>		Solemnizing Officer		
1 ID of Registrant (original)		Client		
2 copies of Proof of Urgency and 2 original request letter and 1 valid – if the client opted for advance endorsement		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 the client's logbook and show valid ID	Verify the clients ID	None	5 minutes	MCR Staff
2. Submit duly accomplished form	Receives and check the completeness of the information in the form	None	20 minutes	Frenz Marrion C. Tamondong Armida L. Fernandez Mae Ruth A. Meneses Liezyl S. Calicdan Joana Marie D. Vallo MCR
3. Pay the required fee at the Municipal Treasurer's Office	None	<b>Certificate of Live Birth:</b>  If not married Affidavit to Use the Surname of the Father: P200	10 minutes	Lovely Jane V. De Guzman LTOO I April Jane M. Dela Cruz Admin Aide I MTO

		Affidavit of Acknowledgement of Paternity – P200.00  <b>Certificate of Marriage:</b>  P100/Sponsor if Licensed is not form MCR Calasiao		
4. Present the official receipt and wait for the requested document.	4.1) Register the civil registry document  4.2) Release the document	None	15 minutes	Juvet A. Esteves MCR  MCR Staff
<b>TOTAL</b>		*	<b>50 minutes</b>	



#### 4. Delayed Registration of Civil Registry Documents

Civil Registry Documents will be registered and issued after 10 days of posting upon completion of all the requirements.

<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 unregistered individual		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
Civil Registry Form		Municipal Civil Registrar's Office	
1 original ID of the registrant		Registrant	
Mandatory personal appearance if 18 years old and above			
If the application is filed on behalf of a deceased person -Death certificate is required		PSA	
If parents are foreigners or one parent is a foreigner – additional requirements - Marriage certificate - Birth certificate of parents - Valid Passport or BI Clearance or ACR – I Card of the foreign parent		PSA PSA or where the Documents was issued	
Marital Minor Applicants – personal appearance of the parents - In default of the parents or judicially appointed guardians, person exercising substitute parental authority shall personally appear Non-Marital Minor Applicants – only the mother shall personally appear. - If not the mother – an affidavit or a sworn statement stating the present whereabouts of the mother and the reason for her inability to personally appear shall be submitted		- Copy of the Court Order as judicially appointed guardians  - Notary Public	
Barangay Certification as proof of residency		Punong Barangay	
1 original Negative Certificate		PSA	
Original Philsys National ID or the Transaction Slip issued by PHILSYS		PSA - Philsys	
2 original Barangay Certificate		Barangay where the event occurred	
2 original Joint Affidavit of 2 Disinterested person		Notary Public	
4 copies Original Affidavit for Delayed Registration		At the back of the Certificate of Live Birth/ MCR	
Any 3 or more documents with proof of date		Client	

and place of events (original and 1 photocopy) *Baptismal Certificate and the like * Form 137 or other school records *Marriage Certificate *Birth Certificate of Children *NBI Clearance *National Police Clearance *National ID *Voters ID / Voters Certification *SSS / PHILHEALTH records *Affidavit of Explanation to attest the records Other documents showing the date and place of events	<ul style="list-style-type: none"> <li>- Church</li> <li>- School</li> <li>- Place of Registration</li> <li>- Place of Registration</li> <li>- NBI</li> <li>- Police Station</li> <li>- PSA PhilSys</li> <li>- COMELEC</li> <li>- SSS / PHILHEALTH</li> <li>- Notary Public</li> </ul>			
Any two (2) documentary evidence showing the identity of the parents (original copies) <ul style="list-style-type: none"> <li>- Birth Certificate of parents</li> <li>- Government issued ID of the parents</li> <li>- Marriage certificate</li> <li>- Death Certificate of parents if applicable</li> <li>- Voter's Record</li> <li>- Children's Birth Certificate</li> </ul>	PSA or LCR Any national government issuing ID's PSA or LCR PSA or LCR  Comelec PSA o LCR			
2 original 2x2 Unedited front-facing photo , white background, taken within 2 months	Client			
2 copies of Proof of Urgency and 2 original request letter and 1 valid – if the client opted for advance endorsement	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 the client's logbook and show valid ID	Verify the clients ID	None	5 minutes	MCR Staff
2. Fill up the correct and proper information of Certificate of Live Birth Form/ Certificate of Marriage / Death Certificate form for registration	2. Prepare the Municipal Civil Registry Form and instruct the client for proper signatures	None	30 minutes	Joana Marie D. Vallo. Administrative Aide I
3. Submit duly accomplished forms and other requirements	3. Receives and check the completeness of the information in the form and requirements	None	20 minutes	Joana Marie D. Vallo Administrative Aide I
4. Pay the required fee at the Municipal Treasurer's Office	None	Processing fee P 300.00	10 minutes	Lovely Jane V. De Guzman LTOO I April Jane M. Dela

				Cruz Admin Aide I MTO
5. Present the official receipt.	4. Receives the official receipts and inform the clients when will be the release of documents * Give claim stub to the client	None	10 minutes	Juvet A. Esteves MCR  MCR Staff
6. Claim the documents 10 days after submitting all the requirements *Show the claim stub	5.1) Signed the civil registry document 5.2) Release the document	None	5 minutes	Juvet A. Esteves MCR  MCR Staff
<b>TOTAL</b>		<b>P 300.00</b>  <b>*if the client opted for advance endorsement additional 200.00</b> <b>Total = 500</b>	<b>11 days and 80 minutes</b>	



## 5. Application for Marriage License

In order for a couple to get married. They need to apply for the marriage license in our office. One or both of the applicant must be a resident of Calasiao.

<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 couples who are a resident of the Municipality			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Marriage Application Form		Municipal Civil Registrar's Office		
1 photocopy of valid ID of the applicant		Applicants		
1 photocopy of valid Cedula per applicant		Municipal Treasurers Office		
1 original CENOMAR per applicant		PSA		
1 photocopy of birth certificate of the applicant		PSA / MCRO		
1 Original Pre-Marriage Orientation & Counseling		POPCOM		
1 original Marriage Counseling		Church or Popcom		
2 original Parents' Advice (if applicants age is between 21-25) 1 photocopy of valid ID per parent		Municipal Civil Registrar's Office / Notary Public Parents of the applicants		
2 original Parents' Consent (if applicants age is between 18 to 21) 1 photocopy of valid ID per parent		Municipal Civil Registrar's Office / Notary Public Parents of the applicants		
Affidavit of Abandonment (if one parent abandoned the applicant and cannot signed the advice)		Notary public		
Affidavit of Discrepancies (if there is discrepancies in the document of the applicants)		Notary public		
1 original PSA or Local death certificate of parent if one or both parent's are dead		PSA/ LCRO		
2x2 Pictures		Applicants		
<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 client's logbook and show valid ID	Verify the clients ID	None	5 minutes	MCR Staff
2. Fill up marriage application form in triplicate	2. Assist the applicant in filling up forms	None	40 minutes	Juvet A. Esteves Frenz Marrion C. Tamondong Arminda L. Fernandez Juanito H. Bravo Mae Ruth A. Meneses MCR
3. Submit duly accomplished forms and other requirements	3.1) Receives and check the completeness of the information in the	None	15 minutes	Juvet A. Esteves Frenz Marrion C. Tamondong Arminda L. Fernandez



	form 3.2) Give payment order form			Juanito H. Bravo Mae Ruth A. Meneses MCR
4. Pay the required fee at the Municipal Treasurer's Office	None	Amount written on the order of payment Marriage Application - - -	5 minutes	Lovely Jane V. De Guzman LTOO I April Jane M. Dela Cruz Admin Aide I MTO
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	Juvet A. Esteves Frenz Marrion C. Tamondong Arminda L. Fernandez Juanito H. Bravo Mae Ruth A. Meneses MCR
6. Present the Application of Marriage License	6. Verify, validate and subscribed the the application for marriage license *Give claim stub to the applicants	None	10 minutes	JUVET A. ESTEVES MCR
6. Claim the marriage license 10 days after submitting all the requirements * Show the claim stub	7. Release the marriage license	P 2.00	5 minutes	Juvet A. Esteves Frenz Marrion C. Tamondong Arminda L. Fernandez Juanito H. Bravo Mae Ruth A. Meneses MCR
<b>TOTAL</b>		***	11 days and 85 minutes	



## 6. Request for Parental Consent/ Advice

The parental consent and advice must be signed by father or both parents in front of Municipal Civil Registrar

<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>	Parents' Consent for person to be married who is at least 18yrs.old but below 21 Parents' Advice for those between 21 and 25 years of age			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Parents' Consent and Advice Form		Municipal Civil Registrar's Office		
1 Original and 1 Photocopy of valid ID of parents IF guardian will sign *2 original copy of the Affidavit of Guardianship executed by the guardian If 1 of the parent cannot signed due to abandonment – 2 original Affidavit of Abandonment If one parent is deceased – 1 certified true copy of the Death Certificate		Parents of the Marriage License Applicants  Notary Public  Notary Public  Place of Registration		
<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 client's logbook and show valid ID	Verify the clients ID	None	5 minutes	MCR Staff
2. Present the valid ID and sign the prepared Parental Consent and Advice Forms	2. Assist the parents in signing the forms	None	10 minutes	Juvet A. Esteves Frenz Marrion C. Tamondong Arminda L. Fernandez Juanito H. Bravo Mae Ruth A. Meneses MCR
3. Pay the required fee at the Municipal Treasurer's Office	None	P 50.00	10 minutes	Lovely Jane V. De Guzman LTOO I April Jane M. Dela Cruz Admin Aide I MTO
4. Present the official receipt.	4. Receive the official receipts	None	5 minutes	Juvet A. Esteves Frenz Marrion C. Tamondong Arminda L. Fernandez Mae Ruth A. Meneses

				Juanito H. Bravo MCR
5. Submit the secured forms to the Municipal Civil Registrar's Office where the couples applied for marriage license	5. Release the secured forms	None	5 minutes	Juvet A. Esteves Frenz Marrion C. Tamondong Arminda L. Fernandez Mae Ruth A. Meneses Juanito H. Bravo MCR
<b>TOTAL</b>		P 50.00	<b>35 minutes</b>	



## 7. Reconstruction/ Endorsement of Civil Registry Documents with Blurred or Unreadable PSA copy

The Local Civil Registrar will endorse a Certified Machine copy of clearer copy to the PSA if the record of the PSA was missing or blurred as requested by document owner.

<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 document owner and all authorized direct relative			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
PSA Municipal Civil Registry Form		PSA		
PSA letter for endorsement		PSA		
1 Original valid ID of the document owner or 1 original copy of the authorization letter/Special Power of Attorney (If the person is not the owner of the document) with ID of the authorized representative and the photocopy with signature of ID of the document owner		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 the client's logbook and show valid ID	1. Verify the clients ID	None	5 minutes	MCR Staff
2. Present the PSA letter and certificate issued by PSA	2. Verify the requested documents and give the payment order	None	20 minutes	Juvet A. Esteves Frenz Marrion C. Tamondong Arminda L. Fernandez Mae Ruth A. Meneses Juanito H. Bravo Joana Marie D. Vallo MCR Staff
3. Pay the required fee at the Municipal Treasurer's Office	None	P 200.00	5 minutes	Lovely Jane V. De Guzman LTOO I April Jane M. Dela Cruz Admin Aide I MTO
4. Present the official receipt.	4.1) Receive the official receipts, release the clients copy and inform the client to send thru private courier the PSA copy of the endorsement.	None	10 minutes	Juvet A. Esteves Frenz Marrion C. Tamondong Arminda L. Fernandez Juanito H. Bravo Mae Ruth A. Meneses Joana Marie D. Vallo MCR
5. Give 1 photocopy of	5. Receives the		5 minutes	

the transaction slip from the private courier to MCR office for records and follow up purposes	copy of the transaction slip And advice the client to follow up to PSA after 2 months	None		MCR Staff
<b>TOTAL</b>		P 200.00	<b>45 minutes</b>	



## 8. 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)/ Government to Government
<b>Who may avail:</b>	Individual with typographical errors in their civil registry documents in our municipality
<b>CHECKLIST OF REQUIREMENTS (at least 2 requirements depending on the error to be corrected)</b>	<b>WHERE TO SECURE</b>
1 original copy PSA Municipal Civil Registry Form to be corrected 9 photocopies of the document to be corrected	PSA
1 original valid Community Tax Certificate	Municipal Treasury Office
1 original and 3 photocopies of Baptismal certificate	Church
1 original and 3 photocopies of the Earliest School Records	School
1 original and 3 photocopies of Voter's Registration record	COMELEC
1 original and 3 photocopy of Marriage Certificate of Petitioner/ parents Birth certificate of children Birth certificate of siblings Birth certificate of parents	Municipal Civil Registrar's Office / PSA
1 original and 3 photocopies of Death certificate of parents	Municipal Civil Registrar's Office / PSA
1 original and 3 photocopies of NBI Clearance	NBI
1 original and 3 photocopies of Police Clearance	Police Station
1 original and 3 photocopies of Clearance from Employer	Employer
1 original and 3 photocopies of Medical Certification (gender and date of birth)	Municipal Health Office
1 original and 3 photocopies of Medical Records	Municipal Health Office / Hospital / Clinic
1 original and 3 photocopies of Valid ID's (to support petition)	Applicant
1 original and 3 photocopies of photocopy Publication (change of first name, RA 10172)	Newspaper publishers
And other relevant documents (affidavit) needed to validate the petitions under RA 9048	Notary Public
1 Valid ID of the petitioner (show original and 1	Petitioner

photocopy with 3 signatures) IF not the document owner – Authorization Letter or SPA (2 original copies ) and 1 valid ID of the document owner and the authorized representative (photocopy only)				
<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 client. Review the error and give supporting documents required for the correction needed	None	30 minutes	Joana Marie D. Vallo Admin Aide I / Juvet A. Esteves MCR
3. Submit Complete requirements	3. Check the completeness and documents authenticity of the documents and give order of payment.	None	20 minutes	Joana Marie D. Vallo Admin Aide I /  Juvet A. Esteves 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 / RA 10172	10 minutes	Lovely Jane V. De Guzman LTOO I April Jane M. Dela Cruz Admin Aide I MTO
5. Present the official receipt and file the petition	5. Receive the official receipts and file the petitions * give claim stub to client when to get the copy of the petition with MCR's decision	None	20 minutes	Joana Marie D. Vallo Admin Aide I /  Juvet A. Esteves MCR
6. Receives the copy of the petition with decision after 10 days And forward it to PSA legal division thru private courier * show claim stub	6. Prepare the petition copy to be endorsed in PSA legal division	None	10 minutes	Joana Marie D. Vallo Admin Aide I /  Juvet A. Esteves MCR
7. After sending it thru private courier – submit 1 photocopy of the transaction slip to MCR office for follow up in psa	7. Receives the copy of the transaction slip for record and follow up purposes	None	5 minutes	MCR staff
6. Wait for the text message for the update	None	None	6 months	Juvet A. Esteves MCR

of the petition				
7. Claim the set of documents and endorse it to PSA (if affirmed by PSA legal division)	6. Prepare the ff: -endorsement -certificate of finality -CTC of petition -Document with remarks -Certified copy of document	Endorsement fee P 200.00  Civil Registry document with annotation P 130.00	30 minutes	Joana Marie D. Vallo Admin Aide I /  Juvet A. Esteves MCR
TOTAL		CCE – 1330.00 CFN /RA 10172 – 3330.00	130 minutes and 6 months	





## 9. Registration of Legal Instrument

For the registration of legal instruments like, 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			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1 original PSA Birth certificate of child 2 photocopies of birth certificate		PSA		
4 original copies of the Legal Instrument (Legitimation, AUSF, Legal Capacity)		Notary Public		
CENOMAR		PSA		
Marriage Certificate		PSA/ LCRO		
Valid ID		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. Inform the personnel about the legal instrument	2.1) Assist the clients. 2.2) Review the document and legal instruments	None	20 minutes	Juvet A. Esteves Frenz Marrion C. Tamondong Arminda L. Fernandez Mae Ruth A. Meneses Juanito H. Bravo Joana Marie D. Vallo Liezyl S. Calicdan MCR
3. Submit Complete requirements	3. Check the completeness of the documents and give payment order.	None	20 minutes	Juvet A. Esteves Frenz Marrion C. Tamondong Arminda L. Fernandez Mae Ruth A. Meneses Juanito H. Bravo Joana Marie D. Vallo Liezyl S. Calicdan MCR
4. Pay the required fee at the Municipal Treasurer's Office	None	Legitimation P1,310.00 AUSF P200.00 SUPPLEMENTAL P830.00 LEGAL CAPACITY P350.00	5 minutes	Lovely Jane V. De Guzman LTOO I April Jane M. Dela Cruz Admin Aide I MTO
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	None	30 minutes	Frenz Marrion C. Tamondong Arminda L. Fernandez Mae Ruth A. Meneses Juanito H. Bravo Joana Marie D. Vallo Liezyl S. Calicdan MCR

	documents			Juvet A. Esteves MCR
TOTAL			1 Hour and 20 minutes	



## 10. 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>		
1 Original and 8 photocopies of the Civil Registry Documents with legal action to be corrected		PSA		
4 sets Court decision (original)		Regional Trial Court		
4 sets Certificate of registration and authenticity		City/ Municipal Civil Registry where the RTC is located		
Show 1 valid ID of document owner and a photocopy of the ID with 3 specimen signatures		client		
1 photocopy of the valid ID of document owner with 3 specimen signature & 2 original authorization letter or SPA (if client is not the owner) and show 1 valid ID of the authorized representative and a photocopy of the ID with 3 specimen signatures		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 2. Show valid ID	Verify the ID	None	5 minutes	Joana Marie D. Vallo Mae Ruth A. Meneses Armida L. Fernandez Juanito H. Bravo Frenz Marrion C. Tamondong
2. Inform and present the personnel about the court decision, annulment or adoption to be processed	2.1) Assist the client. 2.2) Review the documents	None	10 minutes	Juвет A. Esteves - MCR Liezyl S. Calicdan Joana Marie D. Vallo
3. Submit Complete requirements of the court order	3. Check the completeness of the documents, prepares the documents for endorsement and give order of payment.	none	40 minutes	Juвет A. Esteves Joana Marie D. Vallo MCR
4. Pay the required fee	None	CTC/page	10 minutes	

at the Municipal Treasurer's Office		P130.00 Court Decree P500.00 Endorsement fee P200.00 Annotation fee P200.00		Lovely Jane V. De Guzman LTOO I April Jane M. Dela Cruz Admin Aide I MTO
5. Present the official receipt	5.1) Receive the official receipt and release the documents for endorsement to PSA.	None	30 minutes	Joana Marie D. Vallo  Juvet A. Esteves MCR
6. Clients receives the documents for endorsement to PSA After mailing to courier give a copy of they transaction stub to MCR staff for follow up and records purposes	6.1 Receives the copy of the courier transaction stub	none	minutes	Joana Marie D. Vallo Mae Ruth A. Meneses
TOTAL			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

<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	Engr. Rizalina O. Manongdo  Assessor's Office
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 3.4 Prepare Tax Dec.	None	2 hours	Engr. Rizalina O. Manongdo Assessor's Office
4. Sign prepared tax declaration	4. Assessor signs TD	None	5 mins.	Francisco C. Paris, Mun. Assessor
None	TD forwarded to the Provincial.	None	5 days	Loida Q. Alamar-OIC- Provincial.

	Assessor's office Lingayen, Pang. for final approval & signature			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.	Rizalina O. Manongdo Assessor's Office
6. Receive owner's copy	None	None	5 mins	Rizalina O. Manongdo Assessor's Office
<b>TOTAL:</b>		None	5 days, 2 hours and 20 minutes	



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

<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	Rizalina Manongdo Thelma Fernandez Fernando Sarmiento Gemma Gabrillo Juan Macaraeg Assessor's Office
2. Pay necessary fees at the Mun. Treasurer's office	2. Prepare Tax declaration	P100.00 per copy	20 minutes (depends on number of copies)	Rizalina Manongdo Thelma Fernandez Fernando Sarmiento Gemma Gabrillo Juan Macaraeg Assessor's Office
3. Give Official Receipt to the staff	3.1 Assessor signs; 3.2 Issuance of copy	None	5 minutes	Mun. Assessor  Rizalina Manongdo Thelma Fernandez Fernando Sarmiento Gemma Gabrillo Juan Macaraeg Assessor's Office
4.Receive Cert. true copy of TD	None	None	5 minutes	Rizalina Manongdo Thelma Fernandez Fernando Sarmiento Gemma Gabrillo Juan Macaraeg Assessor's Office



<b>TOTAL:</b>	P100.00 per copy	35 minutes	
---------------	---------------------	---------------	--



### 3. Issuance of Certifications (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>		
<ul style="list-style-type: none"> <li>-Owner's request</li> <li>-SPA (if the person securing Certification is a representative only)</li> <li>-RPT receipt</li> <li>-Owner's copy/ Photocopy of Tax Declaration</li> </ul>		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.	Rizalina Manongdo Thelma Fernandez Fernando Sarmiento Gemma Gabrillo Juan Macaraeg Assessor's Office
2. Pay necessary fees to the Mun. Treasurer's office	2. Prepare Certification	P100.00 per copy	20 mins. (depends on number of copies)	Rizalina Manongdo Thelma Fernandez Fernando Sarmiento Gemma Gabrillo Juan Macaraeg Assessor's Office
3. Give Official Receipt to the staff	3.1 Assessor signs;  3.2 Issuance of copy	None	5 mins	Mun. Assessor  Rizalina Manongdo Thelma Fernandez Fernando Sarmiento Gemma Gabrillo Juan Macaraeg Assessor's Office
4. Receive copy of Certification	None	None	5 mins	Rizalina Manongdo Thelma Fernandez Fernando Sarmiento

				Gemma Gabrillo Juan Macaraeg Assessor's Office
<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.)

<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>		
<p>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            NOTE: All documents/papers presented should be photocopied (2 copies each)</p>		<p>Property owner</p> <p>*Bureau of Internal Revenue (BIR)</p> <p>*Provincial Treasurer's Office            *Municipal Treasurer's Office</p> <p>*Licensed Geodetic Engineer</p> <p>*Owner's copy            * Owner's copy            *Municipal Treasurer's Office</p>		
<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	Rizalina Manongdo Thelma Fernandez Gemma Gabrillo Assessor's Office
2. Pay necessary fees at the Mun. Treasurer's office	2. Prepare Tax Declaration	P100.00 per copy	20 minutes (depends on number of copies)	Rizalina Manongdo Thelma Fernandez Gemma Gabrillo Assessor's Office
3. Give Official Receipt to staff assigned	3. Sign prepared TD	None	None	Mun. Assessor

None	TD forwarded to the Provincial Assessor's office Lingayen, Pang. for final approval & signature	None	5 days	Loida Q. Alamar-OIC- Provincial Assessor
4. Return to office on scheduled date of issuance of TD	4. Issuance of owner's copy	None	52 minutes	Rizalina Manongdo Thelma Fernandez Gemma Gabrillo Assessor's Office
5. Receive owner's copy	None	None	5 minutes	Rizalina Manongdo Thelma Fernandez  Gemma Gabrillo Assessor's Office
<b>TOTAL:</b>		P100.00 per copy	3 – 5 days	



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

<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.	Rizalina Manongdo Thelma Fernandez Fernando Sarmiento Gemma Gabrillo Juan Macaraeg Assessor's Office
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	10 mins. (depends on number of copies)	Rizalina Manongdo Thelma Fernandez Fernando Sarmiento Gemma Gabrillo Juan Macaraeg Assessor's Office
3. Give Official Receipt to the staff	3.1 Assessor signs stamped/annotated TD;  3.2 Issuance of signed copy	None	5 mins.	Mun. Assessor  Rizalina Manongdo Thelma Fernandez Fernando Sarmiento Gemma Gabrillo Juan Macaraeg Assessor's Office
4.Receives stamped/annotated Owner's copy	None	None	5 mins	Rizalina Manongdo Thelma Fernandez Fernando Sarmiento Gemma Gabrillo

				Juan Macaraeg Assessor's Office
<b>TOTAL:</b>		P100.00 per copy	25 minutes	



## 6. Photocopy of Tax Declaration or Tax Mapping (Identify & Locate 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>		
*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.	Rizalina Manongdo Thelma Fernandez Fernando Sarmiento Gemma Gabrillo Juan Macaraeg Assessor's Office
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	20 mins. (depends on number of copies)	Rizalina Manongdo Thelma Fernandez Fernando Sarmiento Gemma Gabrillo Juan Macaraeg Assessor's Office
3. Give Official Receipt to staff assigned	3. "Stamps Cert. true Xerox copy" on photocopied TD or Map	None	5 mins.	Rizalina Manongdo Thelma Fernandez Fernando Sarmiento Gemma Gabrillo Juan Macaraeg Assessor's Office
4. None	4.1 Assessor signs;  4.2 Issuance of copy	None	5 mins.	Mun. Assessor  Rizalina Manongdo Thelma Fernandez Fernando Sarmiento Gemma Gabrillo Juan Macaraeg



				Assessor's Office
5.Receive copy	None	None	5 mins	Rizalina Manongdo Fernando Sarmiento Thelma Fernandez Gemma Gabrillo Juan Macaraeg Assessor's Office
<b>TOTAL:</b>		P100.00 per copy	40 minutes	



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

<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 -Official Receipt of last RPT payment				
<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.	Rizalina Manongdo Fernando Sarmiento Thelma Fernandez Gemma Gabrillo Juan Macaraeg Assessor's Office
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	20 mins. (depends on number of properties)	Rizalina Manongdo Fernando Sarmiento Thelma Fernandez Gemma Gabrillo Juan Macaraeg Assessor's Office
3.Receive RPTOP	None	None	5 mins	Rizalina Manongdo Fernando Sarmiento Thelma Fernandez Gemma Gabrillo Juan Macaraeg Assessor's Office
<b>TOTAL</b>		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	30 minutes	Verliza V. Avila Market Supervisor IV Rizza Caron Licensing Officer I
2. Submit duly assessed business application form	2. Receive the assessed business application form	None	5 minutes	Vienna Rose Soriano Licensing Officer II Ma. Bella Mendoza Admin Aide I MTO
3. Pay the required fees	3. Issue receipts	Based on EEO's assessment	5 minutes	Vienna Rose Soriano Licensing Officer II Ma. Bella Mendoza Admin Aide I MTO
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	10 minutes	Engr. Rizalina Manongdo Fernando Sarmiento Thelma Fernandez Gemma Gabrillo
2. Submit duly accomplished RPTOP Form	2. Receive the accomplished RPTOP Form	None	5 minutes	Gidget Eden LCRO III MTO
3. Present previous RPT Receipts	3. Verify the previous receipts	None	10 minutes	Gidget Eden LCRO III MTO
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	10 minutes	Gidget Eden LCRO III MTO
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	30 minutes	Mary Grace Untalan Admin Aide I MTO Verliza V. Avila Market Supervisor IV Rizza Caron Licensing Officer I EEO
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	Mary Grace Untalan Admin Aide I Ma. Bella N. Mendoza Admin Aide I MTO
3. Pay the required fees	3. Issue receipts	For Individual-Basic P5.00 + P1.00 every P1,000.00 of salary +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	5 minutes	Mary Grace Untalan Admin Aide I Ma. Bella N. Mendoza Admin Aide I  MTO

		February		
TOTAL			40 minutes	



#### 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	Juanito H. Bravo Assist. Registration Officer Armida Fernandez LCRO I Mae Ruth A. Meneses Admin Asst. II Liezyl S. Calicdan Admin Aide III Joanna Marie Vallo Admin Aide I MCR
2. Submit order of payment	2. Receive order of payment	None	5 minutes	Eric Dioquino Admin Aide III MTO
3. Pay the required fees	3. Issue receipts	Birth, Marriage & Death Cert.....P 100 Certified Machine Copy of Birth, Death &  Marriage..... .... P100 Other Certifications ... P 100 Filing Fee for	5 minutes	Eric Dioquino Admin Aide III MTO



		change of first name .....P3,000 Filing Fee for correction of clerical error....P1,0 00 For 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	30 minutes	Verliza V. Avila Market Supervisor IV Rizza Caron Licensing Officer I
1.1 Secure Order of payment from Zoning/Engineering Office/BFP	1.2 Issue order of payment	None	5 minutes	Engr. Edwin P. Tigno Mun. Engineer Arch. Vladimir James Garcia Zoning Officer III  BFP Personnel
2. Submit order of payment/assessed application form	2. Receive order of payment/assessed application form	None	5 minutes	Vienna Rose S. Soriano Licensing Officer II Eric Dioquino Admin Aide III Ma. Bella Mendoza Admin Aide I Nora Mariñas Admin Aide I MTO
3. Pay the required fees	3. Issue receipts	Business Permit Based on Rental Fees EEO's Electrical Fees	5 minutes	Vienna Rose S. Soriano Licensing Officer II Eric Dioquino Admin Aide III Ma. Bella Mendoza Admin Aide I Nora Mariñas

		<p>Assess- Tricycle Permit</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>		Admin Aide I MTO
--	--	---	--	---------------------

		<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	PNP Personnel Engr. Rizalina Manongdo-Tax Mapper I Thelma Fernandez – Admin Asst. II Fernando Sarmiento- Assessment Clerk I Assessor's Officer
2. Submit order of payment	2. Receive order of payment	None	5 minutes	Eric Dioquino Admin Aide III MTO
3. Pay the required fees	3. Issue receipts	<b>Police Clearance:</b> Change of Name- ...P150 Firearms Permit  Application... P1,000 Local Employment,  Scholarship, Grants & Other Purposes.... P70 For	5 minutes	Eric Dioquino Admin Aide III MTO

		Abroad..... ..... P100  Other Fees for Services Performed by Mun. Assessor's Office : P100 - Certifications -Annotation of Mortgage - Cancellation -Tax Mapping -Tax Declaration -No Improvement -Inspection Fee - Verification Fee -Transfer Fee of Ownership  Doc Stamp for every  Certifications .....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	Eric Diquino Admin Aide III MTO
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	5 minutes	Eric Diquino Admin Aide III MTO

		<ul style="list-style-type: none"> <li>- Disregarding Traffic Signs</li> <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:</b></li> </ul>		
--	--	---	--	--



		<b>P1,000.00</b> - Muffler/Noisy 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	Roan Tabili Medical Tech III Gelleene De Vera Sanitation Inspector III Patrick Angeles Sanitation Inspector I MHO
2. Submit order of payment	2. Receive order of payment	None	5 minutes	Eric Dioquino Admin Aide III Nora Mariñas Admin Aide I
3. Pay the required fees	3. Issue receipts	Med. Cert .....P70 Transfer Permit of Food  Products..... P100 Health Cert. for  Employment..... .P70 Health Cert. for Employment (Renewal).....P70 Doc Stamp..... P30 CBC..... ...P140 Urinalysis..... ....P50 Fecalalysis..... .....P50	5 minutes	Eric Dioquino Admin Aide III Nora Mariñas Admin Aide I

		Sputum Exam.....P50 Hemoglobin/ Hematocrit....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	Eric Dioquino Admin Aide III MTO
2. Pay the required fees	2.Issue receipts	PTR (New)..... P300 PTR(Renewal)..... ...P300 +25% penalty for Delinquent (after Feb)	5 minutes	Eric Dioquino Admin Aide III MTO
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 catchment area; present Philhealth</p>	<p>2.1 Medical services staff will retrieve family folder; open</p>	None	15 minutes on the average, once patient is admitted	

<p>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>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>Sherwyne Serrano Medical Services Staff</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 logbook.</p>	<p>None</p>	<p>30 minutes on the average, once patient is admitted</p>	<p>Sherwyne Serrano Medical Services Staff</p> <p>Loida Parayno Medical Assistant</p> <p>Jierzon B. Quinto Public Health Nurse</p> <p>Dr. Fritz Philip Maniquis Medical Officer III</p> <p>Dr. Gemma I. Rodrigo Municipal Health Officer</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 proper usage of the medicines</p>	<p>None</p>	<p>20 minutes on the average, once patient returns with lab results</p>	<p>Sherwyne Serrano Medical Services Staff</p> <p>Dr. Fritz Philip Maniquis Medical Officer III</p> <p>Dr. Gemma I. Rodrigo Municipal Health Officer</p>



	and asked to sign the Drug Recipient's/ NCD CTPs logbook			
TOTAL			1 hour and 10 minutes	



## 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)</p>	None	15 minutes on the average, once patient is admitted	<p>Sherwyne Serrano Medical Services Staff</p> <p>Loida Parayno Medical Service Assistant</p> <p>Dr. Fritz Philip Maniquis Medical Officer II</p> <p>Dr. Gemma I.</p>

	<p>Terminals</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>			Rodrigo Municipal Health Officer																																										
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.	The MTO- Designated Representative at the Cashier's Office will receive the payment and issue corresponding Official Receipt to the client	<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	5 Minutes	MTO-Designated Representative
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																																													
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	2 hours <i>(depending on the type of laboratory test/s and cut-off time)</i>	Robert Andrada Laboratory Staff  Pauline Ugaban Roan Sarmiento John John Bauzon Medical Technologists																																										
5. Get the laboratory results and return to the Admission/ Consultation Area/PHN's Office/Doctor's Office.	The medical staff/PHN/doctor manage the patient's condition,	None	20 minutes on the average, once patient returns with lab results	Sherwyne Serrano Medical Services Staff  Kristine Joy																																										

	treatment and medicine/s is/are 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			Dacayanan Medical Service Assistant  Dr. Fritz Philip Maniquis  Dr. Gemma I. Rodrigo Municipal Health Officer
TOTAL			2 hours and 45 minutes	



### 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-</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>DOTS Clinic</p> <p>1.4 For diagnosed TB cases that will get their TB drugs</p>				
<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>30 minutes on the average, once patient is admitted</p>	<p>Erika Casillan TB DOTS Clinic Staff</p> <p>Maria Jesusa Rosal 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>None</p>	<p>30 minutes on the average, based on the doctors assessment</p>	<p>Erika Casillan TB DOTS Clinic Staff</p> <p>Maria Jesusa Rosal TB DOTS Clinic PHN</p> <p>Dr. Gemma I. Rodrigo Mun. Health Officer</p>

	3.2 If client requires Direct Sputum Smear Microscopy (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>Robert Andrada Laboratory Staff</p> <p>Pauline Ugaban Roan Sarmiento John John Bauzon 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,	None	None	Erika Casillan TB DOTS Clinic Staff

	<p>the client is registered and treatment will be immediately started. 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>			<p>Maria Jesusa Rosal TB DOTS Clinic PHN</p> <p>Dr. Gemma I. Rodrigo Mun. Health Officer</p>
TOTAL		1 hour and 5 minutes		





#### 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	None	30 minutes on the average, once patient is	

	<p>for their vital signs and other findings which will be recorded on the Individual Treatment Record (ITR)</p> <p>2.2 TB DOTS Clinic Staff will retrieve the referral form from other health facilities/private physicians for</p> <p>2.3 TB DOTS Clinic Staff refers the client to the doctor for assessment</p>		admitted	<p>Erika Casillan TB DOTS Clinic Staff</p> <p>Maria Jesusa Rosal TB DOTS Clinic PHN</p>
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	30 minutes on the average, based on the doctors assessment	<p>Erika Casillan TB DOTS Clinic Staff</p> <p>Maria Jesusa Rosal TB DOTS Clinic PHN</p> <p>Dr. Gemma I. Rodrigo Mun. Health Officer</p>
TOTAL			1 hours and 5 minutes	



## 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.
<p>2. Client proceeds to the examination area of the treatment room</p>	<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	30 minutes depending on the extent of injury and first aid treatment, if any.	<p>Mc Daniel Dion Animal Bite Nurse Assistant</p> <p>Ma Jesusa Rosal Public Health Nurse</p> <p>Dr. Gemma I. Rodrigo 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	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.	None	None	<p>Queency Joy Vallo Pharmacy Assistant</p> <p>Ma.Jesusa Rosal Public Health Nurse</p>
<b>TOTAL</b>			35 minutes	



## 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	20 minutes depending on the extent of dental problems.	Dr. Sundae Mark E. De Vera Municipal Dentist I

	<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>																																			
3. Client proceeds to the Cashier's Office to pay for the dental services fee/s. An Official Receipt will be issued.	The MTO-Designated Representative at the Cashier's Office will receive the payment and issue corresponding Official Receipt to the client	<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	5 Minutes	MTO-Designated Representative
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																																			
4. Client returns to the Dentist's Clinic	The Dentist will perform the needed treatment oral procedures.	None	2 hours depending on the treatment oral procedures to be performed.	Dr. Sundae Mark E. De Vera Municipal Dentist I																																
TOTAL			2 hours and 25 minutes																																	



## 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 inquiries about the condition of the patient and the patient's requirements for the trip as well as for the	None	15 minutes.	Sergio Estrada Ambulance Driver R-jay P. Fernandez Ambulance Driver  Dr. Gemma I. Rodrigo Mun. Health Officer

	<p>schedule of the 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>Nelson Abalos Treatment Room/EMS Staff</p> <p>Sherwyn Serrano EMS Staff</p> <p>Sergio Estrada Ambulance Driver R-jay P. Fernandez Ambulance Driver</p>
TOTAL			30 minutes	





## 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>
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 food establishment <i>For Restaurants, Carinderias, Canteens (including fast food chains), Water Refilling Stations, Food / Drinks Manufacturing (bakery, processed fish, candy making, native cakes,</i>	2.1 The RSI Staff will get vital signs and require pertinent laboratory tests.  2.2 Laboratory request form will be issued and the client is directed to proceed to the Cashier's Office for payment.	None	5 minutes on the average,	Geellene De Vera Joel Cabucol Patrick Angeles Francys Paolo Tamayo Rural Sanitary Inspectors

juice, chocolate, etc.), Night Clubs, Videoke Bars, Adult Entertainment Spots, Meat /Food / Fruit / Vegetable Vendors and retailers, Fruit / Vegetable/Ambulant Vendors.				
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.	1) Health Certificate = P 70.00 2) Sputum Exam = P 50.00 3) Fecalysis = P 50.00 4) CBC = P 100.00	5 minutes	MTO-Designated Representative
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	2 hours <i>(depending on the type of laboratory test/s, cut-off time and volume of laboratory clients)</i>	Robert Andrada Laboratory Staff  Pauline Ugaban Roan Sarmiento John John Bauzon 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 doctor.  4.2 If the doctor finds any illness on the client, he/she will be treated and managed and	None	20 minutes on the average, once client returns with lab results and OR.	Geellene de Vera Joel Cabucol Patrick Angeles Francys Paolo Tamayo Rural Sanitary Inspectors  Dr. Gemma I. Rodrigo Municipal Health Officer

	<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 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>			
TOTAL		2 hours and 35 minutes		



## 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	None	5 minutes,	Geellene de Vera Joel Cabucol Patrick Angeles Francys Paolo Tamayo Rural Sanitary Inspectors

	<p>Card for the 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</li> </ol>			
--	---	--	--	--

	(Bacteriological) 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) Fecalysiss = P 50.00 8) CBC = P 100.00	5 minutes	MTO-Designated Representative
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	1 hour <i>(depending on the type of laboratory test/s, cut-off time and volume of laboratory clients)</i>	Robert Andrada Laboratory Staff  Roan Sarmiento John John Bauzon Pauline Ugaban 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	2 hours	Geellene de Vera Joel Cabucol Patrick Angeles Francys Paolo Tamayo 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>10 minutes</p>	<p>Geellene de Vera Joel Cabucol Patrick Angeles Francys Paolo Tamayo Rural Sanitary Inspectors</p> <p>Dr. Gemma I. Rodrigo Municipal Health Officer</p>
<p>TOTAL</p>			<p>3 hours and 25 minutes</p>	



## 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</p>	None	30 minutes	Mary Cris Lambino Physical Therapist



	<p>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 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	1 hour	Mary Cris Lambino Physical Therapist
TOTAL			1 hour and 35 minutes	



## 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 to the STAC/ SPED Area to inquire about the service</p>	<p>2. The STAC/SPED personnel will</p>	None	30 minutes	Brenda Gagarin Physical Therapist

and for scheduling	<p>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 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>			Pretzel Manuel Disability Affairs Assistant
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	1 hour	Brenda Gagarin Physical Therapist  Pretzel Manuel Disability Affairs Assistant
TOTAL			1 hour and 35 minutes	



## 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.  1.3 Laboratory request form will	None	15 minutes on the average,	Geellene de Vera Joel Cabucol Patrick Angeles Francys Paolo Tamayo Rural Sanitary Inspectors

	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	MTO-Designated Representative
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	1 hour <i>(depending on the type of laboratory test/s, cut-off time and volume of laboratory clients)</i>	Robert Andrada Laboratory Staff  Roan Sarmiento John John Bauzon Pauline Ugaban 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 on the client,	None	20 minutes on the average, once client returns with lab results and OR.	Geellene de Vera Joel Cabucol Patrick Angeles Francys Paolo Tamayo Rural Sanitary Inspectors  Dr. Fritz Philip Maniquis

	<p>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>			<p>Dr. Gemma I. Rodrigo Municipal Health Officer</p>
TOTAL		1 hours 45 minutes		



### 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 Registrar's Office on general data of	None	15 minutes on the average,	Loida Parayno Medical Services Staff  Public Health Nurse

	<p>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>			
3. Proceed to the Doctor's Office	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 support the entries on the Death Certificate	None	10 minutes	<p>Dr. Gemma I. Rodrigo Municipal Health Officer</p> <p>Dr. Fritz Philip Maniquis Medical Officer III</p>



	3.2 Doctor will sign and issue the Death Certificate.			
TOTAL			30 minutes	



## 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>
1. Sign in at the client's logbook at the Public Assistance and Compliance Desk (PACD) Area and is guided to the Treatment 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. Client proceeds to the examination area of the treatment room	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.	None	30 minutes depending on the extent of injury and first aid treatment, if any.	Nelson Abalos EMS/ Medical Staff

	<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>			
TOTAL			35 minutes	



## 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	None	5 minutes	Nelson Abalos Treatment Room/EMS Staff

	2.2 The Treatment Room staff brings the request form and 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	Dr. Gemma I. Rodrigo Municipal Health Officer Dr. Justin Ross Bajao Medical Officer IV Dr. Fritz Philip Maniquis Medical Officer III
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	2 hours depending on the extent of the injuries sustained by the victim.	Dr. Gemma I. Rodrigo Municipal Health Officer Dr. Justin Ross Bajao Medical Officer IV Dr. Fritz Philip Maniquis Medical Officer III
5. Client returns to the Doctor's Room	The Doctor will issue the Post-Mortem Report	None	5 minutes	Dr. Gemma I. Rodrigo Municipal Health Officer Dr. Justin Ross Bajao Medical Officer IV Dr. Fritz Philip Maniquis Medical Officer III
TOTAL			2 hours and 20 minutes	



## 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	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 Rural Sanitary Inspector's (RSI) Room where clients can inquire on the requirements.</p>	<p>2.1 The RSI Staff will provide the requirements:  - Certification from the undertaker of length of burial (for use of plot)  - Request from PNP or NBI (for medico legal)  - Death Certificate (for transfer permit)</p> <p>2.2 The RSI Staff will direct the client to the Cashier's Office to pay the fee.</p>	<p>None</p>	<p>5 minutes,</p>	<p>Geellene de Vera  Joel Cabucol  Patrick Angeles  Francys Paolo  Tamayo  Rural Sanitary Inspectors</p>
<p>3. Client pays the required fees at the Cashier's Office. 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>Exhumation/  Transfer Permit  Fee  P 200.00</p>	<p>5 minutes</p>	<p>MTO-Designated Representative</p>
<p>4. Client returns to the RSI Room with Official Receipt.</p>	<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>	<p>None</p>	<p>10 minutes</p>	<p>Geellene de Vera  Joel Cabucol  Patrick Angeles  Francys Paolo  Tamayo  Rural Sanitary Inspectors</p> <p>Dr. Gemma I. Rodrigo  Municipal Health Officer</p>
<p>TOTAL</p>			<p>25 minutes</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 and Eligibility

Issuance of Lifeline Certificate

Conflict Resolution

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

PCAR – Parenting Capability Assessment Report

Alternative Child Care





## 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	Myrna C. Ico 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	Myrna C. Ico MSWDO
3.Client sign the intake form /voucher	Facilitate approval of the assistance (signatories to affix their signature in the voucher)	None	3 days	Myrna C. Ico MSWDO
4.Client received the assistance	Release financial assistance		5 minutes	Myrna C. Ico MSWDO
<b>TOTAL</b>			3 days and 20 minutes	



## 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  1.2.Intake/Interview  1.3.Provide Counselling/guidance  1.4.Conduct dialogue (if necessary)	None	5 minutes  1 hour  Series of counselling for at least six months  4 hours	Jessica A. De Vera – SWO III Susanna April C. Catungal- SWO II Editha B. Gorospe-MSWDO

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	Editha B. Gorospe-MSWDO Susanna April C. Catungal - SWO II Jessica A. De Vera – SWO III MSWDO
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)	Editha B. Gorospe-MSWDO Susanna April C. Catungal - SWO II Jessica A. De Vera – SWO III MSWDO
4. Client apply for Protection order	4.1 Application refer to the barangay for application of BPO  4.2 Referral to TPO/PPO  4.3 Refer to psychologist/psychi atrist ( if necessary)  4.5 Referral to Women’s Center for temporary shelter (if needed)  4.5 Provide skills and livelihood training (if needed)	None	Immediately  After six months (depends on the readiness and need of the victim-survivor)	Editha B. Gorospe-MSWDO Susanna April C. Catungal - SWO II Jessica A. De Vera – SWO III MSWDO



### 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	Jessica A. De Vera – SWO III Susanna April C. Catungal - SWO II MSWDO
	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 Administer discernment tool to client	None	Within 24 hours	Jessica A. De Vera – SWO III Susanna April C. Catungal - SWO II MSWDO
	2.2 Prepare SCSR		Within 72 hours	
	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	264 days (depends on the court order and phasing of client)	Jessica A. De Vera – SWO III Susanna April C. Catungal - SWO II MSWDO
	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  Parents CDW  ECCD Focal Person



## 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	MSWDO Pia Manuel Disability Affairs Asst. Brenda Gagarin Physical Therapist I MHO
	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	MSWDO Pia Manuel Disability Affairs Asst. Brenda Gagarin Physical Therapist I MHO
	2.2 Prepare and issue PWD ID			
3 Request to MSWD Office for assistive device	3.1 Register client	None	5 minutes	Pia Manuel Disability Affairs Asst. Brenda Gagarin Physical Therapist I MHO Editha B. Gorospe-MSWDO
	3.2 Look for sponsor		Within 30 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 And nearby municipalities			
<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	Susanna April C. Catungal – SWO II MSWDO
2. Attend and participate in the PMC	Conduct PMC	300.00 for non-residence of Calasiao	5 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>
	<ol style="list-style-type: none"> <li>1. For Solo Parent with child as a consequence of RAPE:               <ol style="list-style-type: none"> <li>a. Birth Certificate/s of the child</li> <li>b. Complaint of Affidavit</li> <li>c. Medical Record on the Incident of Rape</li> <li>d. Sworn Affidavit declaring that the Solo Parents has the Sole Parental Care and Support of the Child</li> </ol> </li> <li>2. For Solo Parent on Account of the Death of the Spouse:               <ol style="list-style-type: none"> <li>a. Birth Certificate/s of the child</li> <li>b. Marriage Certificate</li> <li>c. Death Certificate of the Spouse</li> <li>d. Sworn Affidavit declaring that the Solo Parents not cohabiting with a partner or co-parent and has the Sole Parental Care and support of the child</li> </ol> </li> <li>3. For Solo Parent on Account of the Detention or Criminal Conviction of Spouse               <ol style="list-style-type: none"> <li>a. Birth Certificate/s of the child</li> <li>b. Marriage Certificate</li> <li>c. Certificate of the Spouse Detention at least 3 months</li> <li>d. Sworn Affidavit declaring that the Solo Parents not cohabiting with a partner or Co-parent and has the Sole Parental Care and support of the child</li> </ol> </li> <li>4. For Solo Parent in Account of Physical; or Mental Incapacity of the Spouse               <ol style="list-style-type: none"> <li>a. Birth Certificate/s of the child</li> <li>b. Marriage Certificate or Affidavit of Cohabitation</li> <li>c. Medical Record/Abstract</li> </ol> </li> </ol>	Client applying for Solo Parent



<p>evidencing Physical or mental state not more than 3 months</p> <ul style="list-style-type: none"> <li>d. Sworn Affidavit declaring that the Solo Parents not cohabiting with a partner or Co-Parent and has the Sole Parental Care and Support of the child</li> </ul> <p>5. For Solo parent on account of Legal Separation of the spouse</p> <ul style="list-style-type: none"> <li>a. Birth Certificate/s of the child</li> <li>b. Marriage Certificate</li> <li>c. Judicial decree of Legal Separation</li> <li>d. Affidavit of two disinterested persons attesting to that fact of separation of the spouses</li> <li>e. Sworn Affidavit declaring that the Solo Parents not cohabiting with a partner or Co-parent and has the Sole Parental Care and Support of the child</li> </ul> <p>6. For Solo Parent on Account of Abandonment of the Spouse</p> <ul style="list-style-type: none"> <li>a. Birth Certificate/s of the child</li> <li>b. Marriage Certificate or affidavit of the applicant for Solo Parent</li> <li>c. Affidavit of two disinterested persons attesting to the abandonment of the spouse</li> <li>d. Police or Brgy. Record of the fact of abandonment</li> <li>e. Sworn Affidavit declaring that the solo parents not cohabiting with a partner or Co-parent and has the Sole Parental Care and support of the child.</li> </ul> <p>7. For Unmarried Father/Mother who keeps and rears the child</p> <ul style="list-style-type: none"> <li>a. Birth Certificate/s of the child</li> <li>b. Certificate of No Marriage</li> <li>c. Affidavit of a Brgy. Official attesting that the solo parent is resident of the Brgy and that the children are under the parental care and support of the applicant solo parent</li> <li>d. Sworn Affidavit declaring that the solo parents not cohabiting with a partner or co-parent and has the Sole Partner Care and support of the child</li> </ul> <p>8. For Solo Parent who is a legal guardian, adoptive or foster parents</p>	
---	--

<ul style="list-style-type: none"> <li>a. Proof of guardianship, foster care or adoption</li> <li>b. Affidavit of a Brgy. Official attesting that the Solo Parent is resident of the Brgy. And that the children are under the parental care and support of the applicant solo parent</li> <li>c. Sworn affidavit declaring that the Solo Parents not cohabiting with a partner or co-parent and has the Sole Parental Care and support of the child</li> <li>d. Birth Certificate/s of the child</li> </ul> <p>9. For Any Relative with 4<sup>th</sup> civil degree of consanguinity or affinity of the parent or legal guardian</p> <ul style="list-style-type: none"> <li>a. Birth certificate/s of the child</li> <li>b. Death certificate of the parents or legal guardians or police or brgy. Records evidencing the fat of disappearance/absence of the parent or guardian for at least 6 months</li> <li>c. Affidavit of a Brgy. Official declaring that the solo parents not cohabiting with a partner or co-parent and has the sole parental care and support of the child</li> <li>d. Sworn affidavit declaring that the Solo Parent or guardian for at least 6 months</li> </ul> <p>10. For Solo Parent who is pregnant woman</p> <ul style="list-style-type: none"> <li>a. Medical Record of her pregnancy</li> <li>b. Affidavit of a bryg. Official attesting that the applicant solo parent is a resident of the barangay and that the applicant has no spouse</li> <li>c. Sword affidavit declaring that the solo parents not cohabiting with a partner or co-parent and has the solo parental care and support of the child</li> </ul> <p>11. For the Spouse or any family member of an OFW</p> <ul style="list-style-type: none"> <li>a. Birth Certificate/s of dependants</li> <li>b. Marriage certificate of the applicant</li> <li>c. Overseas Employment Certificate or its equivalent document</li> <li>d. Employment Contract</li> <li>e. Sworn Affidavit declaring that the</li> </ul>	
---	--

<p>solo parents not cohabiting with a partner or co-parent and has the sole parental care and support of the child</p> <p>12. For Solo Parent availing subsidy and discounts provided for under section 15, paragraphs 1 and 2 of this act, the following additional documentary requirements shall be submitted</p> <ol style="list-style-type: none"> <li>a. Affidavit of No Employment</li> <li>b. Income Tax Return</li> <li>c. Social Case Study issued by the DSWD</li> <li>d. Any verifiable proof of income</li> </ol>				
Duly accomplished solo parent application/registration form (1) Original		MSWD Office		
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 complete required documents and Fill out application/registration form	4.1 Review submitted documents 4.2 Conduct home visit for verification	None	20 minutes  5 days after submission of documents	Crisma T. Honrado Admin Aide I MSWDO



## 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		
7. Application for Scholarship grant (Certificate of enrollment) Certified true copy		School where student is enrolled		
<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	Susanna April C. Catungal - SWO II Jessica A. De Vera – SWO III MSWDO
	1.2 Intake/interview			Editha B. Gorospe MSWDO
	1.3 Prepare SCSR		3 days	Susanna April C. Catungal - SWO II Jessica A. De Vera – SWO III MSWDO



## 9. Issuance of Certificate of Indigency and Eligibility

Issue certificate of indigency/ and or eligibility 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	Krenzel Ross F. Datuin – Day Care Worker I MSWDO



## 10. Issuance of Lifeline Certificate

Issue certificate to qualified client for the lifeline assistance.

<b>Office</b>	Municipal Social Welfare and Development Office			
<b>Classification:</b>	simple			
<b>Type of Transaction:</b>	Government to Business			
<b>Who may avail:</b>	Residence of Calasiao Electric consumption is 50kw and below Rest house consumption below 50k is disqualified for the program			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Client secure duly accomplished certificate		Punong Barangay where the client reside		
Proof of billing for 2 consecutive month and the latest.		Client		
Certificate that client is renting a house or apartment		Punong Barangay where the client reside		
Valid 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. Client present all documents to MSWDO staff	Check completeness and authenticity of all the documents	None	10 minutes	MSWDO Staff
2. Fill out application	2.1 Interview/Intake client	None	20 minutes	Krenzel Ross F. Datuin –Day Care Worker I Crisma T. Honrado-Admin. Aide I MSWDO
	2.2 If all documents are complete and authentic, staff will issue certificate	None	5 minutes	Krenzel Ross F. Datuin –Day Care Worker I MSWDO



## 11. 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  None (for walk-in clients)		Barangay where client resides 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. Report to MSWD Office and personally request for the service needed	1.1 Interview client Invite other parties involve and schedule for a dialogue/ confrontation 1.2 Conduct Counseling	None	3 hours	Jessica A. De Vera – SWO III Susanna April C. Catungal SWO II  Editha Gorospe, MSWDO



## 12. 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		
Blotter from the fire department (in case of fire) Picture of properties gotten by fire		Bureau of Fire		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. For fire victims: Secure copy of blotter from the fire department	1.1 Review presented documents	None	20 minutes	Jessica A. De Vera – SWO III Susanna April C. Catungal SWO II
	1.2 Intake/Interview	None	20 minutes	Jessica A. De Vera – SWO III MSWDO
	1.3 Prepare RDS (Relief Distribution Sheet)			
	1.4 Provision of food and Non-food items			





### 13. PCAR – Parenting Capability Assessment Report

<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			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Certificate of Residency		Barangay where client resides		
Valid ID		Client		
Proof of Income/Certificate of Employment		Income Tax Return, Employer		
Health Certificate/Psychological Certificate (if necessary)		Physician/Psychologist		
Legal Documents such as blotter, court decision/finality		PNP/Court		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Report at the MSWDO	1.1 Intake/Interview	None	20 minutes	Jessica A. De Vera – SWO III Susanna April C. Catungal SWO II MSWDO
	1.2 Review authenticity of document	None	20 minutes	
	1.3 Conduct Home Visits/Interview	None	Within the month ( 2 to 3 times)	
	1.4 Conduct collateral interviews	None	Within the month	



## 14. Alternative Child Care

Foster  
Adoption

<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
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
Valid ID	Client
Certificate of Residency	Barangay where client resides
Certificate of Employment/Income Tax Return/Proof of Income	Employer/BIR
<b>Application for Adoptive Parents:</b>	
Notarized Undertaking and application form of applicant	MSWDO/Lawyer
Home Study Report (HSR)	SWO III/SWO II
Authenticated or security paper copies of PSA birth record applicant/s	PSA
Authenticated or security paper copies of PSA Marriage Certificate or CENOMAR; In case of termination of marriage, Authenticated Divorce papers with copy of court decision and Certificate of Finality by their Consulate if foreign applicant, Annulment Decree with Certificate of Finality, Declaration of Nullity or Legal Separation Documents for Filipino applicant	PSA/Court Consulate
Written Consent form the appropriate person/s <ul style="list-style-type: none"> <li>a. The adoptee, if ten (10) years of age or over</li> <li>b. The Legitimate and adopted children, ten (10) years of age or over, of the adopters, if any; and</li> <li>c. The Illegitimate children, ten (10) of age or over, of the adopter if living with said adopter or over, whom the adopter exercises parental authority and the latter's spouse</li> </ul>	Adoptee/Lawyer  Children of the Petitioner  Children of the Petitioner
Medical Evaluation Report by a duly licensed physician	License Physician

Psychological Evaluation Report, as recommended by the social worker	Licensed Psychologist/Accredited
NBI, Police Clearance, or Court Clearance	NBI,PNP, Court
Document/s showing financial capacity	Employer/BIR/Bank
Three (3) letters of character references who have known the applicant/s for at least three (3) years	3 Differences
3x5 inch-sized photos of applicant/s, his/her immediate family members and their home	Client
Child Care Plan	Client
Adoption decree ( if with previous adopted child) and	Client
Certificate of Attendance at pre-adoption training	Agency who conducted the PAT (MSWDO)
<b>Additional Requirement for Foreign Nationals</b>	
1. Certificate of Residency in the Philippines for at least five (5) years issued by the Bureau of Immigration or Department of Foreign Affairs, as appropriate	Bureau of Immigration
2. Police clearance where the foreign applicant has lived for more than 12 months anytime in the past 15 years	Bureau of Immigration
Other documents may be required by the social worker as deemed necessary based on their assessment and recommendation	
<b>CDCLLA Requirements Surrendered:</b>	
Letter of Recommendation addressed to RACC officer	MSWDO
Notarized Petition	Lawyer
Child Case Study Report	MSWDO
Original Notarized Deed of Voluntary Commitment	Lawyer/MSWDO
Original PSA Birth Certificate	PSA
Original and recent whole body photograph	Client
Original photograph of the child upon relinquishment/admission to agency	DSWD/RACCO
Certified copy of the Notice of Petition (to be prepared by RACCO upon receipt of petition)	RACCO
Original copy of the Certificate of Posting (to be retrieved by RACCO form concerned LGU)	RACCO
<b>Other attachment/s (if applicable)</b>	
a. CENOMAR or Marriage Certificate	PSA
b. Affidavit of Discrepancy	Lawyer
c. Affidavit of One and the Same Person	Lawyer
<b>Foundling/Abandoned</b>	
Letter of Recommendation addressed to RACC Officer	MSWDO
Notarized Petition	Lawyer
<b>Either one of the Following:</b>	

a. Police Report		PNP		
b. Barangay Certification		Punong Barangay		
c. Certified copy of a tracing report issued by PNR		PNRC		
Medical Certificate, Dental or Bone Ageing (for foundling as basis for the age of the child)		Physician/Dentist		
Written certification from radio/TV station that case was aired in 3 different dates		Radio/TV Station		
One (1) original newspaper publication (whole copy of newspaper or affidavit of publication)		Publishing Agency		
Returned registered mail (if address is available)		Post Office		
Original Birth Certificate/Certificate of Live Birth of Persons with Unknown Parents or Child's profile (for Foundling)		PSA		
Child's original recent photograph		LCR		
Original Photograph of the child upon abandonment		PAPS		
Certified copy of the Notice of Petition (to be prepared by RACCO upon receipt of petition)		RACCO		
Original copy of the Certificate of Posting (to be retrieved by RACCO from concerned LGU)		RACCO		
Other attachment/s applicable				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents needed for assessment (list of documents)	1.1 Worker check completion and authenticity of documents  1.2 Conduct Intake/Interview  1.3 Conduct home visit (2-3 times) interview and assessment  1.4 Interview other family members and other relevant people  1.5 Refer client for psychological test/evaluation  1.6 Prepare foster	None	3 months depend on the availability and completion of clients documents	Jessica A. De Vera – SWO III Susanna April C. Catungal SWO II MSWDO

	house and child study report			
	1.7 Submission of report to DSWD			



## 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

Life and Accident 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. Submit request letter to the Municipal Agriculture Office	Receive request letter or walk in inquiries.	None	5 minutes	<b>Rice Banner-</b> Mariones Tandoc Lenette Bauzon Levin Umagtam <b>Corn Banner-Mel</b> Francisco <b>HVCDP Banner-</b> Rosemarie Calaunan <b>Livestock Banner-</b> Irene Velasquez <b>Fishery Banner-</b> Jerick Garcia <b>Organic Banner-</b> Mariones Tandoc
2. Accompany in validation of qualified site	Scout and Ocular Inspection on qualified site and recommendation	None	60 mins	<b>Rice Banner-</b> Mariones Tandoc Lenette Bauzon Levin Umagtam <b>Corn Banner-Mel</b> Francisco <b>HVCDP Banner-</b> Rosemarie Calaunan <b>Livestock Banner-</b> Irene Velasquez <b>Fishery Banner-</b> Jerick Garcia <b>Organic Banner-</b> Mariones Tandoc
3. Assist on Identifying Farmer Participants and Cooperator	Finding selected FFS members and Cooperator	None	60 mins	<b>Rice Banner-</b> Mariones Tandoc Lenette Bauzon Levin Umagtam

				<b>Corn Banner-</b> Mel Francisco <b>HVCDP Banner-</b> Rosemarie Calaunan <b>Livestock Banner-</b> Irene Velasquez <b>Fishery Banner-</b> Jerick Garcia <b>Organic Banner-</b> Mariones Tandoc
4. Participate on the period of FFS Cycle	1.1Capacitated FFS 1.2 Members for a season long training	None	4 Months	<b>Rice Banner-</b> Mariones Tandoc Lenette Bauzon Levin Umagtam <b>Corn Banner-</b> Mel Francisco <b>HVCDP Banner-</b> Rosemarie Calaunan <b>Livestock Banner-</b> Irene Velasquez <b>Fishery Banner-</b> Jerick Garcia <b>Organic Banner-</b> Mariones Tandoc
	1.3 Facilitate Field Day and Graduation	None	1 day	
TOTAL		None	4 months, 1 day, 2 hours, and 5 minutes	





## 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	3 minutes	<b>Rice Banner-</b> Mariones Tandoc Lenette Bauzon Levin Umagtam <b>Corn Banner-Mel</b> Francisco <b>HVCDP Banner-</b> Rosemarie Calaunan <b>Livestock Banner-</b> Irene Velasquez <b>Fishery Banner-</b> Jerick Garcia <b>Organic Banner-</b> Mariones Tandoc
2. Prepare for assessment Interview	Interview requesting party for walk-in, analyze, situation and refer the matter to Municipal Agriculturist	None	20 mins	<b>Rice Banner-</b> Mariones Tandoc Lenette Bauzon Levin Umagtam <b>Corn Banner-Mel</b> Francisco <b>HVCDP Banner-</b> Rosemarie Calaunan <b>Livestock Banner-</b> Irene Velasquez <b>Fishery Banner-</b> Jerick Garcia <b>Organic Banner-</b> Mariones Tandoc
3. Acquire communication	1.1 Prepare a written communication if necessary  1.2 Prepare written	None	15 mins	Monette Noguit- Municipal Agriculturist

	communication			
	1.3 Recommend or implement immediate action			
TOTAL		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>	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>		
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	<b>Rice Banner-</b> Mariones Tandoc Lenette Bauzon Levin Umagtam <b>Corn Banner-Mel</b> Francisco <b>HVCDP Banner-</b> Rosemarie Calaunan <b>Livestock Banner-</b> Irene Velasquez <b>Fishery Banner-</b> Jerick Garcia <b>Organic Banner-</b> Mariones Tandoc
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	Drafting Resolution stating its need for the equipment and its capacity to manage, operate and maintain the equipment	None	6 days	<b>Rice Banner-</b> Mariones Tandoc Lenette Bauzon Levin Umagtam <b>Corn Banner-Mel</b> Francisco <b>HVCDP Banner-</b> Rosemarie Calaunan <b>Livestock Banner-</b> Irene Velasquez <b>Fishery Banner-</b> Jerick Garcia <b>Organic Banner-</b> Mariones Tandoc

and photos of existing shed (with geotag reference when required by the sponsoring agency), attached photocopy of latest passbook of the association				
3. Complies the requirement MOA signing	1.1 Prepare for MOA Signing  1.2 Awarding of Farm Machineries	None	1 day	Agriculture Technologist  Monette Noguit-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	Corn Banner-Mel Francisco
2. Payment of Farmers equity to designated collector.	Issuance of Receipts	Depending on the price per variety	5 mins	Designated Collector
3. Withdrawal and claiming of seeds	1.1 Inform farmer-client where to withdraw  1.2 Recommend or implement immediate action	None	5 mins	Officer in charge
TOTAL		Depending on the price of 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	<b>Rice Banner-</b> Mariones Tandoc Lenette Bauzon Levin Umagtam <b>Corn Banner-Mel</b> Francisco <b>HVCDP Banner-</b> Rosemarie Calaunan <b>Livestock Banner-</b> Irene Velasquez <b>Fishery Banner-</b> Jerick Garcia <b>Organic Banner-</b> Mariones Tandoc
2. Assist the concerned Agricultural Technologist for ocular inspection, validation, and examination of the area	Conduct ocular inspection and management	None	2 hours	Assigned Agricultural Technologist ad concerned banner
3. Recieved recommendation/ Prescription	Give recommendation/ prescription	None	5 mins	Assigned Agricultural Technologist ad concerned banner
TOTAL		None	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 mins	<b>Rice Banner-</b> Mariones Tandoc Lenette Bauzon Levin Umagtam <b>Corn Banner-Mel</b> Francisco <b>HVCDP Banner-</b> Rosemarie Calaunan <b>Livestock Banner-</b> Irene Velasquez <b>Fishery Banner-</b> Jerick Garcia <b>Organic Banner-</b> Mariones Tandoc
2. Accompany to field assessment and evaluation for the planting of the appropriate tree species	Conduct ocular inspection and recommendation	None	2 hours	Assigned Agricultural Technologist and concerned banner
3. Claim seedlings sampling	Carry out signing in logbook and secure MOA	None	15 mins	Assigned Agricultural Technologist Municipal Agriculturist
TOTAL		None	2 hours and 20 mins	



## 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 mins	Rosemarie Calaunan-HVCDP Banner
2. Accompany to site assessment and evaluation for the recommendation of vegetable suited or favorable to the area	Conduct ocular inspection and recommendation	None	2 hours	Rosemarie Calaunan-HVCDP Banner
3. Claim vegetable seeds or seedlings	Carry out signing in logbook and necessary forms	None	15 mins	Rosemarie Calaunan-HVCDP Banner
<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 mins	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. Assist AT's in Meeting and Forum	Administer forums, meetings, information Education Campaign.	None	5 hours	Assigned Agricultural Technologist and concerned banner  Lenette Bauzon- RIC, MAFC  Levin Umagtam- 4-H Club  Gerald Quinit- Meat
<b>TOTAL</b>		None	7 hours and 5 minutes	



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

Assistance to farmer by means of livestock projects through 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 mins	Irene Velasquez- <b>Livestock Banner</b>
2. Submit Proposal	Approval of Proposal	None	2 hours	Municipal Agriculturist Municipal Mayor  Concerned Baranggay Officials
3. Updates Schedule of training	Search for the qualified participants.	None	5 hours	Irene Velasquez- <b>Livestock Banner</b>  Assigned Agricultural Technologist in their barangay
4. Accompany the ATs in Launching the training	Perform Season Long Projects	None	6 months	Irene Velasquez- <b>Livestock Banner</b>
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 mins	Dr. Jorge Bandong-Livestock
2. Accompany in livestock health assessment and evaluation for the recommending dosage	2.1 Conduct Assesment and interview  2.2 Conduct Deworming	None	30 mins	Dr. Jorge Bandong-Livestock
3. Signing on necessary forms and logbook	Carry out signing in logbook and secure necessary forms	None	5 mins	Dr. Jorge Bandong-Livestock
<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 mins	Dr. Jorge Bandong-Livestock
2. Accompany on conduction of animal health assessment	1.1 Interview of the history of illness and health status  1.2 Conduct Consultation	None	15mins	Dr. Jorge Bandong-Livestock
3. Signing on necessary forms and logbook	Carry out signing in logbook and secure necessary forms	None	5 mins	Dr. Jorge Bandong-Livestock
<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 mins	Dr. Jorge Bandong-Livestock
2. Accompany on conduction of animal vaccination	1.1 Interview of the age of animal  1.2 Administer Rabies Vaccination	None	15mins	Dr. Jorge Bandong-Livestock
3. Signing on necessary forms and logbook	Carry out signing in logbook and secure necessary forms	None	5 mins	Dr. Jorge Bandong-Livestock
<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 mins	Dr. Jorge Bandong-Livestock
2. accompany on conduction of animal treatment	2.1 Interview the history of illness and age of animals  2.2 Perform Animal Treatment  2.3 Carry-out Veterinary recommendation after medication at home	None	1 hour	Dr. Jorge Bandong-Livestock
3. Signing on necessary forms and logbook	Carry out signing in logbook and secure necessary forms	None	5 mins	Dr. Jorge Bandong-Livestock
<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 Treasury Office	Received payment for the client.	Php 130.00	5 mins	Assigned Treasury Collector.
2. Wait for the preparation of required certification/s  Present Valid or Barangay Certification if necessary	2.1 Received Receipt of the client  2.2 Verification for bonafide farmers through RSBSA Registration  2.2 Verification for bonafide farmers association in their barangay.  2.3 Accomplishing Farmers Certification	None	5 mins	Assigned Agricultural Technologist and concerned banner
3. Signing on necessary forms and logbook	Carry out signing in logbook and secure necessary forms	None	5 mins	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 mins	Municipal Agriculturist Mariones Tandoc  Assigned Agricultural Technologist in concerned barangay
2. Wait for the preparation of required certification/s	Accomplishing for the certification	Php 130.00 to be paid at the Municipal Treasury Office	5 mins	Municipal Agriculturist Mariones Tandoc  Assigned Agricultural Technologist in concerned barangay
3. Signing on necessary forms and logbook	Carry out signing in logbook and secure necessary forms	None	5 mins	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>	Women's 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	Lennette Bauzon- RIC Coordinator Levin Umagtam- 4H Coordinator Gerick Garcia- Fishery Banner
2. Accompany in validation of qualified site	Searching of qualified site and recommendation	None	1 hour	Lennette Bauzon- RIC Coordinator Levin Umagtam- 4H Coordinator Gerick Garcia- Fishery Banner
3. Accompany on Identifying Participants	Finding selected RIC and 4H members	None	1 hour	Lennette Bauzon- RIC Coordinator Levin Umagtam- 4H Coordinator Gerick Garcia- Fishery Banner
4. Participate on fish deboning seminar	Capacitated skills, knowlege, and attitude in fish deboning	None	4 days	Lennette Bauzon- RIC Coordinator Levin Umagtam- 4H Coordinator Gerick Garcia- Fishery Banner
<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, fisher folks.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request letter		Municipal Agriculture Office		
<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 mins	Jerick Garcia- Fishery Coordinator Assigned Agricultural Technologist in concerned barangay
2. Accompany to site assessment and evaluation for the recommending fingerlings	Conduct ocular inspection and recommendation	None	2 hours	Jerick Garcia- Fishery Coordinator Assigned Agricultural Technologist in concerned barangay
3.1 Claim fingerlings  3.2 Feedback Status of the Fingerlings after Release to Pond	Carry out signing in logbook and necessary forms	None	15 mins	Jerick Garcia- 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 mins	Assigned Agricultural Technologist in concerned barangay
2. Accompany to site assessment and collection of soil sampling	1.1 Conduct ocular inspection and soil sampling  1.2 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	1.1 Claim to OPAG/Soil Laboratory (BSWM)  1.2 Advise and Interpret for the recommended fertilizer.	None	7 days	Assigned Agricultural Technologist in concerned barangay
<b>TOTAL</b>		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 mins	Designated Collector
3. Received the hybrid seeds.	1.1 Distribution of hybrid seeds  1.2 Recommend or implement immediate action	None	5 mins	Officer in charge
3. Fill up post masterlist and client satisfaction feedback	Recommend necessary consultation	None	5 mins	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 mins	Designated Collector
3. Received the fertilizer.	Distribution of fertilizer	None	5 mins	Officer in charge
3. Fill up post master lists and client satisfaction feedback.	Recommend necessary application of fertilizer.	None	5 mins	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 mins	Assigned Agricultural Technologist in concerned barangay
2. Fill up PCIC Application form and submit to office one week before sowing	1.1 Accomplishing for the certification  1.2 submit form to PCIC Office	None	3 hours	Assigned Agricultural Technologist in concerned barangay
3.1 Signing on necessary forms and logbook  3.2 Secure Crop Insurance Application Copy  3.3 Feedback Report for damage cause by calamity or pest.	Carry out signing in logbook and secure necessary forms	None	5 mins	Assigned Agricultural Technologist and concerned banner
<b>TOTAL</b>		None	3 hours and 10 minutes	



## 22. Life and Accident Insurance

Provision of Technical Assistance on registration for Life and Death 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		
PCIC 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 RSBSA registered	None	5 mins	Assigned Agricultural Technologist in concerned barangay
2. Fill up PCIC Application form and submit to office one week before sowing	1.1 Accomplishing for the certification  1.2 submit form to PCIC Office	None	3 hours	Assigned Agricultural Technologist in concerned barangay
3.1 Signing on necessary forms and logbook  3.2 Secure Life and Accident Insurance Application Copy	Carry out signing in logbook and secure necessary forms	None	5 mins	Assigned Agricultural Technologist and concerned banner
TOTAL		None	3 hours and 10 minutes	



## 23. 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 mins	Assigned Agricultural Technologist in concerned barangay
2. Interview for RCM	1.1 Accomplishing for the interview	None	30 mins	Assigned Agricultural Technologist in concerned barangay
3. Accompany on field validation	1.1 Validation on farmer report  1.2 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 mins	Assigned Agricultural Technologist in concerned barangay
<b>TOTAL</b>		None	1 day and 40 minutes	





## 24. 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 mins	Assigned Agricultural Technologist in concerned barangay
2. Accompany on field validation	1.1 Validation of farmer report  1.2 Prepare request Letter and submit to DA-PREC	None	1 day released	Assigned Agricultural Technologist in concerned barangay
3.1 Fill up post master list and client satisfaction Feedback  3.2 Follow AT assigned recommendation	Securing post master list and client satisfaction Feedback	None	5 mins	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>
1. Emergency Medical Transport-Hospital to Hospital Transport  • Submit letter request to the MDRRM Office	Receives and schedule the transport of the patient	None	5 minutes	Kristine Joy C. Soriano Romalyn Sarmiento
2. Request for Training  • Submit letter request to the MDRRM Office	Receives and schedule the training	Accommodation expenses shouldered by requesting party	5 minutes	Kristine Joy C. Soriano Romalyn Sarmiento
3. Rescue Operation  • Call MDRRM Office Hotline	Receives the call, verify and immediately dispatch rescuers	None	5 minutes	Romalyn Sarmiento
4. Pruning/ Trimming of Trees  • Submit letter request to the MDRRM Office	Receives and schedule the pruning / trimming of trees subject to DENR Regulations	None	5 minutes	Kristine Joy C. Soriano Romalyn Sarmiento
5. Ambulance Assistance Outside Pangasinan	Receives and schedule the Transport	Gasoline expenses to be shouldered by requesting party	5 minutes	Kristine Joy C. Soriano Romalyn Sarmiento
TOTAL		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	Engr. Edwin P. Tigno Mun. Engineer  Gener S. Ramos BFP
2. Secure Locational Clearance and Zoning Certificate at Zoning Office	Locational Clearance Granted/issued	See schedule of fees.	2 days	Arch. Vladimir James V. Garcia Zoning Officer III
3. Submit to Mun. Engineers Office for approval	Approved Building permits issued		1 day	Engr. Edwin P. Tigno 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>	Simple 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	Gener S. Ramos BFP
2. Submit certification	Issuance of Zoning Certification	-	2 days	Arch. Vladimir James V. Garcia Zoning Officer III
3. Submit Fire/Zoning Certificate	Approval of application for electrical permit	-	1 day	Engr. Edwin P. Tigno 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	Engr. Edwin P. Tigno Mun. Engineer  Gener S. Ramos BFP
2. Submit to MEO the documents acquired at BFP	Check the submitted documents acquired at BFP	-	½ day	Engr. Edwin P. Tigno Mun. Engineer  Gener S. Ramos BFP
3. Get / Acquire the Certification of Occupancy	Prepare & issue the certification of Occupancy	-	½ day	Engr. Edwin P. Tigno Mun. Engineer  Gener S. Ramos 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/Applicant			
<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 Rogelio P. Montoya II 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/Applicant			
<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 Rogelio P. Montoya II PESO Manager
	4.2 Provide a list of employers with updated list of vacancies with qualifications	None	5 minutes	PESO Staff Rogelio P. Montoya II 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	30 minutes	PESO Staff Rogelio P. Montoya II 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 Rogelio P. Montoya II PESO Manager
	4.2 Confirm the set date and time	None	5 minutes	PESO Staff Rogelio P. Montoya II PESO Manager
<b>TOTAL</b>		None	25 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 Rogelio P. Montoya II PESO Manager
	4.2 Post Advertisement to Facebook Page		5 minutes	
<b>TOTAL</b>		None	20 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 Rogelio P. Montoya II PESO Manager
	4.2 Prepare No Objection Certificate (NOC)	None	5 minutes	PESO Staff Rogelio P. Montoya II PESO Manager
	4.3 Signs the NOC	None	5 minutes	Rogelio P. Montoya II PESO Manager
5. Submit NOC to POEA for Authority	None	None	None	None
6. Submit Special Recruitment Authority	6.1 Receives and evaluates	None	5 minutes	PESO Staff Rogelio P. Montoya II

from POEA with Approved Job Order Balances and name of Authorized Agency Representative	documents submitted			PESO Manager
	6.2 Post Advertisement to Facebook Page	None	10 minutes	PESO Staff
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 Rogelio P. Montoya II PESO Manager
	4.2 Ask what training is preferred	None	5 minutes	PESO Staff Rogelio P. Montoya II 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 Rogelio P. Montoya II PESO Manager
	2.2 Evaluate the date and time indicated in the Program	None	5 minutes	PESO Staff Rogelio P. Montoya II 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 Rogelio P. Montoya II PESO Manager
	2.2 Evaluate the date and time indicated in the Program	None	5 minutes	PESO Staff Rogelio P. Montoya II 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 Client (G2C)			
<b>Who may avail:</b>	Students and Out of School Youth			
<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 Rogelio P. Montoya II PESO Manager
	2.2 Evaluate the clarity and completeness of all the documentary requirements	None	5 minutes	PESO Staff Rogelio P. Montoya II 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.

<b>Office or Division:</b>	Office of the Municipal Mayor			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Citizens (G2C)			
<b>Who may avail:</b>	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 Staff
2. Submit duly accomplished application form with required documents	Receive accomplished application form and evaluates documents submitted	None	5 minutes	Mayor's Staff I
3. Pay the required fee at Municipal Treasurer's Office	None	P100	5 minutes	Vienna Rose S. Soriano Licensing Officer II
4. Present the official receipt and wait for the working permit to be release	4.1 Prepare the working permit	None	5 minutes	Hon. Kevin Roy Q. Macanlalay Municipal Mayor  Ms. Romalyne Q. Macanlalay Municipal Administrator
	4.2 Sign the Working Permit		5 minutes	
	4.3 Release the working permit		5 minutes	
<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.

<b>Office or Division:</b>	Office of the Municipal Mayor			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Citizen (G2C)			
<b>Who may avail:</b>	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 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 Staff
3. Pay the required fee at Municipal Treasurer's Office		P100	5 minutes	Vienna Rose S. Soriano Licensing Officer II
4. Present the Official Receipt and wait for the Mayor's Clearance to be release	4.1 Prepare the Mayor's Clearance  4.2 Sign the Mayor's Clearance  4.3 Release the Mayor's Clearance	None	5 minutes	Hon. Kevin Roy Q. Macanlalay Municipal Mayor Ms. Romalyne Q. Macanlalay Mun. Administrator
<b>TOTAL</b>		P100	20 minutes	



### 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

<b>Office or Division:</b>		Office of the Municipal Mayor		
<b>Classification:</b>		Simple Transaction		
<b>Type of Transaction:</b>		Government to Citizen (G2C)		
<b>Who may avail:</b>		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.

<b>Office or Division:</b>		Office of the Municipal Mayor		
<b>Classification:</b>		Simple Transaction		
<b>Type of Transaction:</b>		Government to Citizen (G2C)		
<b>Who may avail:</b>		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		20 minutes	
<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	Lorna Muyrong Jingle Tiongco
2. Giving photocopy of Birth Certificate or any valid ID	Reviewing the requirements	None	5 minutes	Vicky Diocares Gina Nipal Mario Macom Charmaine Miranda
3. Signing of Senior Citizens ID	Typing of the client information	None	5 minutes	Evangeline Reyes Michelle Royupa Madelaine Vallo Osca Head
<b>TOTAL</b>		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	Vicky Diocares Gina Nipal Mario Macom Charmaine Miranda Evangeline Reyes Michelle Royupa
2. Present Senior Citizen ID	Typing client information on purchase slip	None	5 minutes	Vicky Diocares Gina Nipal Mario Macom Charmaine Miranda Evangeline Reyes Michelle Royupa
<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	Mario Macom Gina Nipal Charmaine Miranda
2. Present Senior Citizen ID	Typing client information, Senior Citizen ID Number on Record Book	None	5 minutes	Evangeline Reyes Vicky Diocares Michelle Royupa Madelaine Vallo Osca Head
TOTAL		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	Lorna Muyrong Jingle Tiongco
2. Present Senior Citizen ID and photocopy of ID	Reviewing the Senior Citizen ID	None	5 minutes	Mario Macom Evangeline Reyes Vicky Diocares Madelaine Vallo Osca Head
3. Wait for the Certificate	Printing Certificates and dry seal the photocopy of ID	None	5 minutes	Gina Nipal Michelle Royupa Charmaine Miranda
<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	Vicky Diocares Gina Nipal Mario Macom Charmaine Miranda Evangeline Reyes Michelle Royupa
2. Present Senior Citizen ID	Interview the Client	None	5 minutes	Vicky Diocares Gina Nipal Mario Macom Charmaine Miranda Evangeline Reyes Michelle Royupa Madelaine Vallo OSCA Head
3. Wait for the new Senior Citizen ID	Printing documents for cancellation and issue a new ID	None	5 minutes	Vicky Diocares Gina Nipal Mario Macom Charmaine Miranda Evangeline Reyes Michelle Royupa
<b>TOTAL</b>		None	15 minutes	



## 6. Assistance of Claimants to Deceased Senior Citizen

Service Information: This service is for the Claimants to Deceased Senior Citizen Member

<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>	Claimants of Deceased Senior Citizen			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Barangay Certificate of Deceased Senior Citizen		Barangay residence of deceased Senior Citizen		
Death Certificate of Senior Citizen		Place of Death		
Senior Citizen ID of deceased		Office of the Senior Citizen Affairs		
I.D. of legitimate claimant		ID of Claimant		
<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	Vicky Diocares Mario Macom
2. Preparing the required documents	Reviewing the presented documents	None	5 minutes	Vicky Diocares Gina Nipal Mario Macom Charmaine Miranda Evangeline Reyes Michelle Royupa Madelaine Vallo OSCA Head
3. Signing of the documents for approval	Printing certificates, photocopy of ID's	None	5 minutes	Madelaine Vallo Osca Head
3. Preparation of the deceased/claimants voucher		None	10 mins	Mario Macom Vicky Diocares Michelle Royupa
<b>TOTAL</b>		None	25 minutes	



## 7. Assistance of the Senior Citizens Quarterly Pay-out

<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>	Senior Citizen-Social Pensioners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Validated documents of Social Pensioners		BASCA Presidents		
ID of Senior Citizens		Senior Citizen		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Registration	OSCA/MSWD	None	5 minutes	Vicky Diocares Gina Nipal Mario Macom Charmaine Miranda Evangeline Reyes Michelle Royupa
2. Validation	DSWD Region	None	Depends on the schedule of DSWD Region	DSWD Region
3. Pay-out	DSWD/Land Bank	None	10 minutes	DSWD Region/OSCA Staff
TOTAL		None		





## **PUBLIC ORDER AND SAFETY OFFICE**

### **External Service**

Paying of Traffic Citation Ticket



## 1. Paying of Traffic Citation Ticket

Service Information: This service is for client who's given a Traffic Citation Ticket 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	Beejay U. Peralta 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	10 minutes	Vienna Rose S. Soriano Licensing Officer II
3. Official Receipt.	Verify the Official Receipt and released the Traffic Citation Ticket	None	5 minutes	Beejay U. Peralta 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.

<b>Office or Division:</b>		Office of the Municipal Administrator		
<b>Classification:</b>		Simple Transaction		
<b>Type of Transaction:</b>		Government to Citizens (G2C) / Government to Business (G2B)		
<b>Who may avail:</b>		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	Administrator's Staff
2. Proceed to EEO	Assessment	None	10 minutes	Ma. Victoria P. Del Rosario MGDH-I (Market Supervisor V) Verliza V. Abila Market Supervisor IV
4. 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)	10 minutes	Vienna Rose S. Soriano Licensing Officer II

		Depends on the size (Tarpaulin)  100-Motorcade 1000/3hrs (Clubhouse Buenlag) Depends of the number of hours		
5. Go back to Administrator's office	Present the Official Receipt	None	10 minutes	Administrator's Staff  Ms. Romalyne Q. Macanlalay Mun. Administrator
TOTAL			40 minutes	



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

Service Information: Certification requested by individuals for legal purposes.

Office or Division:	Office of the Municipal Administrator			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	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	Administrator's Staff  Ms. Romalyne Q. Macanlalay 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	Jacel C. Dion HRMO and/or HRM Staff		
None	1.1 Receives the application letter, resume, etc.	None	5 minutes	Jacel C. Dion HRMO and/or HRM Staff		
	1.2 Indorse the application letter, resume and other credentials to the Personnel Selection Board for screening.				1 day after the publication expires.	Jacel C. Dion HRMO and/or HRM Staff
	1.3 Inform/Notify applicants who are					Jacel C. Dion HRMO and/or



	qualified to the position to be filled-up and require additional requirements.			HRM Staff
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	Jacel C. Dion 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	Christian F. Calaunan Admin Aide VI
	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	2 hours (may vary)	Jacel C. Dion HRMO

	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)	Department Head Concerned Elvin Neil C. Siapno Municipal Accountant Hon. Kevin Roy Q. Macanlalay Municipal Mayor  Hon. Nestor A. Gabrillo Municipal Vice Mayor
3. Receives copy of appointment	Furnished a copy of appointment to proposed appointee before submission to CSC	None	5 minutes	Jacel C. Dion 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	Jacel C. Dion HRMO
5. Receives approved appointment	Get the appointment once approved by the CSC Furnished the appointee his/her approve appointment	None	10 minutes	Jacel C. Dion 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	20 minutes	Jacel C. Dion HRMO
For GSIS, Agency Authorized Officer will enroll them electronically	Upload the forms electronically	None	20 minutes	Jacel C. Dion HRMO
Wait for the issuance of ID's	Update the employees for the issuance of ID	None	Depends on the National Agencies Concerned	Jacel C. Dion 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	Jacel C. Dion HRMO
2. Submit application for retirement to concerned agencies	None	None	5 minutes	Jacel C. Dion HRMO
		None	5 working days	Elvira Esperanza D. Ballesteros Day Care Worker I Duane Allen E. Daoana Admin Aide III Christian Jaysson B. Villanueva Admin Aide I
3. Request for money and property accountability clearance	None	None	5 minutes	Mr. Chermel L. Poserio Mun. Treasurer
<b>TOTAL</b>		None	5 days and 15 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 days before the actual date of leave	None	5 minutes	Elvira Esperanza D. Ballesteros Day Care Worker I  Jacel C. Dion 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	Elvira Esperanza D. Ballesteros Day Care Worker I  Jacel C. Dion 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	Hon. Kevin Roy Q. Macanlalay Municipal Mayor  Ms. Romalyne Q. Macanlalay 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	Duane Allen E. Daoana Admin. Aide III Christian Jaysson B. Villanueva Admin. Aide I  Elvira Esperanza D. Ballesteros Day Care Worker I  Jacel C. Dion 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 Advice





## 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	Racquel Cruz- Administrative Aide VI (BIR, Pag-Ibig and PhilHealth) Mark Ryan Barongan,- Administrative Aide I (GSIS and lending institutions) Iris Ann Maizano,- Administrative Aide I (Landbank and DBP) Rosalinda Madriaga- Sr. Accts. Mgt. Specialist (SEF and EEO)
None	Checks and reconcile monthly billing statements against the amount posted in the ledger and other subsidiary accounts	None	1 day	Rosalinda Madriaga,- Sr. Accts. Mgt. Specialist Monaliza Nalupa- Admin Officer IV Racquel Cruz- Administrative Aide VI Iris Ann Maizano,- Administrative Aide I Mark Ryan Barongan,- Administrative Aide I Elvin Neil C. Siapno, Municipal Accountant
None	Encodes and	None	1day	Miriam Espinoza,

	finalizes remittance and prepare corresponding disbursement voucher and forward the same to the treasury department for check preparation			Administrative Aide III
2. Receive payment and issue receipt	remittance of money to various government offices	None	1 hour	Racquel Cruz, Administrative Aide VI (Pag-Ibig, PhilHealth, and BIR) Mark Ryan Barongan,- Administrative Aide I (GSIS) Iris Ann Maizano,- Administrative Aide I (Landbank and DBP)
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	Rosalinda Madriaga-Sr. Accts. Mgt. Specialist (SEF and EEO) Monaliza Nalupa-Administrative Officer IV Miriam Espinoza-Administrative Aide I Iris Ann Maizano-Admin Aide I
2. Get the received copy from the receiving officer	Mark the copy of the barangay treasurer as received	None	5 minutes	Rosalinda Madriaga-Sr. Accts. Mgt. Specialist (SEF and EEO) Monaliza Nalupa-Administrative Officer IV Miriam Espinoza-Administrative Aide I Iris Ann Maizano-Admin Aide I
<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	Iris Ann Vallo- Administrative Aide I (Gen Fund) Mark Ryan Barongan –Administrative Aide I (Trust Fund) Rosalinda Madriaga, Sr. Accts. Mgt. Specialist (SEF, EEO and Housing)
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	Monaliza Nalupa – Admin Officer IV (Gen Fund) Mark Ryan Barongan –Administrative Aide I (Trust Fund) Rosalinda Madriaga, Sr. Accts. Mgt. Specialist (EEO, SEF and Housing)
None	Review and signs disbursement voucher	None	15 minutes	Elvin Neil C. Siapno- Municipal Accountant
None	Assigns' voucher number, log and retains copy for	None	10 minutes	Monaliza Nalupa- Admin. Officer IV (Gen Fund)

	accounting use and reference			Mark Ryan Barongan-Administrative Aide I (Trust Fund) Rosalinda Madriaga, Sr. Accts. Mgt. Specialist (EEO, SEF and Housing)
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 treasurer's office	None	5 minutes	Iris Ann Maizano-Administrative Aide I (Gen Fund)



#### 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	Iris Ann Maizano, Administrative Aide I (Gen Fund) Miriam Espinoza-Administrative Aide III (SEF, Housing, Trust and EEO)
None	Signs accountant's advice	None	5 minutes	Elvin Neil C. Siapno, -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	Iris Ann Vallo-Administrative Aide I (General Fund) Miriam Espinoza-Administrative Aide III (SEF, Housing, Trust, and EEO)
<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	10 minutes	Ar. Arvil Joshua Z. Camacho – ITO I Rocy Lee C. Lorenzo Statistician II Genna P. Palma Admin. Asst. I Wella Vierna O. Vallo Admin. Aide III
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	Engr. Evelyn C. Siapno MPDC Ar. Arvil Joshua Z. Camacho – ITO I Rocy Lee C. Lorenzo Statistician II Genna P. Palma Admin. Asst. I Wella Vierna O. Vallo Admin. Aide III
<b>TOTAL</b>		None	1 hour and 10 minutes	





## 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	10 minutes	Ar. Arvil Joshua Z. Camacho – ITO I Genna P. Palma Admin. Asst. I Wella Vierna O. Vallo Admin Aide III
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	10 minutes	Ar. Arvil Joshua Z. Camacho – ITO I Genna P. Palma Admin. Asst. I
	2.2. Review Barangay Annual Investment Program (BAIP) Barangay Supplemental Annual Investment Program (BSAIP)	None	1 day/ Depending on the documents needed	Engr. Evelyn C. Siapno 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	Engr. Evelyn C. Siapno MPDC
<b>TOTAL</b>		None	2 days and 20 minutes	



### 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	Engr. Evelyn C. Siapno MPDC Genna P. Palma Admin. Asst. I
2. Request from DILG	Prepare and Submit the Needed Documents	None	Depending on the load needed information	Engr. Evelyn C. Siapno MPDC Rocy Lee C. Lorenzo Statistician II Ar. Arvil Joshua Z. Camacho – ITO I Genna P. Palma Admin. Asst. I Wella Vierna O. Vallo Admin Aide III
3. Request from PNP/BFP/DEPED/ ETC.	Prepare and Submit the Needed Documents	None	Depending on the load needed information	Engr. Evelyn C. Siapno MPDC Rocy Lee C. Lorenzo Statistician II Ar. Arvil Joshua Z. Camacho – ITO I Genna P. Palma Admin. Asst. I Wella Vierna O. Vallo Admin Aide III
TOTAL		None	Depending on the load needed information	



## **BUDGET OFFICE**

### **External Service**

Review of Barangay Annual and Supplemental Budget

### **Internal Service**

Review and Consolidation of Budget Proposals of different Department and Offices

Assist the Local Chief Executive in the Preparation of the Supplemental Budget

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>		
1. Budget Message, Barangay Appropriation Ordinance/Resolution, AIP/APP		Concerned Barangay		
2. Computation of PS Funding Requirements				
3. Computation of PS Limitation				
4. Plantilla of Personnel				
5. Statement of Indebtedness				
6. Barangay Annual Investment Program –AIP				
7. GAD Plan with attached received DILG endorsement				
8. Certification of Availability Fund		Municipal Accountant's Office		
9. Computation of Unexpended/Unappropriated Surplus		Municipal Accountant's Office		
10. Resolution of Supplemental Budget		Concerned Barangay		
11. Barangay Supplemental Budget Form		Concerned Barangay		
<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 Receives the Barangay Budget	None	5 minutes	Leticia L. Garcia, MBO Josefina Legaspi Admin Asst. I Ma. Teresa Gabica LRCO I
	1.2 Verifies the completeness of the required documents		5 minutes	Josefina Legaspi Admin Asst. I Ma. Teresa Gabica LRCO
	1.3. Reviews the submitted Barangay Budget		5 minutes	Josefina Legaspi Admin Asst. I Ma. Teresa Gabica LRCO I

	1.4. Informs the Barangay Officials of the additional Requirements		5 minutes	Josefina Legaspi Admin Asst. I Ma. Teresa Gabica LRCO I
	1.5 Endorses to the MBO the reviewed budget for final review		5 minutes	Josefina Legaspi Admin Asst. I Ma. Teresa Gabica LRCO I
	1.6 Review the Barangay Budget (FINAL REVIEW)		5 minutes	Leticia L. Garcia, MBO
	1.7 Prepares the transmittal to the Sangguniang Bayan			Leticia L. Garcia, MBO Josefina Legaspi Admin Asst. I Ma. Teresa Gabica LRCO I
	1.8 Signed the Transmittal Letter			Leticia L. Garcia, MBO
TOTAL		None	30 minutes	



## 2. Review and Consolidation of Budget Proposals of different Department and Offices

Service Information: The Budget office review and consolidate budget proposals of different department and offices of the LGU and submit final draft of Annual Budget to the Sangguniang Bayan for Approval.

<b>Office or Division:</b>	Office of the Municipal Budget Officer			
<b>Classification:</b>	Highly Technical			
<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>		
1. Local Budget Preparation Form No. 1 Budget of Expenditures and Source of Financing		Office of the Municipal Budget Officer		
2. Local Budget Preparation Form No. 2 Programmed Appropriation and Obligation by Object Expenditure		Office of the Municipal Budget Officer		
3. Local Budget Preparation Form No. 2A Programmed Appropriation and Obligation for Special Purpose Appropriations		Office of the Municipal Budget Officer		
4. Local Budget Preparation Form No. 3 Personnel Schedule		Office of the Municipal Budget Officer		
5. Local Budget Preparation Form No. 4 Mandate, Vision/Mission, Major Final Output, Performance Indicators and Targets		Office of the Municipal Budget Officer		
6. Local Budget Preparation Form No. 5 Statement of Indebtedness		Office of the Municipal Budget Officer		
7. Local Budget Preparation Form No. 6 Statement of Statutory and Contractual Obligations and Budgetary Requirements		Office of the Municipal Budget Officer		
8. Local Budget Preparation Form No. 7 Statement of Fund Allocation by Sector		Office of the Municipal Budget Officer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Local Chief Executive issues the Budget Call, directing all department heads to prepare and submit their budget proposals to the Municipal Budget Office	1.1 Prepare and submit Budget proposals	None	July 12-15	All Department and Section Heads
	1.2 Collect, review and consolidate budget	None	July 16-20	Leticia L. Garcia, MBO

	proposals of different departments/offices			
	1.3 Conduct Budget Hearing	None	August 15-18	Local Finance Committee/Budget Staffs
	1.4 Prepare the Local Expenditure Program	None	October 4-10	Leticia L Garcia, MBO
	1.5 Prepare the Budget Message	None	October 14 of the current year	Hon. Kevin Roy Q. Macanlalay, Municipal Mayor Leticia L. Garcia, MBO
	1.6 Submit the Executive Annual Budget to the Sangguniang Bayan for review and approval	None	On or before October 16 of the current year	
TOTAL		None		



### 3. Assist the Local Chief Executive in the Preparation of the Supplemental Budget

Service Information: The Budget office assist the Local Chief Executive in the preparation of LGU's Supplemental Budgets and submit the same to the Sangguniang Bayan for review and approval.

<b>Office or Division:</b>	Office of the Municipal Budget Officer			
<b>Classification:</b>	Highly Technical			
<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>		
1. Local Budget Preparation Form No. 8 Statement of Funding Sources		Office of the Municipal Budget Officer		
2. Local Budget Preparation Form No. 9 Statement of Supplemental Appropriation		Office of the Municipal Budget Officer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Present and Submit letter for Allotment to be included in the Supplemental Budget	1.1 Submit the letter request for Supplemental of Budget to the LFC for approval by the LCE	None	2 minutes	All Department and Section Heads
	1.2 Prepare the Supplemental Budget and other supporting documents	None	2 days	Leticia L. Garcia, MBO
	1.3 Submit to the office of the Municipal Mayor for approval	None	10 minutes	Leticia L. Garcia, MBO
	1.4 Prepare and submit the endorsement letter to the Sangguniang Bayan	None	2 minutes	Leticia L. Garcia, MBO
<b>TOTAL</b>		None	2 days and 14 minutes	





#### 4. 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	Leticia L. Garcia, 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	Leticia L. Garcia, MBO and staffs	
	1.2 Affixes the funding source at the front page of OBR		5 minutes		Josefina Legaspi, Ma. Teresa Gabica and JOWs
	1.3 Assigns OBR#		5 minutes		Josefina Legaspi, Ma. Teresa Gabica and JOWs
	1.4 Presents to MBO for Signature		5 minutes		Josefina Legaspi, Ma. Teresa Gabica and JOWs
	1.5 Signs the OBR and other Documents		5 minutes		Leticia L. Garcia, MBO
2. Affixes his/her signature In a logbook For releasing	2.1 Gets one copy of OBR for filing purposes	None	5 minutes	Josefina Legaspi, Ma. Teresa Gabica and JOWs	
Wait for the approval of the Obligation	2.2 Releases to the concerned	None	5 minutes	Leticia L. Garcia, MBO and staffs	

Request	offices/ department the duly signed OBR with assigned #  2.3 Records and files duly accomplished OBRs		5 minutes	Josefina Legaspi, Ma. Teresa Gabica and JOWs
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	15 minutes	Mark Jennyson U. De Vera Administrative Officer V
<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	10 minutes	Luzviminda E. Uson 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	10 minutes	Luzviminda E. Uson Admin. Officer III
TOTAL		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	
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	Luisito A. Vallo
<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>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in Client Logbook	None	None	5 minutes	
2. Ask/Request permission for printing	Prepare the computer for the client	None	5 minutes	Luisito A. Vallo
<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	Desiree S. Poserio Admin Officer II
2. Receive request letter			5 minutes	
3. Schedule the garbage collection			10 minutes	
TOTAL		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	Desiree S. Poserio Admin Officer II Mark Paolo H. Caspillan MENRO
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	Desiree S. Poserio Admin Officer II
2. Receive and attend to complain			10 minutes	Desiree S. Poserio Admin Officer II
3. Conduct site inspection with the involved parties		None	1 day	Mark Paolo H. Caspillan MENRO
4. Generate documents and prepare report for referral to concerned and higher authority			2 days	Mark Paolo H. Caspillan MENRO
TOTAL		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 Kevin Roy Q. Macanlalay 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
--	--





<b>Office</b>	<b>Address</b>	<b>Contact Information</b>
Local Government Unit of Calasiao	Municipal Hall, Poblacion West, Calasiao, Panagsinan	(075) 529-25-23
Economic Enterprise Office	Poblaicon West, Calasiao, Pangasinan	(075) 653-55-39
Municipal Civil Registrar	Municipal Hall, Poblacion West, Calasiao, Panagsinan	(075) 202-52-68
Municipal Assessor's Office	Municipal Hall, Poblacion West, Calasiao, Panagsinan	(075) 633-56-94
Office of the Municipal Treasurer	Municipal Hall, Poblacion West, Calasiao, Panagsinan	(075) 653-85-89
Office of the Municipal Health Officer	Poblacion East, Calasiao, Pangasinan	(075) 600-3168
Municipal Social Welfare and Development Office	Poblacion East, Calasiao, Pangasinan	(075) 653-59-25
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	(075) 653-55-63
Public Employment Service Office	Municipal Hall, Poblacion West, Calasiao, Panagsinan	09202536428
Office of the Municipal Mayor	2 <sup>nd</sup> Floor Municipal Building, Poblacion West, Calasiao, Panagsinan	(075) 529-2523
Office of the Senior Citizen's Association	Poblacion West, Calasiao, Pangasinan	(075) 517-5203
Public Order and Safety Office	Poblacion East, Calasiao, Pangasinan	(075) 523-01-17
Office of the Municipal Administrator	2 <sup>nd</sup> Floor Municipal Building, Poblacion West, Calasiao, Panagsinan	(075) 529-25-23
Office of the Municipal Planning and	2 <sup>nd</sup> Floor Municipal Building, Poblacion West,	(075) 653-56-93

Development Coordinator	Calasiao, Pangasinan	
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	09494610729
Municipal Environmental and Natural Resources Office	Gabon, Calasiao, Pangasinan	(075) 653-80-52