



MUNICIPALITY OF PANAY

CITIZEN'S CHARTER 2022 (3rd Edition)



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I. Mandate:

Panay is one of the 16 municipalities in the Province of Capiz. It has 42 barangays with a population of 46, 114 based on the 2015 Census of Population and Housing.

The economy is largely dependent on agriculture and fishery. As a territorial body in charge of the municipal territory or municipality, it enjoys political, fiscal, and administrative autonomy within the limits allowed and approved by the constitution.

The RA 7160 also known as the Local Government Code of 1991 gives the local government powers to ensure the preservation and enhancement of culture, promotion of health and safety, right of people to a balanced ecology, development of technological capabilities, improvement of public morals, economic prosperity and social justice, full employment of residents, peace and order and the convenience of inhabitants (Sec.16 RA 7160). Its mandate is to exercise powers and discharge such functions and responsibilities as are necessary, appropriate, or incidental to efficient and effective provisions of the basic services and facilities enumerated in Section 17 of the Local Government Code.

II. Vision:

Historic Panay as a God loving, healthy, empowered, safe and resilient community promoting a vibrant agri-fishery economy in an ecologically balanced environment with a principled and transparent administration.

III. Mission:

Proud of its cultural heritage and gifted with the beauty of nature, Panay-anons will maximize the bounties of its rich agri-fishery resources utilizing it to enhance tourism development and investment and strengthen community participation while ensuring ecological security

IV. Service Pledge:

The Local Government Unit of Panay, Capiz do hereby pledge and commit the following:

1. To serve with integrity and honesty
2. Deliver quality service to our clients
3. Provide adequate and correct information
4. Exhibit high degree of professionalism
5. Provide feedback mechanism
6. Promote transparency and accountability
7. Demonstrate sensitivity to client's needs and comfort, and
8. Live a simple life

For we believe in the policy that ***PUBLIC OFFICE IS A PUBLIC TRUST.... THAT WE EXIST BECAUSE OF OUR CLIENTS.***



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Office of the Municipal Mayor

External Services



1. Securing Special Permit to Conduct Caravan

Special permit to conduct caravan is provided to any person or group who wish to conduct caravan within the Poblacion or any part of Panay area for promotional, public information or for other purposes.

Office or Division:	Office of the Municipal Mayor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Any Persons or Group			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
• Written Request			• Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the written request to Mayor's Staff	1. Receive the written request	None	1 minute	Senior Admin. Assistant II
	1.1 Seek approval of the Mayor. If approved, Mayors' Staff refer the client to the BPLS Unit for computation of fees and charges	None	2 minutes	Senior Admin. Assistant II
	1.2 Compute fees and charges and refer the client to Treasurer's Office for payment	None	1 minute	Business Permit & Licensing Personnel (Business Permit and Licensing Unit)
2. Pay the corresponding fees and charges to the Treasurer's Office and present the OR to BPLS Personnel	2. Accept the payment and issue OR	Promotional Permit Fee: P440.00	2 minutes	Revenue Collection Officer (Municipal Treasurer's Office)
	2.1. Prepare the permit	None	3 minutes	Business Permit & Licensing Personnel (Business Permit and Licensing Unit)



3. Receive the permit and sign in the log-book	3. Advice the PNP Station for traffic assistance during event and release the permit to client	None	1 minute	Senior Admin. Assistant II <i>(Mayor's Office)</i>
TOTAL		P440.00	10 Minutes	



2. Securing Mayor's Clearance

This service is given to any person or group from the municipality of Panay who will ask Mayor's Clearance for employment, taking board examinations and for other legal purposes.

Office or Division:	Office of the Municipal Mayor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Any Persons or Group from Panay			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Barangay Clearance of good moral character Police Clearance that no pending case 			<ul style="list-style-type: none"> Barangay where client resides Panay PNP Station 	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirements to Mayor's Staff	1. Receive the requirements and check of its completeness and validity and if complete, refer the client to the Treasurer's Office for the payment of fees <i>If the requirements are not complete, advice the client immediately to complete the requirements</i>	None	1 minute	Senior Admin. Assistant II
2. Pay the fees at the Treasurer's Office and present the OR to Mayor's Staff	2. Receive the payment and issue OR 2.1 Print the Mayor's Clearance	Secretary Fee. P100.00 None	1 minute 2 minutes	Revenue Collection Officer (Municipal Treasurer's Office) Senior Admin. Assistant II



	2.2 Sign the Mayor's Clearance	None	1 minute	<i>Municipal Mayor</i>
3. Receive the Mayor's Clearance and sign in the log-book	3. Release the Clearance to client	None	1 minute	<i>Senior Admin. Assistant II</i>
TOTAL		P100.00	6 Minutes	



3. Securing Mayor's Certificate of No Pending Case

This document is provided to client from Panay who want to request Mayor's Certificate of No Pending Case for legal purposes. Client should present first barangay clearance and police clearance before he/she is provided for the requested document.

Office or Division:	Office of the Municipal Mayor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Residents of Panay			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Barangay Clearance Original Copy of Police Clearance 		<ul style="list-style-type: none"> Barangay wheren client resides Panay PNP Station 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements to Mayor's Staff	1. Receive the requirements and check of its completeness and validity and if complete, refer the client to the Treasurer's Office for the payment of fees <i>If the requirements are not complete – return to client and advice to complete the requirements</i>	None	1 minute	Senior Admin. Assistant II
2. Pay the fees at the Treasurer's Office and present OR to Mayor's Staff	2. Receive the payment and issue OR	Secretary Fee: P100.00	1 minute	Revenue Collection Officer (Municipal Treasurer's Office)



	2.1 Print the Mayor's Certificate	None	2 minutes	Senior Admin. Assistant II
	2.2 Mayor signs the Mayor's Certificate	None	1 minute	Municipal Mayor
3. Receive the Mayor's Certificate and sign in the log-book	3. Release the Clearance to client	None	1 minute	Senior Admin. Assistant II
TOTAL		P100.00	6 Minutes	



4. Availing the use of the Municipal Government Facilities

This service is provided to a group or person who want to use the personal, real properties and municipal government facilities owned by the municipality for rentals.

Office or Division:	Office of the Municipal Mayor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Any Person or Group			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Written Request 		<ul style="list-style-type: none"> Client 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the written request to Mayor's Staff	1. Receive the request and seek for approval of the Mun. Administrator <i>If approved, refer to the BPLS Unit for computation of fees and charges</i>	None	2 minutes	Senior Admin. Assistant II
	1.2 BPLS Personnel compute the fees and charges and refer the client to Treasurer's Office for payment.	None	2 minutes	<i>Business Permit & Licensing Personnel (Business Permit and Licensing Unit)</i>
2. Pay the fees at the Treasurer's Office and present the OR to Mayor's Staff	2. Receive the payment and issue OR	Varies <i>Refer the schedule</i>	1 minute	<i>Revenue Collection Officer (Municipal Treasurer's Office)</i>
	2.1 Advice in-charge of the facility	None	1 minute	<i>Senior Admin. Assistant II</i>
3. Avail the service				
TOTAL		Varies	6 Minutes	



Municipal Facilities/Properties		Rate of Daily Rental or fraction thereof
1.) Land Only (per sq.m.)		
(a.) Located in commercial/industrial area		P250.00
(b.) Located in residential area		P200.00
2.) Building (per sq.m.)		
		P250.00
3.) Panay Sports and Community Center		
(a.) For Civic Programs		
(a.1) without electricity		P 75.00/hour
(a.2) with electricity		P100.00/hour
(a.3) with audio/video and light system		P150.00/hour
(b.) For religious, educational and/or cultural programs		
(b.1) without electricity		P 50.00/hour
(b.2) with electricity		P 75.00/hour
(b.3) with audio/video and light system		P100.00/hour
(c.) For commercial/business purpose		
(c.1) without electricity		P250.00/hour
(c.2) with electricity		P300.00/hour
(c.3) with audio/video and light system		P350.00/hour
(d.) For Sports (Basketball, volleyball, etc.)		
(d.1) Daytime use (using electronic scoreboard with maintenance Personnel)		P 80.00/hour
(d.2) Night time use (using halide lamps, electronic scoreboard with maintenance personnel)		P160.00/hour
4.) Commercial Buildings (Rental/Lease)		Rate of Monthly
(a.) Stalls		P250.00/sq.m.
(b.) Corner Stalls		P280.00/sq.m.
5.) Vehicles and Equipment	DPWD RATE	LGU RATE
(a.) Road Grader (10m3)	P1,420.00/hour	P1,000.00/hour
(b.) Motorized Road Grader	P2,173.00/hour	P1,100.00/hour
(c.) Vibratory Roller (10 mt)	P1,846.00/hour	P1,100.00/hour
(d.) Pneumatic Road Roller	P 500.00/hour	P 500.00/hour



Office of the Municipal Mayor (Human Resource Management Unit)

Internal Services



1. Request for Service Record

Record for government services of employee/official can be secured at the HR Unit. This service can be availed by the municipal officials and employees who are resigned/retired or currently employed requesting employment records for personal or legal purposes.

Office or Division:		Human Resource and Management Unit		
Classification:		Simple		
Type of Transactions:		G2G & G2C – Government to Government and Government to Citizens		
Who may avail:		Municipal Officials and Employees including Retired and Resigned		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the HR Staff and request the service record	1. Research and print the service records	None	2 minutes	<i>Admin. Aide IV</i>
	1.1 Review and sign the service record	None	2 minutes	<i>Human Resource Management Officer</i>
2. Receive the service record and sign in the log-book	2. Release the service record to client	None	1 minute	<i>Admin. Aide IV</i>
TOTAL		None	5 Minutes	



2. Request for Certificate of Employment

Certificate of Employment is issued to requesting employee/official who are currently employed, retired or resigned, employee under contract of service and job order whose purpose is for employment to other agency or for personal and legal purposes.

Office or Division:	Human Resource and Development Unit			
Classification:	Simple			
Type of Transactions:	G2G & G2C – Government to Government and Government to Citizens			
Who may avail:	Municipal Officials and Employees including Resigned, Retired, COS and Job Order			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the HR Staff and request the Certificate of Employment	1. Receive the request and research the employment record of employee in the HR Information system.	None	1 minute	<i>Admin. Aide IV</i>
	1.1 Print the certificate, review and sign by the HRMO	None	3 minutes	<i>Human Resource Management Officer</i>
2. Receive the certificate of employment and sign in the log-book	2 Release the certificate of employment to client	None	1 minute	<i>Admin. Aide IV</i>
TOTAL		None	5 Minutes	



3. Application for Leave

Regular employee including coterminos and municipal officials are entitled to different kinds of leave provided for civil servants. The form for Application for Leave can be secured at the HR Unit approved by the Department Head and Agency Head attaching the necessary requirements according to the kinds of leave of absence applied.

Office or Division:	Human Resource and Development Unit			
Classification:	Simple			
Type of Transactions:	G2G – Government to Government			
Who may avail:	Municipal Officials and Employees Currently Employed			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Application for Leave Form (Civil Service Form No. 6, Revised 2020) with attached documents:			Human Resource & Management Unit	
Vacation Leave	None <i>(should be applied at least 5 days before the date of leave)</i>	None	
Forced Leave	None	None	
Sick Leave	Medical Certificate	Employee's Physician	
Maternity/Paternity	Livebirth of the Child	Local Civil Registrar	
Special Privilege Leave	None	None	
Solo Parent Leave	Solo Parent ID	Mun. Social Welfare & Dev't Office	
Study Leave	Study Leave Contract	To be secured by employee/official	
10-day VAWC Leave	Police/Barangay Blotter	PNP Office/Barangay	
Rehabilitation Leave	Medical Certificate	Employee's Physician	
Special Leave Benefits for Women	Medical Certificate	Employee's Physician	
Special Emergency (Calamity) Leave	SB/Barangay Resolution	SB Office/Barangay Hall	
Adoption Leave	Adoption Paper	Court	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the HR Staff and submit requirements, if applicable	1. Provide application for leave form to employee/official	None	1 minute	<i>Admin. Aide I</i>
2. Fill-up the form, and submit the	2. Receive the approved application	None	5 minutes	<i>Admin. Aide I</i>



approved application for leave to HR Staff	for leave form and compute the remaining leave credits			
	2.1 Review and sign the certificate of leave credits	None	1 minute	<i>Human Resource Management Officer</i>
	2.2 Submit the application leave form to Mayor's Office for Mayor's signature	None	2 minutes	<i>Admin. Aide I</i>
	2.3 Sign the Leave Form	None	1 minute	<i>Municipal Mayor</i>
3. Claim the approved leave	3. Release the approved application for leave	None	1 minute	<i>Admin. Aide I</i>
TOTAL		None	11 Minutes	



4. Issuance of Certificate of Leave Credits

This is one of the support services provided under the Human Resource Management Unit wherein employee/official can request certificate of leave credits earned while in government service to be attached to their loan application or for any legal purposes.

Office or Division:	Human Resource and Development Unit			
Classification:	Simple			
Type of Transactions:	G2G – Government to Government			
Who may avail:	Municipal Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE		NONE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the HR Staff and request the certificate of leave credits	1. Receive the request and check in the leave cards of the remaining leave credits earned then print the certificate	None	2 minutes	<i>Admin. Aide I</i>
	1.2 Review and sign the certificate	None	3 minutes	<i>Human Resource Management Officer</i>
2. Claim the certificate of Leave Credits	2. Release the certificate of Leave Credits	None	1 minute	<i>Admin. Aide I</i>
TOTAL		None	6 Minutes	



Sangguniang Bayan Office

External Services



1. Request for True Copies of Ordinance/Resolution

Interested office, person or group can secure the true copies of ordinances or resolutions for legal purposes at the Sangguniang Bayan Office with proper courtesy and coordination and with the approval of the Local Chief Executive (LCE).

Office or Division:	Sangguniang Bayan Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government			
Who may avail:	Municipal Departments, NGO and CSO and General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Letter request approved by the LCE 		<ul style="list-style-type: none"> Personal (letter) – approval of the LCE is secured at the Mayor's Office 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the approved request to the SB Secretary	1. Receive the approved request	None	1 minute	SB Secretary
	1.1 Prepare the requested document	None	10 minutes	Local Legislative Staff Assistant
	1.2 Review the authenticated documents and instruct the client to pay the fee at the Treasurer's Office	None	2 minutes	Senior Admin. Assistant II
2. Pay the fees to the Municipal Treasurer's Office	2. Receive the payment and issue OR to client	Secretary fee: P100.00 <i>(First 2 copies)</i> P50.00 <i>(additional copy)</i>	2 minutes	<i>Revenue Collection Officer</i> <i>(Municipal Treasurer's Office)</i>



	2.1 Sign the requested document and release to client	None	1 minute	<i>SB Secretary</i>
3. Claim the requested document	3. Release to client	None	1 minute	<i>SB Secretary</i>
TOTAL		P100.00 (2 copies) P50.00 (additional copy)	17 Minutes	

Note: Government to Government has no Fee collected.



2. Accreditation of Civil Society and Non-Government Organizations

The Accreditation process intends to promote the establishment and operation of people's organizations and non-government organizations to become active partners in the pursuit of local autonomy.

Office or Division:	Sangguniang Bayan Office			
Classification:	Complex			
Type of Transaction:	G2NGO – Government to Non-Government Organizations G2C – Government to Citizens G2G – Government to Government			
Who may avail:	Municipal Government , NGO ,CSO and General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> • Duly accomplished application form for accreditation • Board Resolution • Certificate of Registration • List of Current Officers and Members • Original Sworn Statement stating that the CSO is an independent, non-partisan organization • Annual Accomplishment Reports • Financial Statement • Profile indicating the purposes and objectives of organizations • Copy of minutes of the meeting • For CSOs applying to be members of the Local School or Health Board: Photocopy of profiles of at least three (3) individuals in the organization that will verify their involvement in the health or education sector 			<ul style="list-style-type: none"> • SB Office • Concerned NGO/CSO • Secured by client • Concerned NGO/CSO • Secured by NGO/CSO • Concerned NGO/CSO • Concerned NGO/CSO • Concerned NGO/CSO • Concerned NGO/CSO • Concerned NGO/CSO 	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the application for accreditation	1. Receive and assess the requirements	None	2 minutes	<i>S.B. Secretary</i>
	1.1 Include the matter in the regular session for the First Reading	None	2 minutes	<i>S.B. Secretary</i>



	1.2 The Chair refers the matter to the Committee on Rules	None	2 minutes	<i>Presiding Officer</i>
	1.3 The Committee Renders the Committee Report to include the matter in the Calendar of Business	None	5 minutes	<i>Committee Chair</i>
	1.4 The Committee presents the matter for adoption in the Calendar of Business	None	5 minutes	<i>Committee Chair</i>
	1.5 Prepared the duly adopted Resolution either for recognition or accreditation of NGOs	None	10 minutes	<i>Sb. Secretary</i>
	1.6 Affix signature on the duly adopted Resolution	None	10 minutes	<i>S.B. Secretary & Presiding Officer</i>
	1.7 Transmit the approved resolution to the Office of the Mayor for approval	None	5 minutes	<i>S.B Secretary</i>
2. Claim the copy of the resolution	2. Release copy to client	None	2 minutes	<i>Local Legislative Staff Assistant</i>
TOTAL		None	43 Minutes	

Note: The number of days/processing time of Committee Meeting and SB Session were not included.



3. Enactment /Adoption of Ordinances/Resolutions by Resident's Proposal

Any interested person may request thru the Office of the Mayor for the enactment of ordinance or passage of a resolution intended for the general welfare.

Office or Division:	Sangguniang Bayan Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens G2G – Governmnet to Government			
Who may avail:	Municipal Departments, NGO and CSO and General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Letter from the LCE endorsing the request 			<ul style="list-style-type: none"> Office of the Mayor 	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the approved letter request to the SB	1. Receive the said letter request	None	2 minutes	<i>SB. Staff/SB Secretary</i>
	1.1 Include the matter in the regular session for the First Reading	None	2 minutes	<i>S.B. Secretary</i>
	1.2 The Chair refers the matter to the Committee concerned	None	2 minutes	<i>Presiding Officer</i>
	1.3.The Committee concerned sets a Committee Meeting to take up the matter	None	2 minutes	<i>Committee Chairman</i>
	1.4 The Committee Chair prepares the Committee Report to include the matter in the next regular session	none	Varies	<i>Committee Chairman</i>



1.5 The Committee Renders the Committee Report to include the matter in the Calendar of Business	None	5 minutes	<i>Committee Chairman</i>
1.6 The Committee presents the matter for adoption in the Calendar of Business	None	5 minutes	<i>Committee Chairman</i>
1.7 Prepared the duly adopted Resolution	None	10 minutes	<i>SB Secretary</i>
1.8 Affix signature on the duly adopted Resolution	None	10 minutes	<i>SB Secretary & Presiding Officer</i>
1.9 Trasmit the approved resolution to the Office of the Mayor for approval	None	5 minutes	<i>SB Secretary</i>
In the Case of Ordinance;			
1.10 The Committee present the matter for public hearing	None	30 minutes	<i>Committee Chairman</i>
1.11 The Committee Chair prepares the Committee Report to include the matter in the next regular session	None		<i>Committee Chairman</i>



	1.12 The Committee Renders the Committee Report to include the matter in the Calendar of Business	None	5 minutes	<i>Committee Chairman</i>
	1.13 The Committee presents the matter for adoption in the Calendar of Business	None	5 minutes	<i>Committee Chairman</i>
	1.14 Prepared the duly enacted Ordinance	None	10 minutes	<i>SB Secretary</i>
	1.15 Affix signature on the duly enacted Ordinance	None	10 minutes	<i>S.B. Secretary & Presiding Officer</i>
	1.16 Transmit the enacted Ordinance to the Office of the Mayor for approval	None	5 minutes	<i>SB Secretary</i>
2. Claim the document	2. Release the copy of resolution/ordinance to client	None	2 minutes	<i>SB Staff</i>
TOTAL		None	2 Hours	

Note: The number of days/processing time of Committee Meeting and SB Session were not included.



Municipal Planning and Development Office

External Services



1. Issuance of Locational Clearance/Zoning Certificate

There shall be collected zoning or locational clearance fees from individuals, private groups including corporations, cooperatives and other similar organizations who will construct structures either for habitation, commercial and special purpose projects within the area of jurisdiction of the municipality of Panay.

Office or Division:	Municipal Planning and Development Office	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government	
Who may avail:	For Business, Property Owners and Projects	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none"> Duly accomplished and notarized application form Any of the following relative to RIGHT OVER LAND <ul style="list-style-type: none"> ➤ Photocopy of the Certificate of Title in case registered in the name of the applicant. ➤ Affidavit to the effect that; <ol style="list-style-type: none"> The applicant is not the owner of the property subject to the application The reason why the property is not yet titled That the property is situated within the alienable and disposable lands and outside of land for public domain That the property is free from all aliens and encumbrances, or stating liens and encumbrances of the property That the property is not tenanted in case the property is planted to rice and corn ➤ In case the property is not registered in the name of the applicant <ul style="list-style-type: none"> • Submit duly notarized Deed of Donation, or Contract of Lease or Authorization to use the land, whichever is applicable; 		<ul style="list-style-type: none"> Municipal Planning and Development Office - Panay To be secured by the client To be secured by the client Owner of the land



<ul style="list-style-type: none"> • PLUS the photocopy of the owners Certificate of Title or in the absence of the title, the Tax Declaration and Affidavit as described in item b. thereof • Set of Plans. • Vicinity Map showing the existing land uses within the prescribed radius from the boundary of the project site. • Site Development Plan showing the project site, lot area boundaries and end dimension of proposed improvements within the project site. • Bill of materials (Residential Projects) • Program of Work (Government Project) • Barangay Clearance 					<ul style="list-style-type: none"> • Architect/Engineer of the client • Architect/Engineer of the client • Architect/Engineer of the client • Architect/Engineer of the client • Architect/Engineer of the client • Barangay where the project is located 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE					
1. Ask the MPDO staff the requirements	1. Present the requirements to client	None	1 minute	Administrative Aide I					
2. Process all the requirements and schedule of inspections									
3. Present the documents to the MPDO	3. Appraise the completeness of documents and compute the fees and charges, then refer the client to pay the fees and charges at the Treasurer's Office	None	30 minutes	Zoning Officer					



4. Pay the fees and charges to the Treasurer's Office	4. Receive the payment and issue OR	Variables refer to schedule below	3 minutes	<i>Revenue Collection Officer</i> <i>(Municipal Treasurer's Office)</i>
5. Present the OR to Zoning Officer	5. Prepares clearance for signature	None	10 minutes	<i>Zoning Officer</i>
6. Receive the Locational Clearance/Zoning Certificate and sign in the log-book	6. Release the Locational Clearance/Zoning Certificate to client	None	5 minutes	<i>Administrative Aide I</i>
TOTAL		Variable	49 Minutes	

SCHEDULE OF FEES	
a. Residential Structure Sing Detached/Attached, the project cost of which; a.1. P100,000.00 and below a.2. Over P100,000.00 to 200,000.00 a.3. Over P200,000.00 to b. Apartment b.1. P500,000.00 and below b.2. Over 500,000.00 to 2 million b.3. Over 2 million c. Dormitories c.1. P2 Million and below c.2. Over 2 million	P500.00 P700.00 P700.00 + 1/10 of 1% of cost in excess of P200,000.00 P1,500.00 P2,000.00 P2,000.00 + 1/10 of 1% in excess of 2 million regardless of the number of doors P2,800.00 2,800+1/10 of 1% in excess of 2 million regardless of the numbers of doors



2. New Application and Renewal of Tricycle Permit and Franchise

In order to legally operate tricycle-for-hire within the municipality, any person engaged in tricycle business shall apply or renew their tricycle permit and franchise at the Municipal Planning and Development Office – Transportation Development and Management Unit.

Office or Division:	Municipal Planning and Development Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens G2B - Government to Business			
Who may avail:	Any person engaged in tricycle for hire business			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Original/Xerox copy of OR/CR of the Tricycle Community Tax Certificate (CTC) Barangay Clearance Police Clearance 			<ul style="list-style-type: none"> Provided by the owner Barangay Treasurer/Mun. Treasurer's Office Barangay where the owner is residing Panay PNP Station 	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the MPDO Staff and present requirements	1. Interview/assessment/ evaluation inspection of requirements and compute fees and charges	None	10 minutes	<i>Admin. Aide I</i>
2. Pay prescribed fees at the Treasurer's Office and present OR to MPDO Staff	2. Receive payment and issue OR to client	Filing Fee: P1,200.00 Mayor's Permit Fee: P150.00 Police Clearance P100.00 Sticker Fee: P50.00 Supervision Fee: P75.00 Inspection Fee: P75.00	3 minutes	<i>Revenue Collection Officer</i> <i>(Municipal Treasurer's Office)</i>



	2.1 Conduct inspection	None	10 minutes	<i>Admin. Aide I</i>
	2.2 Process the permits & franchise	None	20 minutes	
3. Claim the approved permit and franchise and sign in the log-book	3. Release the approved permit and franchise to client	None	3 minutes	<i>Admin. Aide I</i>
TOTAL		P1,650.00	46 Minutes	



3. Cancellation of Tricycle Permit and Franchise

In order for the tricycle-for-hire be used for private purposes, any person who own a franchise shall apply for cancellation of tricycle permit and franchise.

Office or Division:	Municipal Planning and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business			
Who may avail:	Any person engaged in tricycle for hire business			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Previous Mayor's Permit and Franchise • OR/CR (Original or Xerox copy) 		<ul style="list-style-type: none"> • Provided by the owner • Provided by the owner 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the MPDO Staff and present requirements	1. Receive/Interview, compute and advise the client to pay the fees for cancelation of franchise to Treasurer's Office	None	10 minutes	<i>Administrative Aide I</i>
2. Pay the prescribed fees at the Treasurer's Office and present OR to MPDO Staff	2. Receive payment and issue OR to client	Cancellation Fee: P50.00	5 minutes	<i>Revenue Collection Officer</i> <i>(Municipal Treasurer's Office)</i>
	2.1 Type cancellation of permit and franchise	None	2 minutes	<i>Administrative Aide I</i>
3. Receive the cancelled permit & franchise and sign in the log-book	3. Release the cancelled permit & franchise to client	None	2 minutes	<i>Administrative Aide I</i>
TOTAL		P50.00	19 Minutes	



Municipal Treasurer's Office

External Services



1. Collection of Real Property Tax

Owner of land, house, lots, machineries and buildings are require to pay property taxes annually. Taxable value is based on the Municipal Assessor's schedule of fair market values. Discounts are given to those who pay in advance and prompt.

Office or Division:	Municipal Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens G2B – Governmnet to Business			
Who may avail:	All owners of land, house, and lots, machineries and buildings within the jurisdiction of the municipality.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> • Proof of last payment (OR) (1 original or photocopy) • Tax Declaration (1 original or photocopy) • Notice of Assessment & Tax Bill (1 original copy) • Verify through Electronic Real Property Tax & Collections Systems 			<ul style="list-style-type: none"> • Client copy • Municipal Assessor's Office • Municipal Assessor's/Municipal Treasurer's Office • Municipal Treasurer's Office 	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the Treasurer's Staff and submit the requirements	1. Receive and assess the requirements	None	2 minutes	Revenue Collection Officers
	1.1. Verify Real Property Tax Account	None	5 minutes	
	1.2 Compute tax due	None	3 minutes	
2. Pay the prescribed fees	2. Issue Official Receipt and receives payment	Varies Refer to schedule below	3 minutes	



3. Claim the Official Receipt	3. Post the payment in the Electronic Real Property Tax Collections System and Real Property Tax Account Register Card	None	3 minutes	Revenue Collection Officers
TOTAL		Variable	16 minutes	

Formula:

Assessed Value X 2% (Basic & SEF) = Tax Due X Discounts/Penalties = Total Tax Due

For Updated Payments:

Discounts to Avail:

For Advancement Payment ----- 20%
 For Prompt Payment for quarterly or yearly ----- 10%

Interest on unpaid RPT:

2% per month with maximum of 72% after March 31

Penalties for Unpaid Back Taxes

YEAR	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
2022	-10%	-10%	-10%	8%	10%	12%	14%	16%	18%	20%	22%	24%
2021	26%	28%	30%	32%	34%	36%	38%	40%	42%	44%	46%	48%
2020	50%	52%	54%	56%	58%	60%	62%	64%	66%	68%	70%	72%
2019 & below	72%	72%	72%	72%	72%	72%	72%	72%	72%	72%	72%	72%



2. Issuance of Community Tax Certificate (CEDULA)

Community Tax Certificate is issued to a person or corporation upon payment of the Community tax. A community tax is paid in place of residence of the individual or in the place where the principal office of the juridical entity is located.

Office or Division:	Municipal Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government			
Who may avail:	Residents of Panay and Government Employee who are residents of Panay			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Fill in Information Sheet Valid Identification Card 			<ul style="list-style-type: none"> Municipal Treasurer's Office 	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the Treasurer's Staff and present the requirements	1. Receive/ acknowledge and require the client to fill-in the information	None	2 minutes	Revenue Collection Officers
	1.2 Compute the amount to be paid	None	2 minutes	
2. Pay the prescribed fees	2. Issue Community Tax Certificate and receive payment	Varies Refer to schedule below	3 minutes	
3. Claim the Community Tax Certificate	3. Release the Community Tax Certificate	None	1 minute	
TOTAL		Variable	8 minutes	



Basic :

Individual : P5.00 + (P 1.00 for every P 1,000.00 of Gross Receipts/ Salaries / Income from Real Property but not exceed to P5,000.00).

Corporation: P500.00 + (P2.00 for every P5,000.00 assessed value of Real Property, Gross Receipts / Dividends but not exceed P10,000.00).

Penalty : Interest of 2% per month is charged on top of the total if CTC is issued after February of the applicable year.



3. Issuance of Official Receipt for Certification

This transaction includes the issuance of official receipt to the clients paying for the certification fee of the transaction from the office where it was made.

Office or Division:		Municipal Treasurer's Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizens		
Who may avail:		Any Person or Group		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Types of Certification Transacted 			<ul style="list-style-type: none"> From the Office where transaction is made 	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the Treasurer's Staff	1. Receive client and inform the prescribed fees	None	1 minute	Revenue Collection Officers
2. Pay the prescribed fees	2. Issue Official Receipt and receives payment	Secretary Fee: P100.00	2 minutes	
3. Claim the Official Receipt	3. Release the OR to client	None	1 minute	Revenue Collection Officers
TOTAL		P100.00	4 minutes	



4. Issuance of Accountable Form #51 to Barangays

Issuance of Accountable Form #51 to the Barangays for their issuance of Barangay Clearance, Barangay Business Clearances and other Certifications.

Office or Division:		Municipal Treasurer's Office		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Barangay Treasurers in Panay		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Requisition and Issue Slip (3 copies) 			<ul style="list-style-type: none"> Barangay Treasurer 	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the Requisition and Issue Voucher Form to the Municipal Treasurer's Office Staff	1. Receive/ validate the Requisition and Issue Voucher Form	None	2 minutes	Revenue Collection Officers
2. Pay the Prescribed fees	2. Issue Official Receipts and Receive Payments	OR FEE: P130.75	3 minutes	
3. Claim the Official Receipt	3. Release the accountable forms to client	None	1 minute	
TOTAL		P130.75	6 Minutes	



5. Issuance of Certificate of RPT Payment

Certificate of RPT payment is issued when a taxpayer lost his/her receipt or for whatever purpose he/she may have.

Office or Division:	Municipal Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business			
Who may avail:	Business Entities, Citizens, Real Property Owners			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Proof of Payment (OR) Original /Photocopy <p>Note: If clients could not provide OR, the Municipal Treasurer's Staff will use the Electronic Real Property Tax and Collections System or Real Property Tax Account Register Card to retrieve the said record</p>			<ul style="list-style-type: none"> Client Municipal Treasurer's Office 	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Proof of Payment	1. Receive and verify OR provided by the client	None	5 minutes	Revenue Collection Officers
	Note: If OR can't be provided by the taxpayer, Real Property Tax and Collections System or Real Property Tax Register Card is used to retrieve records	None	3 minutes	
2. Pay the prescribed fees	2. Issue OR and Generate RPT Certificate	Certification Fee: P100.00	5 minutes	



3. Claim the RPT Certificate and sign in the log-book	3. Release the Certificate to client	None	1 minute	
TOTAL		P100.00	14 minutes	



6. Payment of Financial Assistance and Valid Claims

Issuance of Check for financial assistance and valid claims to the respective recipient.

Office or Division:	Municipal Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business			
Who may avail:	Any Person or Group			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Valid Identification Card (Financial Assistance) 2 Valid IDs and Official Receipt (For Supplier claimant) 			<ul style="list-style-type: none"> Client Client 	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Valid IDs and Official Receipt	1. Validates Identification Card 1.1 For supplier claimant issue official receipt	None	3 minutes	Revenue Collection Clerk
2. Signed Document	2. Verify Signature	None	2 minutes	
3. Claim the check and sign in the logbook	3. Release the check to client	None	1 minute	Revenue Collection Clerk
TOTAL		None	6 Minutes	



Business Permit and Licensing Unit

External Services



1. Application for New/Renewal Business Permits and Licenses

Pursuant to Municipal Revenue Code of the municipality of Panay, any individual or corporation who wish to establish, operates and maintain business within this municipality shall be required to pay business tax , mayor's permit and other regulatory fees on business.

Office or Division:	Business Permit and Licensing Unit	
Classification:	Simple	
Type of Transaction:	G2B – Government to Business	
Who may avail:	Any person or corporation engaged in business	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For New Business		
<ul style="list-style-type: none"> • Barangay Clearance • CTC (Cedula) • Barangay Certificate of Newly Started Business • Police Clearance • Sanitary Permit • Health Certificate (for food handler) • Zoning Clearance • Building Permit (if applicable) • BIR Tax Identification (if applicable) • DTI Business Name Registration (if applicable) • DENR ECC (if applicable) • CDA Certificate of Registration (for cooperatives) • Mining Permit (for sand/gravel dealers) • BSP Registratin (for pawnshop business) • SEC Certificate of Authority (for lending investors) 		<ul style="list-style-type: none"> • Barangay where business is located • Barangay/Municipal Treasurer • Barangay where business is located • Panay PNP Station • Municipal Health Office • Municipal Health Office • Municipal Planning & Dev't Office • Municipal Engineering Office • BIR Office • DTI Office • DENR Office • CDA Office • DENR Office • Bangko Sentral ng Pilipinas • SEC Office
For Renewal		
<ul style="list-style-type: none"> • Previous Permit and Application • BIR Book of Account or Previous Year's ITR • SSS Clearance (if applicable) • Pag-ibig Certificate of Good Payee (if applicable) • CDA Certificate of Good Standing (for cooperatives) • List of Rice/Grains Millers (rice mill) • Electric Bills for 4 consecutive months (rice mill) 		<ul style="list-style-type: none"> • Client Record • BIR Office • SSS Office • PAG-IBIG Office • CDA Office • NFA Office • CAPELCO Office



<ul style="list-style-type: none"> NFA License (rice, mill, grains/rice retailers/dealers) DENR Certificate of Transport (for nipa/bamboo dealers) Mining Clearance (sand/gravel dealers) 		<ul style="list-style-type: none"> NFA Office DENR Office DENR Office 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the BPLO Personnel and submit the complete requirements	1. Receive and assess the documents submitted based in the checklist of requirements	None	2 minutes	<i>BPLO Personnel</i>
	1.1 Interview the client and fill up the application Form	None	5 minutes	
	1.2 Compute fees and charges and advice the client to pay at the Treasurer's Office	None	3 minutes	
2. Pay the prescribed fees at the Treasurer's Office and present the OR to BPLO Personnel	2. Receive payment and issue OR to client	Variable Refer the schedules below	5 minutes	<i>Revenue Collection Officer (Municipal Treasurer's Office)</i>
	2.1. Issues Preliminary License to Operate Business to the client	None	5 minutes	<i>BPLO Personnel</i>
3. Receive the Preliminary License to Operate Business and sign in the log-book	3. Release the Preliminary License to Operate Business to client	None	1 minute	<i>BPLO Personnel</i>
TOTAL		Variable	21 Minutes	



BUSINESS TAX, PERMIT AND REGULATORY FEES

MAYOR'S PERMIT FEE:

For the purpose of **Mayor's Permit Fee**, the following definition of business size is here by adopted;

Characteristic	Asset Size	Number of Workers
Cottage	P100,000.00 and below	1-5
Small	Over P100,000.00 to P500,000.00	6-30
Medium	Over P500,000.00 to P1 Million	21-50
Large	Over P1Million	50 and above

On business subject to graduated fixed taxes

<i>1. On manufacturers/importers/producers</i>	<i>Amount of Tax per Annum</i>
Cottage	P110.00
Small	700.00
Medium	1,500.00
Large	3,000.00
<i>2. On Banks and Financial Institution</i>	
Small	P2,000.00
Medium	5,000.00
Large	7,000.00
2.1. Finance and Investment	P5,000.00
2.2. Commercial Banks	2,500.00
2.3. Savings Banks	2,500.00
2.4. Rural Banks	2,500.00
<i>3. On Contractors/Service Establishments</i>	
Cottage	P110.00
Small	440.00
Medium	880.00
Large	1,100.00
<i>4. On Wholesalers/Retailers/Dealers or Distributors</i>	
Cottage	P300.00
Small	500.00
Medium	1,000.00



Large	1,200.00
<i>5. On Transloading Operation</i>	
Medium	2,500.00
Large	5,000.00
<i>6. Other Businesses</i>	
Cottage	P150.00
Small	500.00
Medium	1,000.00
Large	1,500.00

Wholesale dealer in domestic liquor	P330.00
Wholesale dealer in fermented liquor	330.00
Wholesale dealer in foreign liquor	550.00
Wholesale dealer in vino liquor	220.00
Retail dealers in foreign liquor	165.00
Retail dealers in domestic liquor	165.00
Retailers of distilled spirits	220.00
Retailers of fermented liquors	121.00
Retailers of tuba, basi, buri	91.00
Wholesale dealer of leaf tobacco	363.00
Retail dealer of manufactured tobacco	91.00
Retail dealer of leaf tobacco	91.00
Amusement places, amusement devices:	
a. Day & night club	3,630.00
b. Day clb or night club	1,573.00
c. Cocktail lounge or bar	1,090.00
d. Cabaret or dance hall	1,090.00
e. Bath houses & or swimming pool resort & other similar places	363.00
f. Skating rink	363.00
g. Steam bath, sauna bath & other similar establishment/cubicle	363.00
h. Billiard or pool hall	
h.1. First table	91.00
h.2. For every additional table	37.00
i. Bowling alley	
i.1. automatic	182.00



i.2. Non-automatic	91.00
j. Circus carnival or the like	60.00
k. Merry go round coaster, ferris wheel, swing, shooting gallery and other similar contrivances fr each contrivance	60.00
l. Boxing stadium	72.00
m. Boxing contest per night	25.00
n. Cockpit	182.00
o. Race track	485.00
p. Theater and cinema houses	121.00
p.1. itinerant operator	25.00
p.2. video houses or mini theater	60.00
Amusement devices:	
a. Each jukebox machine	25.00
b. Each videotape machine or player	25.00
c. Video/VCD player	110.00
d. On golf links	726.00
Special Projects:	
Telecommunication facilities (towers, sub-station and the like	11,000.00
BUSINESS TAX	
The imposition of business tax to those who want to establish, operate, conduct or maintain their respective business within the municipality, the following schedules are hereby prescribed pursuant to Revised Municipal Revenue Code of Panay	
1. Retailers:	
Gross Sales/Receipts for the Preceding Year	Rate of Tax Per Annum
400,000.00 or less	2%
More than 400,000.00	1%
2. Manufacturers, Assemblers, Repackers, Processors, Brewers, Distillers, Rectifiers or Compounders of liquor and other manufacturers of any article of commerce	
Gross Sales/Receipts for the Preceding Year	Rate of Tax Per Annum
Less than 10,000.00	200.00
10,000.00 or more but less than 15,000.00	266.00
15,000.00 or more but less than 20,000.00	365.00
20,000.00 or more but less than 30,000.00	533.00
30,000.00 or more but less than 40,000.00	798.00
40,000.00 or more but less than 50,000.00	998.00
50,000.00 or more but less than 75,000.00	1,597.00



75,000.00 or more but less than 100,000.00	1,996.00
100,000.00 or more but less than 150,000.00	2,662.00
150,000.00 or more but less than 200,000.00	3,328.00
200,000.00 or more but less than 300,000.00	4,658.00
300,000.00 or more but less than 500,000.00	6,655.00
500,000.00 or more but less than 750,000.00	9,680.00
750,000.00 or more but less than 1,000,000.00	12,100.00
1,000,000.00 or more but less than 2,000,000.00	16,638.00
2,000,000.00 or more but less than 3,000,000.00	19,965.00
3,000,000.00 or more but less than 4,000,000.00	23,958.00
4,000,000.00 or more but less than 5,000,000.00	27,951.00
5,000,000.00 or more but less than 6,500,000.00	29,494
6,500,000.00 or more	At the rate of not exceeding 41.1/4% of 1%
3. Wholesalers, distributors or dealers in any article of commerce	
Gross Sales/Receipts for the Preceding Year	Rate of Tax Per Annum
Less than 1,000.00	22.00
1,000.00 or more but less than 2,000.00	40.00
2,000.00 or more but less than 3,000.00	60.00
3,000.00 or more but less than 4,000.00	87.00
4,000.00 or more but less than 5,000.00	121.00
5,000.00 or more but less than 6,000.00	146.00
6,000.00 or more but less than 7,000.00	173.00
7,000.00 or more but less than 8,000.00	200.00
8,000.00 or more but less than 10,000.00	226.00
10,000.00 or more but less than 15,000.00	266.00
15,000.00 or more but less than 20,000.00	334.00
20,000.00 or more but less than 30,000.00	340.00
30,000.00 or more but less than 40,000.00	532.00
40,000.00 or more but less than 50,000.00	800.00
50,000.00 or more but less than 75,000.00	1,198.00
75,000.00 or more but less than 100,000.00	1,597.00
100,000.00 or more but less than 150,000.00	2,263.00
150,000.00 or more but less than 200,000.00	2,928.00
200,000.00 or more but less than 300,000.00	3,993.00
300,000.00 or more but less than 500,000.00	5,372.00
500,000.00 or more but less than 750,000.00	7,986.00
750,000.00 or more but less than 1,000,000.00	10,648.00
1,000,000.00 or more but less than 2,000,000.00	12,100.00
2,000,000.00 or more	At rate not 55% of 1 %



4. Contractors and other independent contractors or services	
Gross Sales/Receipts for the Preceding Year	Rate of Tax Per Annum
Less than 5,000.00	34.00
5,000.00 or more but less than 10,000.00	75.00
10,000.00 or more but less than 15,000.00	127.00
15,000.00 or more but less than 20,000.00	200.00
20,000.00 or more but less than 30,000.00	333.00
30,000.00 or more but less than 40,000.00	466.00
40,000.00 or more but less than 50,000.00	666.00
50,000.00 or more but less than 75,000.00	1,065.00
75,000.00 or more but less than 100,000.00	1,598.00
100,000.00 or more but less than 150,000.00	2,396.00
150,000.00 or more but less than 200,000.00	3,195.00
200,000.00 or more but less than 250,000.00	4,392.00
250,000.00 or more but less than 300,000.00	5,590.00
300,000.00 or more but less than 400,000.00	7,454.00
400,000.00 or more but less than 500,000.00	9,983.00
500,000.00 or more but less than 750,000.00	11,193.00
750,000.00 or more but less than 1000,000.00	12,403.00
1,000,000.00 or more but less than 2000,000.00	13,915.00
2,000,000.00 or more	At the rate not exceeding 55% of 1%
PENALTY/SURCHARGE	25% of the Business Tax from Gross Sales
INSPECTION FEE	50.00
PLATE/STICKER FEE	50.00
GARBAGE FEE	100.00
POLICE CLEARANCE FEE	100.00
MEDICAL/HEALTH EXAMINATION FEE (Food Handler Business)	100.00
ZONING/LOCATIONAL CLEARANCE FEE	100.00
CERTIFICATION FEE	100.00



TAX ON SIGNBOARDS/BILLBOARDS		
Erection and Anchorage of display surface, up to four (4)		120.00
Every sq.m. or fraction thereof in excess of four (4) s.q.		24.00
Installation fees, per sq.m. or fraction thereof of display surface		
Type of Sign Display	Business Signs	Advertising Signs
Neon	36.00	52.00
Illuminated	24.00	00036.00
Others	15.00	24.00
Painted-on	9.60	18.00
Annual renewal fees, per sq.m. of display surface of fraction thereof.		
Type of Sign Display	Business Signs	Advertising Signs
Neon	P36.00,min. 124.00	– P46.00, min 200.00
Illuminated	P18.00,min - 72.00	P38.00,min 150.00
Others	P12.00,min - 40.00	P20.00,min 110.00
Painted-on	P8.00,min - 30.00	P12.00,min 100.00
FEE FOR STORAGE OF COMBUSTIBLE AND FLAMMABLE MATERIALS		
Storage of gasoline, diesel, fuel, kerosene and similar products		
500 to 2,000 liters		1,000.00
2,001 to 5,000 liters		1,500.00
5,001 to 20,000 liters		2,000.00
20,001 to 50,000 liters		2,500.00
50,001 to 100,000 liters		3,000.00
Over 100,000 liters		3,500.00
SANITARY INSPECTION FEE (According to the area)		
• For house rent		100.00
• For business, industrial or agricultural establishment		
With an area of 25 sq.m. or more but less than 50 sq.m.		50.00



With an area of 50 sq.m. or more but less than 100 sq.m.	100.00
With an area of 100 sq.m. or more but less than 200 sq.m.	150.00
With an area of 200 sq.m. or more but less than 500 sq.m.	200.00
With an area of 500 sq.m. or more but less than 1000 sq.m.	250.00
With an area of 1000 sq.m. or more	350.00



2. Retirement of Business

If the business owner decided to ceased operation of his/her business, He/she can request for a Certificate of Closure to Business Permit and Licensing Unit.

Office or Division:		Business Permit and Licensing Unit		
Classification:		Simple		
Type of Transaction:		G2B – Government to Business		
Who may avail:		Any person engaged in business		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Certificate of Closure from Barangay 			<ul style="list-style-type: none"> Barangay 	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the BPLO Personnel	1.Receive and assess and compute fees and charges	None	3 minutes	<i>BPLO Personnel</i>
2. Pay the prescribed fees at the Treasurer's Office and present the OR to BPLO Personnel	2. Receive payment and issue OR to client	Closure Fee: P100.00 + 2% of the Gross Sales Of the previous year	2 minutes	<i>Revenue Collection Officer (Municipal Treasurer's Office)</i>
	2.1 Issue Certificate of Closure	None	3 minutes	<i>BPLO Personnel</i>
3. Claim the Certificate of Closure and sign in the log-book	3. Release the Certificate of Closure to client	None	1 minute	<i>BPLO Personnel</i>
TOTAL		P100.00 + 2% of the Gross Sales of the previous year	9 Minutes	



Municipal Budget Office

External Services



1. Review of the Barangay and Sangguniang Kabataan Annual Budget, Supplemental Budget and Realignment.

Review Barangay and Sangguniang Kabataan Annual Budget, Supplemental Budget, and Realignment and provide technical assistance on the preparation of Barangay and Sangguniang Kabataan Annual Budget, Supplemental Budget and Realignment.

Office or Division:		Municipal Budget Office		
Classification:		Highly Technical		
Type of Transactions:		G2G – Government to Government		
Who may avail:		Barangay Officials		
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
<ul style="list-style-type: none"> Barangay and Sangguniang Kabataan Annual Budget Barangay and Sangguniang Kabataan Supplemental Budget Barangay and Sangguniang Kabataan Realignment 				Barangay
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach and submits the requirements to the budget staff	1. Receive the requirements	None	1 minute	<i>Admin. Officer II</i> <i>Admin. Aide IV</i>
2. Wait while MBO staff check the completeness of Barangay and Sangguniang Kabataan Annual Budget, Supplemental Budget, and Realignment for review	2. Check the completeness of Barangay and Sangguniang Kabataan Annual Budget, Supplemental Budget, and Realignment for review	None	20 minutes (Annual Budget) 10 minutes (Supplemental Budget/ Realignment)	<i>Admin. Officer II</i>
3. Waits while MBO staff review the budget <ul style="list-style-type: none"> Barangay and SK Annual Budget Barangay and SK Supplemental Budget Barangay and SK Realignment 	3. Review the budget <ul style="list-style-type: none"> Barangay Annual Budget SK Annual Budget Barangay and SK Supplemental Budget Barangay and SK Realignment 	None	(Local Gov't. Code – 90 days <u>review period</u>) 10 working days 7 working days 5 working days 5 working days	<i>Admin. Officer II</i>



4. Wait while MBO staff prepares the endorsement letter & PS computation for review and Approval of the MBO	4. Prepare the endorsement letter & PS computation to the Sangguniang Bayan	None	1 hour	<i>Admin. Officer II</i>
	4.1 Review & sign endorsement letters & PS computation of Barangay and Sangguniang Kabataan Annual Budget, Supplemental Budget and Realignment for Sangguniang Bayan review and approval	None	30 minutes (Annual Budget) 20 minutes (Supplemental Budget & Realignment)	<i>OIC-Mun. Budget Officer</i>
	4.2 Transmit documents to SB Office for legislation	None	10 minutes	<i>Admin. Officer II Admin. Aide IV</i>
	4.3 SB staff receive Annual, Supplemental, and Realignment of Barangay and SK.	None	5 minutes	<i>Local Legislative Staff Assistant</i>
5. Wait for the review and recommendation of Sangguniang Bayan	5. Sangguniang Bayan conduct session for the review and approval of Annual Budget, Supplemental Budget and Realignment of barangay and SK	None	Variable	<i>Sangguniang Bayan Members (Sangguniang Bayan Office)</i>
6. Receive the Approved Annual Budget, Supplemental Budget, and Realignment of barangay and SK	6. Endorse approved barangay and SK budgets to the concerned barangays	None	5 minutes	<i>Admin. Officer II Admin. Aide IV</i>
TOTAL (BARANGAY ANNUAL BUDGET)		None	10 working days, 2 hr. & 11 mins.	
TOTAL (SK ANNUAL BUDGET)		None	7 working days, 2 hr. & 11 mins.	
TOTAL (BARANGAY AND SK SUPPLEMENTAL BUDGET & REALIGNMENT)		None	5 working days, 1 hr. & 51 mins.	



Municipal Budget Office

Internal Services



1. Certificate of Appropriations

Certify as to the existence of available Appropriation on Obligation Request

Office or Division:	Municipal Budget Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Different Offices of Municipal Government			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> • Obligation Request • Voucher • Purchase Request 			<ul style="list-style-type: none"> • Respective Department 	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Client approach the budget staff	1. Budget staff receive the client	None	1 minute	<i>Admin. Aide I Admin. Aide IV</i>
	1.1 Verification of documents (if there is an appropriation) (General Fund, Budgetary Requirements & Trust Fund)	None	2 minutes	<i>Admin. Asst. II Admin. Aide II Admin. Officer II</i>
	1.2 Record transactions, prepare charge slip & post in ObR <ul style="list-style-type: none"> • General Fund • Budgetary Requirement • Trust Fund 	None	20 minutes	<i>Admin. Asst. II Admin. Aide II Admin. Officer II</i>
	1.3 Entry of ObR (Municipal Payroll, Voucher, PJs, PRs)	None	15 minutes	<i>Admin. Aide I Admin. Aide IV</i>



	1.4 Municipal Budget Officer checks & signs the ObR	None	2 minutes	<i>OIC-Mun. Budget Officer</i>
	1.5 Release the documents to client after recording	None	5 minutes	<i>Admin. Aide I Admin. Aide IV</i>
2. Client receives the document.				
TOTAL		None	45 Minutes	



Municipal Accounting Office

External Services



1. Securing Certificate of Final Tax Withheld at Source

The BIR Form 2306 or the Certificate of Final Income Tax Withheld is accomplished and issued by the withholding agent, usually the employer, to reflect the income subjected to final tax. It should indicate the total amount paid, as well as the total taxes withheld and remitted during the period. The BIR Form 2307 or the Certificate of Creditable Tax Withheld at Source details the income subjected to expanded withholding tax paid by the withholding agent.

Office or Division:	Municipal Accounting Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business			
Who may avail:	All Suppliers of the Municipal Government			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Paid Disbursement Voucher 		<ul style="list-style-type: none"> • Municipal Treasurer's Office 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit triplicate copy of approved and paid disbursement voucher to the accounting staff	1. Receive the approved and paid disbursement voucher	None	1 minute	<i>Admin. Aide IV Admin. Assistant II</i>
2. Wait while the document is being process	2. Process the document	None	7 minutes	<i>Admin. Aide IV Admin. Assistant II</i>
	2.1 Sign the document	None	1 minute	<i>Mun. Accountant</i>
3. Claim the certificate of final tax withheld at source	3. Release the documents to client	None	1 minute	<i>Admin. Aide IV Admin. Assistant II</i>
TOTAL		None	10 inutes	



2. Processing of Disbursement Transaction

Any citizen or employee of the LGU whose claim is in process for payment may inquire the status thereof. Disbursement Vouchers with corresponding supporting documents are checked as to its completeness and validity.

Office or Division:	Municipal Accounting Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2B – Government to Business			
Who may avail:	All LGU Employees and Suppliers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire the status of claim or payment with the accounting staff	1. Check per record if the transaction has already been entered in the accounting books	None	2 minutes	JO Admin Aide II Admin Aide III
	1.1 If not yet entered, draw a journal entry voucher for approval of the Municipal Accountant	None	5 minutes	
2. Wait while the document is being process	2. Review the Voucher and its supporting documents. If regular and complete, sign approved.	None	4 minutes	Mun. Accountant



	2.1 Advise the client of the status of claim/payment and advise to proceed to the Mun. Treasurer's Office for the issuance of check.	None	1 minute	<i>Admin Aide II</i> <i>Admin Aide III</i>
3. Proceed to the Treasurer's Office				
TOTAL		None	12 Minutes	



3. Issuance of Accountant's Advice for Check Issued

The Accountant's Advice is issued to the Authorized Government Depository Bank as proof that all checks issued are complete with documentary requirements.

Office or Division:	Municipal Accounting Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2B – Government to Business			
Who may avail:	All LGU Employees and Suppliers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Approved Voucher with supporting documents Signed Cheque 		<ul style="list-style-type: none"> Mayor's Office 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved voucher with attached signed check to the accounting staff	1. Receive the documents and encode in Advice of Check Issued and Cancelled (ACIC) data entry system.	None	6 minutes	<i>Admin. Assistant II</i>
	1.1 Upload the ACICDES report in Landbank weaccess for online approval	None	1 minute	
2. Wait while the document is being process	2. Mun. Accountant will review the accuracy of entry in uploaded ACICDES Report. If no error, approve advice online.	None	3 minutes	<i>Municipal Accountant</i>
3. Receive the document and sign in the log book	3. Release the document to client	None	1 minute	<i>Admin. Assistant II</i>
TOTAL		None	11 Minutes	



Municipal Assessor's Office

External Services



1. Securing Certified True Copy/Machine Copy of Tax Declaration and Certification

The tax declaration serves as the municipality's permanent record for every real property unit (land or building) located within the municipality. A certified true copy or machine copy thereon can be requested in the office of the Municipal Assessor.

Office or Division:		Municipal Assessor's Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizens		
Who may avail:		Any Person, Group or Corporation		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Lot Number Official Receipt 		<ul style="list-style-type: none"> Client record Municipal Treasurer's Office 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach Assessor's Staff and submit requirements	1. Receive client and verification of records	None	4 minutes	<i>Admin. Aide III</i>
	1.1 Issue charge slip for payment and instruct the client to pay fees and charges to Treasurer's Office	None	1 minute	<i>Assessment Clerk III</i> <i>Admin Aide I</i>
2. Pay prescribed fees to the Treasurer's Office	2. Receives payment and issue OR	<i>For Certified True Copy:</i> 100.00/copy plus Research Fee: 50.00 <i>For Certified Machine copy:</i> 100.00/copy	2 minute	<i>Revenue Collection Officer</i> <i>(Municipal Treasurer's Office)</i>



		<i>For Certification:</i> P100.00		
3. Present the OR to the Assessor's Staff	3. Process the documents: • Certified True Copy • Cert. Machine Copy • Certification	None	4 minutes	<i>Admin. Aide III</i> <i>Assessment Clerk III</i> <i>Admin Aide I</i>
4. Claim the requested certifications and sign in the logbook	4. Release the copy of Tax Declaration certified by the Municipal Assessor to the client	None	2 minutes	<i>Admin. Aide III</i> <i>Assessment Clerk III</i> <i>Admin Aide I</i>
TOTAL		Certified True Copy: 150.00 (100/copy + 50.00) Certified Machine Copy: P100.00/copy <i>For Certification:</i> P100.00	13 Minutes	



2. Securing Tax Declaration for Simple Transfer, Subdivision and Consolidation, Reclassification and Discovery of New Property.

New tax declaration should be issued for properties involving transfer of ownership, declaring new ownership of property and segregation of property. The Municipal Assessor's Office conduct ocular inspection for reclassification for a newly discovered properties to appraise the value of the real property.

Office or Division:	Municipal Assessor's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Landowners of Panay			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> • Certificate of Conveyance • Certificate of Title • Official Receipts/Certification of Updated Tax Payments • Transfer Fee • Certificate Authorizing Registration • Approved Subdivision Plan (for subdivision) 			<ul style="list-style-type: none"> • Client record • Client record • Municipal Treasurer • Provincial Treasurer's Office • BIR • Client record 	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach Assessor's Staff and submit requirements	1. Check documents for transactions	None	2 minutes	
	1.1 Assess/appraise the new market value, in case of subdivision	None	15 minutes	<i>Admin. Aide III</i> <i>Admin. Aide IV</i> <i>Assessment Clerk III</i>
	1.2 Issue charge slip for payment and instruct the client to pay fees and charges to Treasurer's Office	None	1 minute	<i>Admin Aide I</i>



2. Pay prescribed fees to the Treasurer's Office	2. Receives payment and issue OR	Processing Fee: P30.00/ parcel	2 minutes	<i>Revenue Collection Officer</i> <i>(Municipal Treasurer's Office)</i>
3. Present the OR to the Assessor's Staff	3. Indicate the tax declaration number assigned to property assessed 3.1 Indicate Property Identification Number 3.2 Indicate the name of the declared owner and mailing address as appeared in the title 3.3. Encode Tax Declaration and FAAS (Field Appraisal and Assessment Sheet 3.4 Record/ cancelled the transaction at Assessment Roll and TMCR (Tax Map Control Roll)	None	2 minutes/ parcel 2 minutes 2 minutes 3 minutes 2 minutes	<i>Assessment Clerk III</i> <i>Admin Aide I</i> <i>Admin. Aide III</i> <i>Assessment Clerk III</i>



	3.5 Review the documents and forward to the Provincial Assessor's Office for approval	None	1 day	Assessment Clerk III Admin Aide I
	3.6 Call the client if document is approved and ready for release	None	2 minutes	Assessment Clerk III Admin Aide I
4. Receive copy of tax declaration and sign in the logbook	4. Release the document to the client			Assessment Clerk III Admin Aide I Assessment Clerk III Admin Aide I
TOTAL		P30.00/ Parcel	1 day & 33 Minutes	



3. Securing Certification (Landholding, No Real Property, With Real Property, No Improvement on Real Property, With Improvement on Real Property)

This includes processing of Certification of various real property like landholdings, no real property, with real property, no improvement on real property and with improvement on real property as requested by the client.

Office or Division:		Municipal Assessor's Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizens		
Who may avail:		Any Person, Group or Corporation		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Official Receipt 			<ul style="list-style-type: none"> Municipal Treasurer's Office 	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach Assessor's Staff and present the requirement	1. Receive client and verification of records	None	4 minutes	<i>Admin. Aide III</i>
	1.1 Issue charge slip for payment and refer to the Treasurer's Office	None	1 minute	<i>Assessment Clerk III</i> <i>Admin Aide I</i>
2. Pay prescribed fees to the Treasurer's Office	2. Receives payment and issue OR	Certification fee: P100.00 per certificate	2 minutes	<i>Revenue Collection Officer</i> <i>(Municipal Treasurer's Office)</i>



3. Present the OR to the Assessor's Staff	3. Encode the transaction requested	None	4 minutes	<i>Admin. Aide I</i> <i>Assessment Clerk III</i>
	3.1 Sign the requested certification	None	2 minutes	<i>OIC - Municipal Assessor</i>
4. Receive the requested certifications and sign in the log-book	4. Release the requested certifications to the client	None	2 minutes.	<i>Admin. Aide I</i> <i>Assessment Clerk III</i>
TOTAL		P100.00/ Certificate	15 Minutes	



Municipal Civil Registrar's Office

External Services



1. On-Time Registration of Certificate of Birth for New Born Child

Birth Registration is the process of recording child's legal name, date and place of birth. It is a permanent and official record of child's existence, and provide legal recognition of that child's identity. It also establishes a legal record of who his or her parents are.

Office or Division:	Municipal Civil Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Parents of new born babies/ Birthing Clinics From the municipality of Panay			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> If the birth occurred in a Birthing Clinic Accomplished Municipal Form No. 102 (COLB)/Certificate of Live Birth duly signed by the attendant at birth If child is illegitimate Affidavit of Acknowledgement of Paternity / Subscribe Affidavit To Use The Surname of the Father signed by the Mother 			Municipal Civil Registrar	
			Municipal Civil Registrar Municipal Civil Registrar	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirements to the MCR Staff	1. Receive/evaluate & register the Certificate of Livebirth	None	5 minutes	<i>Admin. Aide IV Admin. Aide I</i>
	1.1 Review and sign the Certificate of Livebirth	None	5 minutes	<i>Municipal Civil Registrar</i>
2. Claim the documents and sign in the log-book	2. Release the document and secure copy for file	None	2 minutes	<i>Admin. Aide IV Admin. Aide I</i>
TOTAL		None	12 minutes	



2. Delayed Registration of Certificate of Live Birth

Delayed Birth Registration is applied to those child who are late registered. Client should present any documents that could serve as proof of his/her name, date of birth and place where he/she was born.

Office or Division:	Municipal Civil Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Residents of Panay			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Negative Result from PSA Baptismal Marriage Contract School records Any documents that date and place of birth is stated 		<ul style="list-style-type: none"> PSA Church where child was baptized MCR/Church/PSA School where child study Client 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirements and accomplish information sheet	1. Receive/evaluate & register the Certificate of Livebirth	None	5 minutes	Admin. Aide IV Admin. Aide I
	1.1. Compute the fees and charges and advice the client to pay at Treasurer's Office	None	3 minutes	Admin. Aide IV Admin. Aide I
2. Pay the fees and charges to Treasurer's Office	2. Receive the payment and issue OR	Registration Fee More than 1 mo.- P100.00 then P5.00/yr	3 minutes	Revenue Collection Officer (Municipal Treasurer's Office)



	2.1. Review and sign the Certificate of Livebirth	None	2 minutes	<i>Municipal Civil Registrar</i>
3. Receive the document and sign in the log-book	3. Release the document and secure copy for file	None	2 minutes	<i>Admin. Aide IV Admin. Aide I</i>
TOTAL		P 100.00 Additional of P5.00/year	15 Minutes	



3. Issuance of Certified True Copy of Births, Marriage and Death

This services is all about acquiring the certified true copy of Birth, Marriage and Death of any individuals registered in the Municipal Civil Registrar of Panay.

Office or Division:	Municipal Civil Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Individuals/Parents/Relative of Children			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Available Data/Information 			<ul style="list-style-type: none"> Client record 	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach MCR Staff and present requirements	1. MCR Staff receives client	None	3 minutes.	<i>Admin. Aide IV</i> <i>Admin. Aide I</i>
	1.1 Research and prepare the document/s	None	7 minutes	
	1.2 Refer the client to Treasurer's Office for payment of fees	None	1 minute	
2. Pay the prescribed fees to the Treasurer's Office	2. Receive payment and issue OR	Research Fee: P50.00 Certified Copy Fee: P25.00	2 minutes	<i>Revenue Collection Officer</i> <i>(Municipal Treasurer's Office)</i>
3. Present the Official Receipt to MCR Staff	3. Receive payment then attach to document	None	1 minute	<i>Admin. Aide IV</i> <i>Admin. Aide I</i>



	3.1. Sign the document	None	1 minute	<i>Municipal Civil Registrar</i>
4. Receive the document and sign in the logbook	4. Release the document to client	None	1 minute	<i>Admin. Aide IV</i> <i>Admin. Aide I</i>
TOTAL		P75.00	16 Minutes	



4. Issuance of Application for Marriage License

Marriage license is required to contracting parties before getting married. Before getting married, each of the contracting parties must file separate sworn applications for Marriage License with the proper local civil registrar of the place where either or both of the contracting parties reside. The marriage license is valid within 120 days from the date of issue to any part of the Philippines and are deemed automatically cancelled if 120 days lapse.

Office or Division:		Municipal Civil Registrar's Office		
Classification:		Complex		
Type of Transaction:		G2C – Government to Citizens		
Who may avail:		Contract Parties (Bride/Groom) or at least One (1) party or both is/are resident/s of Panay		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Livebirth or Baptismal • CENOMAR (Certificate of No-Marriage Record) • Legal Capacity to Contract Marriage (if foreigner) • Pre-Marriage Counselling Certificate 		<ul style="list-style-type: none"> • LCRO/PSA • PSA • Embassy • Municipal Population Officer – Designate 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client approach the MCR Staff and submit the requirements	1. Receive the client and evaluate the requirements of its completeness and validity	None	3 minutes	<i>Admin. Aide IV</i> <i>Admin. Aide I</i>
2. Fill – up the application form for marriage license	2. Evaluate the marriage license application form	None	3 minutes	<i>Admin. Aide IV</i> <i>Admin. Aide I</i>
	2.1 Compute the corresponding fees and charges and advice the client to	None	2 minutes	<i>Admin. Aide IV</i> <i>Admin. Aide I</i>



	pay at the Treasurer's Office			
3. Pay the fees and charges to Treasurer's Office	3. Receive the payment and issue OR	<p>Counselling fee: 100.00</p> <p>Marriage License Fee: 100.00</p> <p>Application Fee: 200.00/person (resident)</p> <p>300.00/person (Non-resident)</p> <p>1,000.00/person (foreigner)</p>	3 minutes	<p><i>Revenue Collection Officer</i></p> <p><i>(Municipal Treasurer's Office)</i></p>
4. Present the OR to MCR Staff	4. Advise the client to schedule the marriage counselling to in-charge personnel	None	1 minute	<p><i>Admin. Aide IV</i></p> <p><i>Admin. Aide I</i></p>
5. Attend the pre-marriage counselling	5. Conduct pre-marriage counselling	None	<p>4 hours</p> <p><i>Venue and schedule should be arranged by the personnel in-charge</i></p>	<i>Municipal Population Officer</i>
6. Submit the pre-marriage counselling certificate to MCR Staff	6. Process the documents	None	3 minutes	<p><i>Admin. Aide IV</i></p> <p><i>Admin. Aide I</i></p>



	6.1. Sign the document	None	1 minute	<i>Municipal Civil Registrar</i>
7. Wait for 10-day posting period		None	10 days	
8. Claim the marriage license	8. Release the marriage license after the 10 days of submission and secure copy for file	None	3 minutes	<i>Admin. Aide IV</i> <i>Admin. Aide I</i>
TOTAL		Resident P400.00 Non-Resident P500.00 Foreigner P1,200.00	10 Days 4 Hours 19 Minutes	



5. Registration of Death

The death certificate is a permanent legal record of the fact of death, it provides important information about: the decedent, the cause of death, and final disposition.

Office or Division:	Municipal Civil Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Parents / Relatives of the Deceased			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> • Certificate of Death duly signed by the following: <ol style="list-style-type: none"> Attendant at death Embalmer (if applicable) Municipal Health Officer 			<ul style="list-style-type: none"> • Hospital where the death occurred • Municipal Health Office (if death occurred at home and was not attended by the Physician) 	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach MCR Staff and present requirements	1. Receive the client and check the requirements	None	3 minutes.	<i>Admin. Aide IV</i> <i>Admin. Aide I</i>
2. Accomplish certificate of death form	2. Advise the client to: If died in Panay, proceed to MHO and embalmer for signature of the document	None	3 minutes.	<i>Admin. Aide IV</i> <i>Admin. Aide I</i>
	2.1. Compute fees and charges and advise client to pay at Treasury's Office	None	2 minutes	<i>Admin. Aide IV</i> <i>Admin. Aide I</i>



3. Pay the prescribed fees to the Treasurer's Office	3. Receive the payment then issue OR	<p>Burial permit Fee:</p> <p>(if the deceased person is resident of Panay and buried in Panay) P100.00 –</p> <p>(if person died outside Panay but to be buried in Panay) P100.00</p> <p>Transfer permit fee:</p> <p>(If the deceased person is resident of Panay and to be buried outside Panay) P100.00</p>	2 minutes	<p><i>Revenue Collection Officer</i></p> <p><i>(Mun. Treasurer's Office)</i></p>
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4. Present Official Receipt to MCR Staff	4. Receive and registers the document	None	2 minutes	<i>Admin. Aide IV</i> <i>Admin. Aide I</i>
	4.1 Sign the document	None	1 minute	<i>Municipal Civil Registrar</i>
5. Claim the document and sign in the log-book	5. Release the document and secure copy for file	None	1 minute	<i>Admin. Aide IV</i> <i>Admin. Aide I</i>
TOTAL		P100.00	14 Minutes	



6. Registration of Marriage

It is considered valid if the parties who are male and female and have legal capacity to contract marriage freely consented to a marriage in the presence of the solemnizing officer and the Certificate of Marriage is registered to Local Civil Registered thereafter.

Office or Division:	Municipal Civil Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Concerned Party			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Marriage Contract 		<ul style="list-style-type: none"> Municipal Civil Registrar where marriage was officiated 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach MCR Staff and present requirement	1. Receive the client and accept the accomplished certificate of marriage signed by the solemnizing officer	None	3 minutes.	Admin. Aide IV Admin. Aide I
	1.1. Advise the client to pay the fee at the Treasurer's Office	None	1 minute	Admin. Aide IV Admin. Aide I
2. Pay the fees at the Treasurer's Office	2. Receive the payment and issue OR	Solemnation Fee: 300.00 (if marriage will be officiated by LCE)	2 minutes	Local Revenue Collection Office (Municipal Treasurer's Office)



	2.1. Review/ evaluate and register document	None	2 minutes	<i>Admin. Aide IV</i> <i>Admin. Aide</i>
	2.2. Sign the document	None	1 minute	<i>Municipal Civil Registrar I</i>
3. Claim the document and sign in the log-book	3. Release the document and secure copy for file	None	1 minute	<i>Admin. Aide IV</i> <i>Admin. Aide</i>
TOTAL		P300.00	10 Minutes	

Note: There is a fine of P200.00 collected for 1 month delayed registration.



7. Petition for Change of First Name/Clerical Error/Sex and Date of Birth

Republic Act (RA) 9048 authorizes the city or municipal civil registrar or the consul general to correct a clerical or typographical error in an entry and/or change the first name or nickname in the civil register without need of a judicial order.

RA 10172 is an act further authorizing the city or municipal civil registrar or the consul general to correct clerical or typographical errors in the day and month in the date of birth or sex of a person appearing in the civil register without need of a judicial order, amending for this purpose republic act 9048.

Office or Division:	Municipal Civil Registrar's Office	
Classification:	Complex	
Type of Transaction:	G2C – Government to Citizens	
Who may avail:	Parents/Siblings/Owner of the documents	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1.) Petition for Change of First Name <ul style="list-style-type: none"> • PSA Copy of Birth • Baptismal • Barangay/Police/NBI Clearance • If employed: Employees Clearance, If not: Affidavit • Publication • Other supporting documents showing their true/correct first name 		<ul style="list-style-type: none"> • PSA • Local Church • Barangay/Police/NBI • Human Resource Management Office/Agency where employed : to be Secured by client <ul style="list-style-type: none"> • Client records
2.) Petition for Change of Gender and Date of Birth <ul style="list-style-type: none"> • PSA Copy of Birth • Baptismal • Barangay/Police/NBI Clearance • If employed: Employees Clearance, If not: Affidavit • Publication • Other supporting documents showing their true/correct gender & date of Birth • Doctor's Certification • Medical Record • Elementary School Record 		<ul style="list-style-type: none"> • PSA • Local Church • Barangay/Police/NBI • Human Resource Management Office/Agency where employed : to be Secured by client <ul style="list-style-type: none"> • Client records • Government Doctor • School where graduated



3.) Petition for Clerical Error

- PSA Copy of Birth/Marriage/Death
- Baptismal
- At least 2 documents showing the true/correct entry of the error

- PSA/MCRO
- Local Church
- Client records

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach MCR Staff and present requirements	1. receives client and accept the the PSA copy (Birth, Marriage or Death) having an alleged error	None	5 minutes	Admin. Aide IV Admin. Aide I
	1.1 Compute the fees and charges and advice client to pay at Treasurer's Office	None	3 minutes	Admin. Aide IV Admin. Aide I
2. pay the prescribed fees to the Treasurer's Office	2. Receive payment then issue OR	Filing Fee: P3,000.00	3 minutes	Revenue Collection Officer (Municipal Treasurer's Office)
3. Present the OR to the MCR Staff	3. Prepare the document of petition to be subscribed by the Mayor	None	15 minutes	Admin. Aide IV Admin. Aide I Municipal Mayor



	3.1. Post documents	None	10 minutes	<i>Admin. Aide IV</i> <i>Admin. Aide I</i>
	3.2. Publish document to Newspaper	Publication Fee: P1,500.00 Should be given to advertising agency where document is published thru the MCR Staff	2 weeks	<i>Advertising Agency/Newspaper</i>
	3.3 Sign the document after publication	None	3 minutes	<i>Municipal Civil Registrar</i>
	3.4. Mail the document to PSA	Mailing fee: P300.00	2 hours	<i>Admin. Aide IV</i> <i>Admin. Aide I</i>
4. Wait for the PSA evaluation/ approval	4.PSA Process the documents	None	3 months	<i>PSA Personnel</i>
	4.1 Annotates Approved Petition	None	10 minutes	<i>Admin. Aide IV</i> <i>Admin. Aide I</i>
5. Claim the document and sign in the log-book	5. Release the documents and file the copy	None	3 minutes	<i>Admin. Aide IV</i> <i>Admin. Aide I</i>
TOTAL		P4,800.00	3 Months 2 Weeks 52 Minutes	



Municipal Agriculture's Office

External Services



1. Livestock and Poultry Technology Extension and Animal Health Care Services

The Office of the Municipal Agriculture provides extension services on livestock and poultry production such as lectures, seminars, on-the-spot technical advisory services. It also provides livestock and poultry and health care services such as treatment, vaccination castration, deworming and related services.

Office or Division:	Municipal Agriculture's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Individuals or any group who have Livestock and Poultry within the Municipality of Panay			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Personal request Available Data/Information 		<ul style="list-style-type: none"> Client Client 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach Agriculture's Office staff	1. Receive and interview the client	None	15 mins.	<i>Agricultural Technologist</i>
	1.1 Schedule farm/home visitation	None	1 minute	
	1.2 Conduct farm/home visitation and extend animal health care service	None	2 hours	
2. Availed the services				
TOTAL		None	2 Hours & 16 Minutes	



2. Crop and Livestock Insurance Services

The Office of the Municipal Agriculture facilitates crop insurance services for rice crop and livestock.

Office or Division:		Municipal Agriculture's Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizens		
Who may avail:		Rice Farmer and Livestock Owner of Panay		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Must be a master listed farmer under RSBSA Valid ID 		<ul style="list-style-type: none"> Client Client 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach Agriculture's Office staff	1. Receive and interview the client	None	5 minutes	<i>Agricultural Technologist</i> <i>Farm Worker I</i> <i>Livestock Insurance Personnel</i>
	1.1. Verify the name of the farmer in the official master list	None	5 minutes	
	1.2. Process Crop/Livestock Insurance Application	None	5 minutes	
2. Availed the services				
TOTAL		None	15 Minutes	



3. Submission of Notice of Loss for Crop (Rice and Livestock Insurance)

The Office of the Municipal Agriculture facilitates the submission of Notice of Loss of crops/livestock covered by Insurance.

Office or Division:		Municipal Agriculture's Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizens		
Who may avail:		Rice Farmer and Livestock Owner of Panay		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> With residence certificate Copy of Insurance application Photos or proof of loss 		<ul style="list-style-type: none"> Barangay Municipal Agriculture's Office Client 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach Agriculture's Office staff	1. Receive and interview the client	None	5 minutes	<i>Agricultural Technologist</i>
	1.1 Fill-up Notice of Loss	None	5 minutes	<i>Farm Worker I</i>
	1.2 Submit for Review	None	5 minutes	<i>Livestock Insurance Personnel</i>
2. Availed the services				
TOTAL		None	15 Minutes	



4. Issuance of Agri-Fishery Related Certificates

The Office of the Municipal Agriculture issues Agri-Fishery related certifications upon request.

Office or Division:	Municipal Agriculture's Office			
Classification:	Simple			
Type of Transactions:	G2C – Government to Citizens			
Who may avail:	Rice Farmer and Livestock Owner of Panay			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Barangay RSBSA Number Barangay certification of ownership, Tax declaration/Land title Sketch plan (optional) 		<ul style="list-style-type: none"> Client Record To be secured by client To be secured by client 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach Agriculture's Office staff and present the requirements	1. Receive, interview and check the requirements of the client	None	5 minutes	<i>OIC-Municipal Agriculturist</i>
	1.1 Verify the name of the farmer in the official master list	None	4 minutes	<i>Agricultural Technologist</i>
	1.2 Print and sign the certification	None	5 minutes	<i>Farm Worker I</i>
2. Receive the certification and sign in the log-book	2. Release the Certification to the farmer	None	1 Minute	
TOTAL		None	15 Minutes	TOTAL



3. Anti-Rabies Vaccination

This Office of the Municipal Agriculture provides an anti-rabies vaccination for pets (Cats and Dogs) of walk-in clients and massive community based anti-rabies vaccination.

Office or Division:	Municipal Agriculture's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Dog Owner of Panay			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Personal (Walk-in or by Appointment) 		<ul style="list-style-type: none"> None 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach Agriculture's Office staff	1. Receive and interview the dog owner	None	3 minutes	<i>Farm Worker I</i> <i>Agricultural Technologist</i>
	1.1 Administer the vaccine (walk-in) (If by appointment – schedule the date of vaccination	None	2 minutes/pet	
	1.2 Conduct Vaccination and Fill-up vaccination record	None	2 minutes/pet	
2. Availed the services				
TOTAL		None	7 Minutes	



4. Agri-Crop Technology Extension

This Office of the Municipal Agriculture provides technology extension services on crop production and protection in different barangays.

Office or Division:	Municipal Agriculture's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Farmers from Panay			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Bring specimen of the affected crops Cultural and Management Practices information 			<ul style="list-style-type: none"> Farmer Farmer 	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach Agriculture's Office staff	1. Receive and interview the client and schedule for home visitation	None	15 minutes.	<i>OIC Municipal Agriculturist</i>
	1.1 Conduct home visitation and extend technical assistance	None	1 hour	<i>Agricultural Techologist</i> <i>Farm Worker I</i>
2. Availed the services				
TOTAL		None	1 Hour & 15 Minutes	



5. IEC (Information, Education and Communication) Material Distribution Services

The service includes the distribution of IEC materials such as information advocacy to target clientele and stakeholders. These IEC materials serve as reference materials to equip clients with different agricultural Technologies.

Office or Division:	Municipal Agriculture's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens G2G- Government to Government			
Who may avail:	Farmers/Fisherfolks, Farmer Associations and Cooperatives, Stakeholders and Government Offices.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Personnel Visit 		<ul style="list-style-type: none"> MAO 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach Agriculture's Office staff	1. Received client	None	5 minutes	MAO Staff
2. Log-in on Visitors Log-Book and present his/her request	2. Check the Available materials requested by the client.	None	3 minutes	MAO Staff
	2.1 Printing of IEC Materials	None	3 minutes	MAO Staff
3. Receive the IEC materials requested	3. Release of IEC material requested	None	2 minutes	MAO Staff
TOTAL		None	13 Minutes	



6. Agriculture and Fishery Extension Services

This service caters to individual or groups who seeks to avail the extension services provided by Agriculture's Office in the Field of Crop Production, Livestock and Poultry Production, Agricultural Laws, Fishery Production and Rural Based organization.

Office or Division:	Municipal Agriculture's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens G2G- Government to Government			
Who may avail:	Farmers/Fisherfolks, Farmer Associations and Cooperatives, Stakeholders and Government Offices.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Request Letter 		<ul style="list-style-type: none"> MAO 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit Municipal Agricultures office and Sign-in Logbook and Fill up Request form.	1. Receive Client Requets Form	None	5 minute	<i>OIC-Muncipal Agriculturist</i> Rice Agricultural Technologist Farm Worker I
	1.1 Discuss /interview interview client about the request and provide technical advice and Recommendations	None	10 minute	Livestock and Poultry Agricultural Technologist
	1.2 Accommodate Clients and Discuss request assistance by the PIC (Person-in-Charge)	None	5 minutes	High Value Crop Production Farm Worker I Marine and Fishery



	1.3 Conduct field extension services as Necessary	None	1 day	MAO Staff
2. Accomplish Client Satisfactory Form				
TOTAL		None	1 Day & 20 Minutes	



Municipal Environment and Natural Resources Office

External Services



1. Processing of Fishing Permit and Boat Registration

The service includes processing of fishing permits and registration of boats and fisherfolks in coastal areas within Panay and those fisher folks nearby municipality who want to operate fishing activities within the territorial jurisdictions of Panay.

Office or Division:	Municipal Environment and Natural Resources Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Fishermen or Fishing Boat Operator			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> • Barangay Clearance • Barangay Certification • Police Clearance • ECC/NCC (if applicable) 			<ul style="list-style-type: none"> • Barangay • Barangay • Panay PNP Station • EMB-DENR 	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the MENRO staff and present requirements	1. Receive the requirements, interview the client & fills-up application, assess fees and charges	None	10 minutes	<i>MENRO Personnel</i>
	1.1. Advice the client to pay the fees and charges to Treasurer's Office	None	1 minute	<i>MENRO Personnel</i>
2. Pay the prescribed fees/ charges to the Treasurer's Office	2. Accept payment then issue OR	Variable Refer to schedule below	3 minutes	<i>Revenue Collection Officer</i> <i>(Municipal Treasurer's Office)</i>



3. Present the OR to the MENRO Staff	3. Process the permit	None	5 minutes	<i>MENRO Personnel</i>
	3.1 Conduct inspection and submit inspection report	None	2 hours	
	3.2 Sign the recommendation	None	1 minute	<i>Municipal Environment and Natural Resources Officer</i>
	3.3 Approve and sign the Permit	None	10 minutes	<i>Municipal Mayor</i>
4. Claim the approved permit and sign in the log-book	4. Release the approved permit to the client	None	1 minute	<i>MENRO Personnel</i>
TOTAL		Variable	2 Hours & 31 Minutes	

SCHEDULE OF LICENSE FEES AND CHARGES

1. For using motorized boat:	
1.1 Motorboats with engine of 10 Hp or less	P100.00
1.2 Motor boats with engine of more than 10 Hp but less than 50 Hp	P150.00
1.3 Motor boats with engine of more than 50 Hp but less than 100 Hp	P200.00
1.4 Motor boats with engine of more than 100 Hp	P250.00
2. For using non-motorized boats	
2.1 Baroto	P 25.00
2.2 Banca with sail	P 40.00
3. For the using and/or engaging in the following gears	
3.1 Anud	P100.00
3.2 Kitang or Labay	P750.00



SCHEDULE OF LICENSE FEES AND CHARGES

3.3 Bintol, Tapangan, Taon per 10 pcs	P 50.00
3.4 Bubo	20.00
3.5 Buya	75.00
3.6 Calong or Licus, Tabudlac (pang-gisaw)	125.00
3.7 Cawil or Tonton	100.00
3.8 Hudhud de mano, per unit	75.00
3.9 Kitang or Labay (Makinilya)	1,200.00
3.10 Laya, per unit	100.00
3.11 Pabjas, per 100 meters	100.00
3.12 Paduyan	150.00
3.13 Pante or Cayacag	100.00
3.14 Patuloy sa Pasayan or Gisaw	200.00
3.15 Patuloy - Motorized	200.00
3.16 Punot	2,000.00
3.17 Sayod or Sagap (Bangus fry)	100.00
3.18 Sicpao, sibut, taclub per unit	50.00
3.19 Soloan or Linte	100.00
3.20 Surambao	150.00
3.21 Taksay per 50 meters	100.00
3.22 Tangab per unit	150.00
3.25 Tangcup	300.0
3.26 Teming per 10 pcs	50.00
4. For engaging in the following fishing activities	
4.1 Tahungan, 10x15m	150.00
4.2 Agihis Gathering	150.00
4.3 Agihis culture, per 200 sq.m.	300.00
4.4 Oyster gathering	150.00
4.5 Oyster culture, per 200 sq.m.	300.00
4.6 Angel wing gathering	300.00
4.7 Capiz shell gathering	300.00
4.8 For construction and operation of seaweed culture farm	300.00 per 200 sq.m.
4.9 Seaweed gathering	150.00
4.10 Catching of bangus fry	200.00
5. For special permits granted to new or modified shing gears and aquaculture activities	
5.1 Manually operated fishing gear	500.00
5.2 Motorized Fishing Gears, using engines	
a. 10 Hp or less	1,000.00
b. 11 Hp to 25 Hp	1,500.00



c. 26 Hp to 50 Hp	2,000.00
d. More than 50 Hp	3,000.00
5.3 Aquaculture (per sq.m.)	10.00
Inspection Fee:	
Manually operated gears	P100.00
Motorized fishing gears	P300.00
Monitoring fee	
Manually operated gears	P100.00
Motorized fishing gears	P500.00



2. Settlement of Apprehended Illegal Fishing and Other Fishery Conflicts

This service is all about settlement of apprehended illegal fishing and other fishery conflicts within the municipal water of Panay. Violators shall pay the fines and penalties according to violations committed and the number of crews onboard at the time of apprehension.

Office or Division:	Municipal Environment and Natural Resources Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Apprehended illegal fishing vessels			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Apprehension Receipt Police Blotter report 			<ul style="list-style-type: none"> Violators/Fishing Vessel Owner Panay PNP Station 	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach MENRO Personnel	1. Discuss the violators the nature of violation and amount of penalties	None	30 minutes	<i>Municipal Environment and Natural Resources Officer</i>
	1.1 If agreement is reached, advice client proceed to the Treasurer's Office after computing the fines and penalties	None	10 minutes	<i>Bantay Dagat Task Force</i>
	If not, Amicable Settlement and Appeal is prepared			<i>MENRO Personnel</i>
2. Pay the prescribed fees/ penalties to the Treasurer's Office	2. Receive the payment then issue OR	Variable	3 minutes	<i>Revenue Collection Officer</i> <i>(Municipal Treasurer's Office)</i>



3. Present the OR to the MENRO Staff	3. Prepare the release order	None	6 minutes	<i>MENRO Personnel</i>
	3.1 Mayor or his authorized personnel signs the release order	None	10 minutes	<i>Municipal Mayor/ MENRO</i>
4. Claim the release order and sign in the log-book	4. Give the release order to the client	None	1 minute	<i>MENRO Personnel</i>
TOTAL		Variable	1 Hour	



Municipal Engineering Office

External Services



1. Securing Building Permit

Securing the building permit is required prior to construction, renovation, repair, alteration or conversion of any building or structure. This is mandated by law as specified in the National Building Code (P.D. 1096) and its Implementing Rules and Regulations in order to promote public safety, order and welfare for all.

Office or Division:	Municipal Engineering Office
Classification:	Complex
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business
Who may avail:	Any Person, Firm, Corporation undergo construction, renovation, repair, alteration or conversion of any building or structure.
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Duly accomplished prescribed application form	<ul style="list-style-type: none"> Municipal Engineering Office
2. Together with the accomplished prescribed application form, the following shall be submitted;	
2.1. In case the applicant is registered owner of the lot;	
a. Certified true copy of OCT/TCT, on file with the Registry of Deeds.	<ul style="list-style-type: none"> Applicant copy/ Registry of Deeds
b. Tax Declaration	<ul style="list-style-type: none"> Applicant copy/Municipal Assessor's Office
c. Current Real Property Tax Receipt	<ul style="list-style-type: none"> Applicant copy/Municipal Assessor's Office
2.2. In case the applicant is not registered owner of the lot in addition to the above;	
a. Duly notarized copy of the Contract of Lease or Sale	<ul style="list-style-type: none"> Lot owner
b. Duly notarized copy of the Deed of Absolute Sale	<ul style="list-style-type: none"> Lot owner
c. Affidavit of Consent	<ul style="list-style-type: none"> Lot owner
3. Five (5) sets of survey plans, design plans, specifications and other documents prepared, signed and sealed over the printed names of the duly licensed and registered:	In-charge of the project
3.1. Architect, in case of architectural documents;	
3.2. Civil Engineer, in case of civil/structural documents;	
3.3. Professional Electrical Engineer, in case of electrical documents	
3.4. Professional Mechanical Engineer, in case of Mechanical documents	
3.5. Sanitary Engineer, in case of sanitary documents	
3.6. Master Plumber, in case of plumbing documents;	
3.7. Electronics Engineer, in case of electronics Documents;	



<p>3.8 Environmental Planner who is also an architect or Civil engineer, in case of development/ environmental documents;</p> <p>3.9 Interior Designer, in case of interior design documents</p> <p>3.10 Geodetic Engineer, in case of lot survey documents</p> <p>4. Architectural Documents</p> <p>5. Civil/Structural Documents</p> <p>6. Electrical Documents</p> <p>7. Mechanical Documents</p> <p>8. Sanitary Documents</p> <p>9. Plumbing Documents</p> <p>10. Electronics Documents</p> <p>11. Interior Design Documents</p> <p>12. Lot Survey Documents</p> <p>13. Clearances from other Agencies</p> <ul style="list-style-type: none"> To be secured by the client to respective professional persons / offices involved 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach MEO Staff and present the complete requirements	1. Receive client, assessment and checking the validity and completeness of the requirements	None	10 minutes	<i>Draftsman III</i>
	1.1 Assess the building fees and charges and instruct the client to pay in the Treasurer's Office	None	10 minutes	
2. Pay the prescribed fees at the Treasurer's Office	2. Receive payment then issue OR	Building Fee: Varies Refer to schedule below	5 minutes.	<i>Revenue Collection Officer</i> <i>(Municipal Treasurer's Office)</i>



3. Present the OR to the MEO Staff	3. Conduct site inspection	None	2 hours	<i>Draftsman III</i> <i>Engineer II</i>
	3.1 Advised to proceed to Bureau of Fire Protection for inspection	None	5 minutes	<i>Draftsman III</i>
4. Approach the Bureau of Fire Protection for inspection	4. Bureau of Fire Protection conduct inspection and endorse to MEO Staff	None	2 hours	<i>BFP Personnel</i>
	4.1 Prepare the Building Permit	None	5 Minutes	<i>Draftsman III</i>
	4.2 Signs the Building Permit	None	5 minutes	<i>Municipal Engineer</i>
5. Claim the approved Building Permit	5. Release the Building permit to client	None	1 minute	<i>Draftsman III</i>
TOTAL		Varies	4 Hours & 41 Minutes	



BUILDING PERMIT SCHEDULE OF FEES	
RESIDENTIAL	
Area in sq.m.	Fee per sq.m.
Original complete construction up to twenty (30) sq.m.	P 2.00
Additional/renovation/salteration up to twenty (20) sq.m. regardless of floor area of original construction	2.40
Above 20 sq.m. to 50 sq.m.	3.40
Above 50 sq.m. to 100 sq.m.	4.80
Above 100 sq.m. to 150 sq.m.	6.00
Above 150 sq.m.	7.20

Sample Computation for Building Fee for a seventy five (75) sq.m. floor area:

Floor area - 75 sq.m.

Therefore area bracket is Above 50 sq.m. to 100 sq.m.

Fee - P4.80/sq.m.

Building Fee – 75 x P4.80 = P360.00

COMMERCIAL	
Area in sq.m.	Fee per sq.m.
Up to 500 sq.m.	P 23.00
Above 500 to 600 sq.m.	22.00
Above 600 to 700 sq.m.	20.50
Above 700 to 800 sq.m.	19.50
Above 800 to 900 sq.m.	18.00
Above 900 to 1000 sq.m.	17.00
Above 1000 to 1,500 sq.m.	16.00
Above 1,500 to 2,000 sq.m.	15.00
Above 2,000 to 3,000 sq.m.	14.00
Above 3,000 sq.m.	12.00

Sample Computation for Building Fee for having a floor area of 3,200 sq.m.:

First 500 sq.m. @ 23.00	-	-	-	P	11,500.00
Next 100 sq.m. @ 22.00	-	-	-		2,200.00
Next 100 sq.m. @ 20.50	-	-	-		2,050.00
Next 100 sq.m. @ 19.50	-	-	-		1,950.00
Next 100 sq.m. @ 18.00	-	-	-		1,800.00
Next 100 sq.m. @ 17.00	-	-	-		1,700.00
Next 100 sq.m. @ 16.00	-	-	-		1,600.00
Next 100 sq.m. @ 15.00	-	-	-		7,500.00
Next 1000 sq.m. @ 14.00	-	-	-		14,000.00
Last 200 sq.m. @ 12.00	-	-	-		<u>2,400.00</u>
				P	46,700.00



2. Technical Assistance for the Preparation of Program of Works

This service is provided to all municipal offices, barangays and other government entities requesting for technical assistance in the preparation of program of works of their respective projects.

Office or Division:	Municipal Engineering Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Barangays and Municipal Government of Panay and other Government Entities			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request form to be signed by Barangay Captain and approved by the Mayor			Request Form is from Engineering Office	
2. Budget documents of the Project			Municipal Accounting Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach MEO Staff and present the requirements	1. Receive client and assess the requirements	None	1 minute	<i>Engineering Staff</i>
	1.1 Conduct site inspection, if needed	None	1 hour	<i>Engineer II</i> <i>Draftsman III</i>
	1.2 Prepare program of Works	None	1 hour	<i>Construction and Maintenance General Foreman</i>
	1.3 Sign the program of Works	None	1 minute	<i>Municipal Engineer</i>
	1.4 Sign to approve the program of works	None	2 minutes	<i>Municipal Mayor – Municipal</i> <i>Barangay Captain – Barangay</i>



2. Receive the program of works and sign in the log-book	2. Release the program of works to client	None	1 minute	
TOTAL		None	2 Hours & 5 Minutes	



3. Securing Occupancy Permit

Occupancy permit is required before any building or structure is used or occupied and usually secured upon completion of the structure or building.

Office or Division:	Municipal Engineering Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Any Person, Firm, Corporation			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Application of occupancy permit duly notarized			Municipal Engineering Office	
2. Certificate of Electrical completion duly signed by the Electrical Engineer			Municipal Engineering Office	
3. Certificate of completion/building duly signed by Civil Engineer or Architect.			Municipal Engineering Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the MEO Staff and present the complete requirements	1. Receive client, check and verify the requirements as to completeness and validity	None	5 minutes	<i>Engineering Staff Draftsman III</i>
	1.1 Assess the fees and instruct the client to pay at Treasurer's Office	None	5 minutes	<i>Engineering Staff Draftsman III</i>
2. Pay the prescribed fees at the Treasurer's Office	2. Receive payment then issue OR	Occupancy Fee: Varies Refer the schedule below	5 minutes	<i>Revenue Collection Officer (Municipal Treasurer's Office)</i>



	2.1 Prepare the Permit for Occupancy	None	5 minutes	<i>Engineering Staff Draftsman III</i>
	2.2. Sign the Occupancy Permit	None	5 minutes	<i>Municipal Engineer</i>
3. Claim the approved Permit and sign in the log-book	3. Release the Occupancy Permit to client	None	1 minute	<i>Engineering Staff Draftsman III</i>
TOTAL		Varies	26 Minutes	



OCCUPANCY PERMIT SCHEDULE OF FEES

RESIDENTIAL	
Division A-1 and A-2 Buildings	Fee
Costing up to P150,000.00	P100.00
Costing more than P150,000.00 up to P400,000.00	200.00
Costing more than P400,000.00 up to P850,000.00	400.00
Costing more than P850,000.00 up to P1,200,000.00	800.00
Every million or portion thereof in excess of P1,200,000.00	800.00
COMMERCIAL	
Division B-1/E-1,2,3/F-1/G-1,1,2,3,4,5/H-1,2,3,4/and I-1 Buildings	Fee
Costing up to P150,000.00	P200.00
Costing more than P150,000.00 up to P400,000.00	400.00
Costing more than P400,000.00 up to P850,000.00	800.00
Costing more than P850,000.00 up to P1,200,000.00	1,000.00
Every million or portion thereof in excess of P1,200,000.00	1,000.00
Division C-1,2/D-1,2,3, Buildings	
Costing up to P150,000.00	P200.00
Costing more than P150,000.00 up to P400,000.00	400.00
Costing more than P400,000.00 up to P850,000.00	800.00
Costing more than P850,000.00 up to P1,200,000.00	1,000.00
Every million or portion thereof in excess of P1,200,000.00	1,000.00
Division J-I Buildings/Structures:	
With floor area up to twenty (20) sq.m.	50.00
With floor area above twenty (20) sq.m. up to five hundred (500) sq.m.	240.00
With floor area above five hundred (500) sq.m. up to one thousand (1,000)sq.m.	360.00
With floor area above one thousand (1,000) sq.m. up to five thousand (5,000) sq.m.	480.00
With floor area above five thousand (5,000) sq.m. up to ten thousand (10,000)sq.m.	200.00
With floor area above ten thousand (10,000) sq.m.	2,400.00
Division J-2 Structures	
Garages, carports, balconies, terraces, lanais and the like	50% of the rate of the principal building of which they are accessories



A viaries, aquariums, zoo structures and the like	Rate same to Division J-I Buildings/Structure
Towers such as for Radio and TV transmissions, cell site, sign (ground or roof type) and water tank supporting structures and the like in any location shall be imposed fees as follows: <ul style="list-style-type: none">• First ten (10.00) m of height from the ground• Every m. or fraction thereof in excess of ten (10.00) m	800.00 50.00



4. Securing Electrical Permit

Electrical permit is issued to any person, firm or corporation who own a building within the municipality and intend to put up electrical installation.

Office or Division:	Municipal Engineering Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizens G2B – Government to Businesses			
Who may avail:	Any Person, Firm, Corporation			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Sketch Plan duly signed and Sealed by Electrical Engineer			Municipal Engineering Office	
2. Endorsement of the Municipal Engineer to Bureau of Fire			Municipal Engineering Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach MEO Staff and present the requirements	1. Receive client and verify the requirements as to completeness and validity	None	5 minutes	<i>Engineering Staffs</i>
	1.1 Assess the fees and instruct the client to pay at the Treasurer's Office	None	5 minutes	
2. Pay the prescribed fees at the Treasurer's Office	2. Receive payment then issue OR	Electrical fees: Varies Refer the schedule below	5 minutes	<i>Revenue Collection Officer (Municipal Treasurer's Office)</i>



3. Present the OR to the MEO Staff	3. Conduct site inspection	None	2 hours	<i>Engineer II Draftsman III Construction and Maintenance General Foreman</i>
	3.1. Prepare the Permit	None	5 Minutes	
	3.2 Review and sign the Electrical Permit	None	3 minutes	<i>Municipal Engineer</i>
4. Claim the approved Permit and sign in the log-book	4. Release the electrical permit to the client	None	1 minute	Engineering Aide
TOTAL		Varies	2 Hours & 24 Minutes	



ELECTRICAL PERMIT SCHEDULE OF FEES	
Lighting and Power System	Fee
Each switch, lighting and/or convenience outlets	P1.50
Each remote control master switch	24.00
Each special purpose and outlet of 20 amperes capacity or more	3.00
Each time switch	3.00
Appliance for Commercial/Industrial use	
Each range or heater: Up to 1 KW	3.00
Every KW or fraction thereof in Excess of 1 KW	1.50
Each refrigerator or freezer	5.00
Each washing machine or dryer	5.00
Each commercially used hair curling apparatus or hair dryer	5.00
Each fixed-type electric fan	3.00
Each electric typewriter, cash register or adding machine	3.00
Electrical Equipment or Apparatus for Commercial/Industrial use	
Each electric bell, annunciator system	5.00
Each arc (light) lamp	5.00
Each falsher, beacon light	5.00
Each X-ray equipment	30.00
Each fire alarm unit	3.00
Each electric bell, annunciator system	15.00
Each electric welder	
• Up to 1 KVA/KW	5.00
• Every KVA/KW or fraction thereof in excess of 1 KVA/KW	3.00
• Each neon sign transformer	3.00
• Each neon sign unit	3.00
Motion Picture Projector for Commercial use	
16mm, per unit	80.00
35mm, per unit	100.00
70mm, and above per unit	180.00
TV Cameras for Commercial/Industrial use	
Per unit	50.00
Motors and Controlling Apparatus, per unit	
Up to .2 KW	5.00
Above . 2 KW up to 1 KW	10.00



Above 1 KW up to 5 KW	20.00
Above 5 KW up to 10 KW	30.00
Above 10 KW up to 20 KW	40.00
Every KW or fraction thereof above 20 KW	2.00
Generators/UPS Capacity (AC or DC), Per Unit	
Up to 1 KW less	40.00
Above 1 KW up to 5 KW	150.00
Above 5 KW UP TO 10 KW	800.00
Above 10 KW up to 20 KW	2,300.00
Every KW or fraction thereof in Excess of 20 KW plus P2.00 for every KW in excess of 1,000 KW	3,365.00
Transformer and Sub-Station Equipment	
Each transformer up to 1 KV	3.00
For every KVA or a fraction thereof in excess of 1 KVA, up to 2,000 (bases on Nameplate)	2.00
Each transformer above 2,000 KVA	3,000.00
Each safety switch or circuit breaker up to 50 amperes and not exceeding 600 volts	3.00
Each safety switch, air circuit breaker, oil circuit breaker or vacuum circuit breaker, other than motor controlling apparatus, above 50 amperes up to 100 amperes, and not exceeding 600 volts.	5.00
For every 50 amperes or fraction thereof in excess of 100 amperes	2.00
For every 10,000 amperes or fraction thereof of interruption capacity of every air circuit breaker, oil circuit breaker or vacuum circuit breaker operating above 600 volts	5.00
Other electrical apparatus or appliances not otherwise provided for in Revised Municipal Revenue Code	
• Every KW or fraction thereof	5.00
Temporary Service Power Connection	
Temporary Service Power Connection Permit shall be issued for testing purposed only in commercial and/or industrial establishments for 60 days per KW requested	2.00
Each temporary lighting or convenience outlet for celebrations, ferias or construction purposes	1.50
Pole/Attached Location Plan Permit	
Approved Pole Location Plan Permit Per Pole	30.00
Approved attachment Location Plan Permit,per attachment	30.00



Miscellaneous Fees: Electric Meter for Union Separation, Alteration, Reconnection or Relocation and Electrical Permit for Cancellation		
Uses or Character of Occupancy	Electric Meter	Electric Permit
Residential	P15.00	P15.00
Commercial/Industrial	60.00	36.00
Institutional	30.00	12.00
Whenever the connected load exceeds 200 KVA, the following procedure using KVA shall be applied		
• Aggregate Connected Load		Fee
<i>Total Connected Load</i>		
Over 200 KVA to 1000 KVA		P6,325.00 + p15.00/KVA in excess of 200 KVA
Over 1000 KVA		P16,825.00 + p10.00/KVA in excess of 1000 KVA
<i>Installed Capacity</i>		
5 KVA or less		P40.00
Over 5KVA to 50 KVA		40.00 + P5.00/kva in excess of 5 KVA
Over 50 KVA to 300 KVA		P625.00 + P4.00/KVA in excess of 50 KVA
Over 300 KVA to 1000 KVA		P1,265.00 + P3.00/KVA in excess of 300 KVA
Over 1000 KVA		P3,365.00 + P2.00/KVA in excess of 1000 KVA
Mechanical Fees		
<i>Refrefgeration, Air Conditioning and Mechanical Ventilation</i>		
• Refrefgeration (col storage), per ton or fraction thereof		P40.00
• Ice Plants, per ton or fraction thereof		60.00
• Packaged/Centralized air conditioning system: Up to 100 tons, per ton		90.00
• Every ton or fraction thereof above 100 tons		40.00
• Mechanical ventilation, per KW or fraction thereof of blower or fan, or metric equivalent		40.00
<i>Escalators and Moving Walks, Funiculars and the like</i>		



• Escalator and moving walk, per KW or fraction thereof	P10.00
• Escalator and moving walks up to Twenty (20) lineal m, per lineal m or fraction thereof	20.00
• Every lineal m or fraction thereof in excess of twenty (20) lineal m	10.00
• Funicular, per KW or fraction thereof	200.00
• Per lineal m travel	20.00
• Cable car, per KW or fraction lineal	5.00
<i>Elevators, per unit</i>	
• Motor driven dumbwaiters	P 600.00
• Construction elevators for meternal	2,000.00
• Passengers elevators	5,000.00
• Freight elevators	5,000.00
• Car Elevators	
<i>Boilers, per KW</i>	
• Up to 7.5 KW	500.00
• Above 7.5 KW to 22 KW	700.00
• Above 22 KW to 37 KW	900.00
• Above 37 KW to 52 KW	1,200.00
• Above 52 KW to 67 KW	1,400.00
• Abive 67 KW to 74 KW	1,600.00
• Every KW or fraction thereof above 74 KW	22.00
<i>Note: Boiler rating shall be computed on the basis of one (1.00) sq.m, of heating surface for one (1) boiler KW</i>	
<i>Pressurized water heater, per unit</i>	
	200.00
<i>Water, sump and sewage pumps for commercial/industrial use, per KW or fraction thereof</i>	60.00
<i>Automatic fire extinguishers, per sprinkler head</i>	4.00
<i>Stationary Standby Generating Sets, per KW</i>	
• Up to 50 KW	20.00
• Above 50 KW up to 100 KW	25.00
• Every KW above 100 KW	3.00
<i>Compressed Air, Vaccum, Commercial, Institutional and/or Industrial Gases</i>	20.00
<i>Piping for gases, per lineal m or fraction thereof</i>	4.00
<i>Other Internal Combustion Engines, including cranes, forklifts, loaders, pump, mixers, compressors and the like, not registered with the LTO, per KW</i>	
• Up to 50 KW	10.00
• Above 50 KW up to 100 KW	12.00
• Every above 100 KW or fraction thereof	3.00
<i>Pressure Vessels, per cu.m or fraction thereof</i>	60.00



<i>Other Machinery/Equipment for commercial/industrial/intituional use not elsewhere specified, per KW or fraction thereof</i>	60.00
<i>Pneumatic tubes, conveyors, monorails for materials handling, per lineal m or fraction thereof</i>	10.00



Municipal Social Welfare and Development Office

External Services



1. Availing of Assistance to Individuals in Crisis Situations

The service is all about provision of financial assistance to individuals or families who are in crisis situation. The said service is intended to qualified beneficiaries to augment for their finances for medical, hospitalization or burial and others.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Individuals in crisis situation assessed to be eligible to avail of assistance			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> • Certificate of indigency from Barangay • Hospital Billing and Medical Abstract (for hospitalization) • Death Certificate (burial assistance) • Prescription of the physician for medical assistance 			<ul style="list-style-type: none"> • Barangay where individual resides • Hospital where patient is admitted • Local Civil Registrar • Patient's Physician 	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach MSWD Office staff	1. Receive the client and inform the requirements needed	None	1 minute	<i>MSWDO Staffs</i>
	1.1 Interview the client and prepare documents	None	10 minutes	<i>Social Welfare Officer I</i> <i>Admin. Aide I</i>
2. Submit the requirements and signs the documents	2. Receives the requirements	None	5 minutes	<i>Social Welfare Officer I</i> <i>Admin. Aide I</i>
	2.1 Sign the documents	None	1 minute	<i>Municipal Social Welfare and Development Officer</i>



	2.2 Submit the documents to the respective offices for processing (MBO, Mayor's Office, Treasurer and Accounting)	None	3 minutes	<i>Admin. Aide I</i> <i>Social Welfare Officer I</i> <i>Job Order</i>
3. Receive the checks after processing and ready for release				<i>Municipal Treasurer's Personnel</i>
TOTAL		None	20 Minutes	



2. Availing of Social Case Study/Referrals

Case Findings and Social Case Study Report are formulated for possible financial assistance and referral to other government or non-government agencies.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Individuals or Groups who wanted to avail of Financial and Medical Assistance to other agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Certification of Indigency from Barangay • Hospital Billing and Medical Abstract (for hospitalization) • Death Certificate and funeral contract (for burial assistance) • Prescription of the physician for medical assistance 		<ul style="list-style-type: none"> • Barangay where Individual resides • Hospital where patient is admitted • Local Civil Registrar • Patient's Physician 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach MSWD Office staff and submit requirements	1. Receive client and check the requirements	None	1 minute	<i>Job Order</i>
	<i>(If requirements are complete proceed to Step 1.1 if not inform client)</i>			
	1.1 Interview client and formulate the case findings/study		15 minutes	<i>Social Welfare Officer I</i> <i>Admin. Aide I</i>
	1.2 Signs the documents	None	1 minute	<i>Municipal Social Welfare and Development Officer</i>



2. Receive the case study/referral and sign in the log-book	2. Release the documents to client	None	3 minutes.	Admin. Aide I Social Welfare Officer I Job Order
TOTAL		None	20 Minutes	



3. Issuance of Senior Citizen's ID Cards and Booklets

This is based on RA 9994 in order for our elderly to received their privileges given by the law including the availing of discounts to medicines, groceries, foods in the restaurants and others. To be able to avail this service, the client must be a filipino citizen and 60 years old and above.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Person ages 60 and above			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Accomplished Application Form 1 pc. 2x2 ID Picture 2 pcs. 1x1 ID Picture Duly accomplished Application Form Photocopy of Certification of Live Birth/ Baptismal/Joint Affidavit or Photocopy of any valid ID showing the date of Birth Barangay Certification Community Tax Certificate If dual citizenship, provide an affidavit of allegiance to the Philippines 		<ul style="list-style-type: none"> Client Client Client OSCA – MSWDO Panay Client record Concerned Barangay Barangay/Treasurer's Office – Panay DFA or Consule 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach MSWD Office staff and submits requirements	1. Receive client and check requirements	None	1 minute	Admin. Aide I Job Order
	1.1 Review and prepare document and ID/Booklet	None	10 minutes	
	1.2 OSCA Head and Municipal Mayor signs the ID	None	5 minutes.	Municipal Mayor OSCA Head



2. Claim the document and ID and sign in the log-book	2. Release the document to the client	None	1 minute	<i>Administrative Aide I</i>
TOTAL		None	17 Minutes	



4. Issuance of the Certificate of Indigency

Certificate of Indigency is issued to indigent individuals for the purpose of availing discounts or/and financial assistance to other agencies concern and for other legal purposes.

Office or Division:		Municipal Social Welfare and Development Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizens		
Who may avail:		Individuals from Panay who are indigents		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Brgy. Certificate of Indigency 			<ul style="list-style-type: none"> Brgy. Captain where the client resides 	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the MSWDO Staff and present the requirement	1. Receive the document and check of its authenticity	None	1 minute	Job order Admin. Aide I
	1.1 Prepare and sign the certificate	None	5 minutes	Municipal Social Welfare and Development Officer
2. Receive the certificate	2. Release certificate	None	1 minute	Job order Admin. Aide I
TOTAL		None	7 Minutes	



5. Issuance of Persons with Disabilities Identification Card and Purchase Booklets

Based on RA 9442. In order for our differently abled persons to avail their right and privileges given by law.

Office or Division:	Municipal Social Welfare and Development Office Person with Disability Affairs Officer (PDAO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Differently-abled persons			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Accomplished application form 1x1 I.D. picture – 3 pcs. Photocopy of Livebirth or Baptismal Barangay Certificate Current Medical Certificate (with specification of kind of disability) Blood type 		<ul style="list-style-type: none"> MSWD Office Client Civil Registrar/Convent/Client Record Barangay Captain where client resides Physician Rural Health Unit, hospital or any laboratory service provider 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach MSWD Office staff and submits requirements	1. Receive client and check requirements	None	1 minute	PDAO/ PWD Focal Person
	1.1 Review and prepare document and ID/Booklet	None	10 minutes	
	1.2 Sign the PWD ID	None	5 minutes.	Municipal Mayor PDAO



2. Receive the PWD ID and Purchase Booklet	2. Release the document to the client	None	1 minute	<i>PDAO</i>
TOTAL		None	17 Minutes	



6. Issuance of Solo Parent Identification Card

A Solo Parent are individuals who falls to any of the categories stated in the RA 8972 or so called Solo Parent's Welfare Act which aims to develop a comprehensive package of social development and welfare services for solo parents and their children.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Any Solo Parent residing in the Municipality of Panay			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Fully accomplished application form Brgy. Certificate stating that he/she is a solo parent Death Certificate of the spouse Livebirth of children Cedula 1x1 picture (2 pieces) 			<ul style="list-style-type: none"> MSWDO Office Barangay Captain Local Civil Registrar Civil Registrar Mun. Treasurer's Office/Barangay Treasurer Client 	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach MSWD Office staff and submits requirements	1. Receive client and check requirements	None	1 minute	<i>Admin. Aide I</i>
	1.1 Review and prepare document	None	10 minutes	<i>Solo Parent Focal Person</i>
	1.2 MSWDO and Municipal Mayor signs the ID	None	5 minutes.	<i>Municipal Mayor Municipal Social Welfare & Development Officer</i>
2. Receive the Solo Parent ID	2. Release the document to the client	None	1 minute	<i>Admin. Aide I</i>
TOTAL		None	17 Minutes	



7. Promoting the Welfare of Socially Disadvantaged Women (VAWC)

The office provides or facilitates the needs of abused women or those who have domestic problem.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Abused women and/or their children and those who have domestic problem			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Referral 			<ul style="list-style-type: none"> Barangay, PNP Police Station or other concern citizen 	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client approach the personnel from the office	1. Assessment of the needs	None	5 minutes	<i>Job Orders/Social Worker</i>
	1.1 Interview and counselling	None	45 minutes	<i>Social Welfare Officer I</i>
	1.2 Referral to other agencies if needed	None	1 day to 2 weeks	<i>Municipal Social Welfare and Development Officer</i>
2. Avail the service				
TOTAL		None	1 day to 2 Weeks & 50 Minutes	



8. Care and Protection for Children in Need of Special Protection

This service is provided to all persons below 18 years of age, or those 18 years old and over but are unable to take care of themselves because of physical and mental disability or condition; those who are vulnerable to or victims of abuse, neglect, exploitation, cruelty, discrimination and violence (armed conflict, domestic violence) and other analogous conditions prejudicial to their development.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Persons below 18 years old or 18 years old above but unable to take care of themselves because of physical and mental disability who are victims of abuse, armed conflict and domestic violence.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Referral 			<ul style="list-style-type: none"> Barangay, PNP Police Station and/or concern citizens 	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client approach the personnel from the office	1. Assessment of the needs	None	5 minutes	<i>Job order/Social Workers</i>
	1.1 Interview and counselling	None	45 mins	<i>Social Worker</i>
	1.2 Referral to other agencies if needed	None	1 day to 2 weeks	<i>Social Worker</i>
2. Availed the services				
TOTAL		None	1 day to 2 Weeks & 50 Minutes	



9. Intervention and Diversion Program for Children in Conflict with the Law

Based on RA 9344, Intervention is given to children below 15 years old and those children who are above 15 and acted without discernment alledged as accused, or adjudged as, having committed an offense under Philippine laws.

Diversion is given to children 15 years old and above acted with discernment. The intervention and diversion can be conducted at the Barangay, Prosecutor and in Court.

The services vary on the needs of the child.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Children below 15 years old and who are above 15 years old and acted without discernment alledged as accused, or adjudged as, having committed an offense under Philippine laws.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Referral 			<ul style="list-style-type: none"> Barangay, Police Station, Court and/or concern citizen 	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the personnel from the office	1. Conduct Assessment of the needs of client	None	5 minutes	<i>Job order/Social Workers</i>
	1.1 Interview and counselling	None	45 minutes	<i>Social Worker</i>
	1.2. Referral to other agencies if needed	None	1 day to 2 weeks	<i>Social Worker</i>
2. Availled the services				
TOTAL		None	1 day to 2 Weeks & 50 Minutes	



10. Pre-Marriage Counselling

This service is given to those couple who wanted to get married and as one of the requirements when applying the Marriage License.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Couple apply for Marriage License			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Cedula 2. Official Receipt of the couple for Pre-Marriage Counselling			1. Treasurer's Office 2. Treasurer's Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach MSWDO Staff and present requirements	1. Receive the client and assessment of the documents	None	2 minutes	Job order/Social Workers
	1.1 Couple answers the Expectation on Marriage Relations	None	45 minutes	Social worker
	1.2 Conduct Counselling	None	1 day	Health, Popcom and Social Worker
2. Claim the certificate of Pre-Marriage Counselling	2. Release the Certificates	None	4 minutes	Health, Popcom and Social Worker
TOTAL		None	1 day & 51 Minutes	



Municipal Health Office

External Services



1. Medical Consultation

This service caters the primary health needs of Pan-ayanons which includes consultation, diagnosing and giving prescription of medications.

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	<ul style="list-style-type: none"> • Constituents of Panay • Walk-in patients (in case of emergency) 			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> • PhilHealth ID, if member • Individual Treatment Record Card 			<ul style="list-style-type: none"> • Patient • Panay Rural Health Unit 	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ITR Card for Individual Treatment Record Interview and Vital signs taking	1. Receive patient Individual Treatment Record, interview and vital signs taking	None	3 minutes	<i>Nurse II</i>
	1.1 Conduct medical consultation/evaluation to patient and give advice/recommendations	None	5 minutes	<i>Nurse I</i> <i>RHU/DOH Personnel</i>
	1.2 Carrying out of Doctor's order	None	2 minutes	<i>Nurse II</i> <i>Nurse I</i> <i>RHU/DOH Personnel</i>
2. Proceed to Laboratory Services and wait for the result, if needed	2. Conduct laboratory procedure, if needed	Varies <i>refer to schedule below</i>	45 minutes	<i>Medical Technologist II</i>



	2.1 Advice patient to see the Physician together with the laboratory result	None	1 minute	<i>Medical Technologist II</i>
3. See the Physician	3. Evaluate the patient's lab result and prescribe medicines if necessary	None	5 minutes	<i>Municipal Health Officer</i>
	3.1 Release medicines, if available	None	3 minutes	<i>Nurse II</i>
4. Avail the medicines if available				
TOTAL		None	1 Hour & 4 Minutes	

FEES AND CHARGES

Types of Laboratory

Amount

1. Complete Blood Count (CBC)	P150.00
2. Urinalysis	P 50.00
3. Stool Examination	P 50.00
4. Sputum Examination (Food handlers, waitress, waiters)	P 50.00
5. Blood Typing	P 60.00
6. Pregnancy Test	P150.00
7. Urethral and vaginal smear	P 50.00
8. Hemoglobin determination	P 60.00
9. Platelet count	P 30.00
10. HbsAg	P120.00



2. Availing of Medico Legal/Medical Certificate

Medical Certificate is issued to those patients who are examined by the Medical Officer for whatever legal purposes such as employment, leave of absence (sick/rehabilitation, etc.) and those patient with unsolved medico legal cases.

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	<ul style="list-style-type: none"> • Constituents of Panay including Government Employees • Clients with unsolved medico legal cases • Clients needing medical certificate for whatever legal purpose 			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> • Referral from PNP (<i>for medico legal cases</i>) • PhilHealth ID, if member • Individual Treatment Record Card • Result of Laboratory (if any) 			<ul style="list-style-type: none"> • Panay Police Station • Patient • Patient/Panay Rural Health Unit • Hospital or any Rural Health Unit 	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach RHU Staff	1. Interview client and takes vital signs	None	3 minutes	<i>Nurse II</i> <i>Nurse I</i> <i>RHU/DOH Personnel</i>
	1.1 Conduct medical examination to patient	None	10 minutes	Municipal Health Officer
	1.2 Carrying out of Doctor's order and prepare the medical certificate	None	3 minutes	<i>Nurse II</i> <i>Nurse I</i> <i>RHU/DOH Personnel</i>



2. Pay the prescribed fees to the Treasurer's Office	1.3 Refer the patient to pay Medical certifice fee at the Treasurer's Office	None	1 minute	<i>Nurse II</i> <i>Nurse I</i> <i>RHU/DOH Personnel</i>
	2. Receive payment then issue OR	Medical Certificate Fee: P100.00	3 minutes	Revenue Collection Officer (Municipal Treasurer's Office)
	2.1. Release medical certificate	None	1 minute	Admin. Aide I
3. Claim the medical certificate				
TOTAL		P100.00	21 Minutes	



3. Dental Consultations

Dental services such as tooth and molar extractions are provided in the Rural Health Unit from Monday – Friday except if the Dentist is on travel/seminar.

Office or Division:		Municipal Health Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizens		
Who may avail:		Constituents of Panay		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Individual Treatment Record Card 			<ul style="list-style-type: none"> Rural Health Unit 	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the dental staff	1. Interviews client and takes vital signs	None	3 minutes	<i>Dental Aide (PHO)</i>
	1.1 Dental Consultation	None	10 minutes	<i>Dentist III (PHO)</i>
2. Pay the prescribed fees to the Treasurer's Office	2. Receive payment then issue OR	P100.00 tooth extraction	3 minutes	<i>Revenue Collection Officer</i>
	2.1 Release medicines, if available	P200.00 – Extraction (Molar)		<i>(Municipal Treasurer's Office)</i>
		None	4 minutes	<i>Nurse II</i>
3. Avail medicines, if available				
TOTAL		P100.00 tooth extraction P200.00 – Extraction (Molar)	20 Minutes	



4. TB DOTS (Direct Observe Treatment Short Course Chemotherapy) Services

The TB DOTS services is given to any patient from Panay with cough for two (2) weeks or more and with TB Symptoms. Patient is given a complete treatment and monitoring for free if he or she is under the TB-DOTS Program.

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Patient with Symptoms of Tuberculosis			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> PhilHealth ID, if member Individual Treatment Record Card Sputum Exam Result 		<ul style="list-style-type: none"> Patient/ PhilHealth Panay Rural Health Unit Panay Rural Health Unit or from Hospital where Sputum Exam was conducted 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to TB Dots Admitting Section	1. Interviews client and take vital signs	None	3 minutes	<i>Nurse II</i>
	1.1 Refer to Physician for Medical Examination	None	10 minutes	<i>Municipal Health Officer</i>
	Carrying out of Doctor's Order	None	3 minutes	<i>Nurse II</i>
2. Proceed to laboratory	2. Collect sputum specimen from patient	None	30 minutes	<i>Medical Technologist II</i>
	2.1 Present Sputum specimen to Laboratory	None	1 minute	



3. Wait for the result	3. Refer the specimen to GENEXPERT Facility	None	1 day	<i>Medical Technologist II</i>
	3.1 Referred to Physician for Medical Advice if with sputum exam result	None	5 minutes	<i>Municipal Health Officer</i>
4. If positive result, attend lecture/ counseling on Pulmonary Tuberculosis Bacillus If negative, proceed to TB Dots Nurse for further instructions	4. Conduct counselling and lectures	None	10 minutes	<i>Nurse II</i>
	4.1 Release medicines then advised client for follow-up check-up	None	3 minutes	<i>Nurse II</i>
5. Patient avail of medicines				
TOTAL		None	1 Day 1 Hour 5 Minutes	



5. Laboratory Services

This services is provided to patients from Panay who need laboratory services. He or she shall present the laboratory request from physician and pay the necessary fees before he can avail the services.

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Any persons from Panay whose in need of laboratory services			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Laboratory request Specimen Individual Treatment Record 		<ul style="list-style-type: none"> Patient Physician Patient Patient/Panay Rural Health Unit 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the laboratory request and Individual Treatment Record to the Medical Technologist	1. Receive laboratory request for admission and instruction	None	5 minutes	<i>Medical Technologist II</i>
	1.1 Advise the patient to pay the laboratory fee at the Treasurer's Office	None	1 minute	<i>Medical Technologist II</i>
2. Pay the laboratory fee to the Treasurer's Office	2. Receive the payment then issue OR	<i>Depends on the type of Lab. Fee:</i> Complete Blood Count (CBC) P150.00 Urinalysis P 50.00 Stool Examination P 50.00	2 minutes	<i>Revenue Collection Officer</i> <i>(Municipal Treasurer's Office)</i>



		Sputum Examination (Food handlers, waitress, waiters) P 50.00 Blood Typing P 60.00 Pregnancy Test P150.00 Urethral and vaginal smear P 50.00 Hemoglobin determination P 60.00 Platelet count P 30.00 HbsAg P120.00		
3. Proceed to Laboratory for examination and present the OR to Medical Technologist	3. Examine and conduct lab test to the patient then advise to wait for the result 3.1 Release the laboratory result to patient	None None	1 hour 2 minutes	<i>Medical Technologist II</i> <i>Medical Technologist II</i>
4. Patient claim the laboratory result		-		
TOTAL		Varies	1 Hour & 10 Minutes	



6. Maternal Health Care (Prenatal/Post Natal) Services

Client of this services are pregnant women and post partum mothers. They are given clinical care to women during pregnancy, delivery and postpartum.

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	<ul style="list-style-type: none"> • Pregnant women • Post-partum mothers 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • PhilHealth ID, if member • Mother's Booklet/Pre-natal Card 		<ul style="list-style-type: none"> • Patient/Philhealth Office • Patient 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Prenatal/Postnatal booklet	1. Midwife incharge receive patient for Individual Treatment Record Interview and vital signs taking (per covered barangay)	None	5 minutes	Midwives
	1.1 Conduct Physical Examination	None	10 minutes	Midwives
	1.2 Conduct Prenatal/postnatal counselling	None	30 minutes	Midwives



	1.3 Conduct immunizations – if pregnant mother	None	5 minutes	<i>Midwives</i>
2. Avail the services				
TOTAL		None	50 Minutes	



7. Birthing Clinic Services

This service is provided to any pregnant women who are residents of Panay and are about to give birth. The rural health midwives have their 24-hours operation in the birthing clinic located at Panay Rural Health Unit.

Office Division:	or	Municipal Health Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizens		
Who may avail:		Any pregnant women about to give birth		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> PhilHealth ID, if member Mother's Booklet/Pre-natal Record Laboratory/Ultrasound Results 		<ul style="list-style-type: none"> Patient/PHilhealth Office Patient Secured by Patient prior to delivery 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Prenatal booklet	1. Midwife on duty receives client for Individual Treatment Record Interview and vital signs taking	None	5 minutes	Midwives
	1.1 Monitoring and Physical Examination	None	10 minutes	Midwives
2. Actual delivery of the mother	2. Midwife on duty deliver the baby	None	Variable	



	2.1 If uncomplicated delivery, discharge after 24 hours. If complicated, refer to hospital immediately	None	Cannot be determined	Midwives
3. Pays prescribed fees to the Treasurer's Office	3. Receive the payment then issue OR	Refer to rates below	5 minutes	Revenue Collection Officer (Municipal Treasurer's Office)
4. Present the OR to Midwife	4. Issue discharge slip to patient	None	2 minute	Midwives
5. Go home				
TOTAL		None	Variable	

RATES:

FOR PHILHEALTH MEMBERS

- | | |
|--|--------------|
| a. User's fee: All cases (with or without suturing) | P1,400.00 |
| b. Newborn Screening (Optional at the discretion of the Parents) | Free |
| c. Additional charge for any patient who stays at any birthing clinic for more than 24 hours | P100.00 /day |

FOR NON-PHILHEALTH MEMBERS

- | | |
|--|---------------|
| a. User's fee: All cases (with or without suturing) | P1,400.00 |
| b. Newborn Screening (Optional at the discretion of the Parents) | 1,800.00 |
| c. Additional charge for any patient who stays at any birthing clinic for more than 24 hours | P 100.00 /day |



8. Newborn Screening

Newborn screening is conducted for newborn babies ages 24 hours to 72 hours. It enables the early detection and management of several congenital disorders of baby and if not treated will lead to mental retardation or death.

Office or Division:	Municipal Health Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Newborn babies ages 24 hours to 72 hours			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> PhilHealth ID, if member Mother's Booklet Individual Treatment Record Card 		<ul style="list-style-type: none"> Patient Patient Patient/Panay Rural Health Unit 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Newborn screening request to Medical Technologist	1. Medical Technologist receives client	None	3 minutes	<i>Medical Technologist II</i>
	1.1 Prepare baby for extraction of blood specimen	None	20 minutes	
2. Pays prescribed fees to the Treasurer's Office	2. Treasurer's Staff receives payment then issue OR	ENBS Fee: 1,800.00 Free: if Philhealth Indigent Member	3 minutes	<i>Revenue Collection Officer</i> <i>(Municipal Treasurer's Office)</i>



3. Client wait for the result of the specimen from the Newborn screening center		None	1 week	
4. Present the OR to Medical Technologist	4. Release the Newborn Screen Result to client	None	2 minutes	<i>Medical Technologist II</i>
5. Client claim the result				
TOTAL		P1,800.00 Free if PhilHealth Indigent Member	1 Week & 28 Minutes	



7. Family Planning Services

Resipients of this service are couples from Panay who want to have child spacing in their family. The Rural Health Midwives conduct advocacy and counselling for proper child spacing and introduce family planning methods.

Office or Division:		Municipal Health Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizens		
Who may avail:		Couple who wants to space/plan their family		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Individual Treatment Record 		<ul style="list-style-type: none"> Panay Rural Health Unit 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ITR Card	1. Receive client for Individual Treatment Record Interview and assessment and vital signs taking	None	5 minutes	<i>Midwife Assigned</i>
	1.1 Data gathering and recording of patient's history and data	None	5 minutes	
	1.2 Conduct Counselling and lecture to couple of different family planning method	None	10 minutes	
2. Attend lecture/counseling	2. With client's choice what kind of family planning method to be used - fill up record card	None-	1 minute	



	<p>Implement/introduce either the following family planning method to female client at her choice:</p> <p>DMPA PILLS POP PILLS IUD POST PARTUM IUD IMPLANT</p> <p>Recommendations:</p> <p>DMPA – during menstruation or 28 days after delivery</p> <p>PILLS -1st day of menstruation</p> <p>POP PILL – 28 days after delivery</p> <p>IUD – during menstruation</p> <p>Implant – 28 days after delivery</p>		2 minutes	Midwife Assigned
3. Sign the record card	3. Instruct the client the date of follow-up	None	1 minute	



4. Avail the service and go home				
TOTAL		None	23 Minutes	



8. Immunization Services

This services is intended to babies ages 0-1 year old who are residents of Panay.

Office or Division:		Municipal Health Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizens		
Who may avail:		0-1 year old children		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Baby's Immunization Booklet		Mother		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Immunization Booklet	1. Receive Immunization Booklet for assessment and vital signs taking	None	5 minutes	<i>Nurse / Midwife Assigned</i>
	1.1 Availing of vaccines	None	5 minutes	
	1.2 Recording and home instructions provided to parent	None	5 minutes	
2. Avail the services				
TOTAL		None	15 Minutes	



11. Issuance of Sanitary Permit and Health Card

The sanitary permit is issued to constituents who need the this services or business owners especially handling foods who want to operate business in Panay.

Office or Division:		Municipal Health Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizens G2B – Government to Business		
Who may avail:		Constituents /business owners needing sanitary permit		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Laboratory result			Rural Health Unit or any Health Facility administer Laboratory Services	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the sanitary inspector	1. Receive the client for assessment	None	5 minutes	Sanitation Inspector II
	1.1 Require stool and sputum examination	None	5 minutes	
2. Proceed to laboratory	2 medical Technologist receives client if the laboratory is done in RHU	None	2 minutes	Medical Technologist II
	2.1 Compute the fee and advice the client to pay at the Treasurer's Office	None	1 minute	



3. Pay the prescribed fees to the Treasurer's Office	3. Receive the payment then issue OR	Sanitary Fee: P100.00 Health Card P50.00 Laboratory fee: Stool : P50.00 Sputum: P50.00	3 minutes	Revenue Collection Officer (Municipal Treasurer's Office)
4. Present OR to the Sanitary Inspector	4. Administer the laboratory test	None	3 minutes	Sanitation Inspector II
5. Wait for the laboratory result	5. Release the laboratory result	None	45 minutes	Medical Technologist II
	5.1 Issue sanitary permit and health card to client	None	5 minutes	Sanitation Inspector II
6. Claim the sanitary permit and health card				
TOTAL		P250.00	1 Hour & 9 Minutes	



12. Post Mortem Examination

Post Mortem Examination Certificate is issued to the nearest kin of a cadaver who are examined by the medical officer for whatever legal purposes.

Office or Division:	Municipal Health Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Constituents needing certification for whatever legal purposes			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Referral from PNP (For Post Mortem Exam)			Panay Police Station	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach RHU Staff and present the referral from PNP	1. Interview the nearest kin/client	None	3 minutes	<i>RHU Personnel</i>
	1.1 Skedule post portem examination as per availability of the MHO	None	1 minute	
	1.2 Refer the client to pay Post Mortem Examination Fee at the Treasurer's Office	None	1 minute	
2. Pay the prescribed fees to the Treasurer's Office	2. Receive payment and issue OR	Post Mortem Certificate Fee: P2,500.00	3 minutes	<i>Revenue Collection Officer (Municipal Treasurer's Office)</i>



	2.1 Conduct Post-Mortem examination as scheduled	None	30 minutes	<i>Municipal Health Officer</i>
	2.2 Prepare and sign the Post Mortem Certificate	None	5 minutes	
3. Claim the Post Mortem Certificate and sign in the log-book	3. Release the Certificate to client	None	1 minute	<i>Administrative Aide I</i>
TOTAL		P2,500.00	44 Minutes	



Municipal Disaster Risk Reduction and Management Office

External Services



1. Request for the Conduct of Trainings, Drills, or Lectures

Provide training, orientation and knowledge management activities on disaster risk reduction and management at the local level.

Office or Division:	Municipal Disaster Risk Reduction and Management Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizens			
Who may avail:	BDRRMCs, ACDVs, CSOs, POs, School and various institutions and Community			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Letter request addressed to the Office 			<ul style="list-style-type: none"> Client 	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request to LDRRMO personally or thru email	1. Receive the Letter request	None	5 minutes	<i>LDRRM Assistant /Special Assistant to DRRM Administrative and Training Services</i>
	1.1 Prepare proposal and submit to Mayor's Office for approval	None	1 day	<i>LDRRM Officer III</i>
	1.2 Review, approve and sign the proposal	None	1 hour	<i>Municipal Mayor</i>
	1.3 Inform the client of the schedule availability	None	2 minutes	<i>LDRRM Assistant Special Assistant to DRRM</i>



				<i>Administrative and Training Services</i>
2. Avail the services				
TOTAL		None	1 Day 1 Hour & 7 minutes	



2. Request for Emergency Response Service

Respond to and manage the adverse effect of emergencies within the municipality. The local hotline Number is **09688559771 or 09688559772**.

Office or Division:		Municipal Disaster Risk Reduction and Management Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizens		
Who may avail:		All persons needing emergency services within the municipality		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Verbal or phone call report 			<ul style="list-style-type: none"> Client 	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call the Emergency Hotline Number	1. Accept the call and interview the caller regarding the incident	None	2 minutes	<i>Operations Center Hotline Operator/ Dispatcher</i>
	1.1 Verify the availability of response unit and refers the incident	None	1 minute	<i>Operations Center Hotline Operator/ Dispatcher</i>
	1.2 Proceed to location of the incident	None	Depending on location of the incident	<i>Emergency Response Unit</i>
	1.3 Assess the scenario and conduct the necessary response actions	None	Depending on the nature of the incident	<i>Emergency Response Unit</i>
TOTAL		None	Variable	



3. Request for Non-Emergency Transport of Patient

Provide service to patients needing transport to and from a medical facility.

Office or Division:	Municipal Disaster Risk Reduction and Management Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Citizens			
Who may avail:	Patients that are residents of the municipality needing transport service			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Duly accomplished Patient Transport Request Form 			<ul style="list-style-type: none"> Municipal Disaster Risk Reduction and Management Office 	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File request to the office	1. Interview the client	None	10 minutes	<i>LDRRM Assistant</i>
	1.1 Verify the availability of ambulance unit	None	5 minutes	<i>Special Assistant to DRRM Administrative and Training Services</i>
	1.2 Issue the accomplished patient transport request form with specified charges	None	1 minute	
2. Pay to the Treasurer's Office	2. Receive payment and issue OR	Transport Fee: Panay-Roxas P300.00 Panay-Iloilo P1,500.00	5 minutes	<i>Revenue Collection Officer</i> <i>(Municipal Treasurer's Office)</i>



3. Return the forms with attached OR to the office	3. Refer to the ambulance unit	None	5 minutes	<i>LDRRMO Staff</i>
	3.1 Transport the patient	None	Depending on location	<i>Ambulance Unit</i>
4. Avail the services				
TOTAL		Panay-Roxas P300.00 Panay-Iloilo P1,500.00	Variable	



4. Request for Certification for Disaster and Calamity Victims

To officially recognize individuals or businesses affected of a disaster or calamity.

Office or Division:	Municipal Disaster Risk Reduction and Management Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business			
Who may avail:	Disaster-affected individuals and business establishments			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Certification issued by the barangay attesting that they are affected of a calamity or disaster (Original copy)			Barangay Hall	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements to the office	1. Verify requirements and prepares Certification	None	5 minutes	<i>LDRRM Assistant Special Assistant to DRRM Administrative and Training Services</i>
	1.1 Refer the client to Treasurer's Office for payment of Fees	None	1 minute	
2. Pay the fees and charges to Treasurer's Office	2. Receive payment and issue OR	Certification Fee: P100.00	10 minutes	<i>Revenue Collection Officer (Municipal Treasurer's Office)</i>
3. Present the OR to the Office	3. Sign the certification	None	5 minutes	<i>LDRRM Officer III</i>



4. Claim the Certification with the attached OR	4. Release the Certification	None	2 minutes	<i>LDRRM Assistant Special Assistant to DRRM Administrative and Training Services (Contract of Service)</i>
TOTAL		P100.00	23 Minutes	



5. Provision of Technical Assistance for Review of Barangay Disaster Risk Reduction Management Plan

To provide technical assistance to barangays in the formulation of BDRRM plan and budget.

Office or Division:	Municipal Disaster Risk Reduction and Management Office			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	BDRRMCs			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Draft copy of Barangay DRRM Plan (BDRRMP) 2. Report on Utilization of Barangay DRRM Fund including unexpended balances transferred to Special Trust Fund			Barangay	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements to LDRRMO Staff	1. Verify the requirements and forward to LDRRMO Head	None	5 minutes	<i>LDRRM Assistant MDRRMO Staff</i>
	1.1 Review the plan and return it to client for correction, if there are any	None	2 days.	<i>LDRRM Officer III</i>
2. Submit two (2) final copies of the corrected plan	2. Sign the BDRRM Plan	None	3 minutes	<i>LDRRM Officer III</i>



3. Claim the copy of reviewed BSRRM Plan	3. Release a copy to client and retain one copy for file	None	2 minutes	<i>Special Assistant to DRRM Administrative and Training Services (Contract of Service)</i>
TOTAL		None	2 Days & 10 Minutes	



FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<p>Accomplish the Customer Feedback Form located at the Public Assistance and Complaint Desk (PACD) at the lobby, ground floor, Municipal Hall and drop in the box.</p> <p>Client may contact (036) 621-4792/ or send email at lgu_panay@yahoo.com.ph</p>
How feedbacks are processed	<ol style="list-style-type: none">1. The Human Resource Personnel shall consolidate and process all the feedback forms received every Monday.2. Feedbacks shall be forwarded to the Human Resource Management Officer. The HRMO shall refer to the concerned office through a memorandum signed by the Mayor within 2 days, from receipt of feedback requiring immediate action/response.3. The concerned office shall be required to respond within 3 days from receipt of the referral memo; they shall notify the client concerned; copy furnished the Grievance Committee/Secretariat and HR Unit on action taken through email lgu_panay@yahoo.com.ph4. The Human Resource Management Officer shall submit to the Municipal Mayor a monthly report on feedbacks responded.



<p>How to file a complaint</p>	<p>The complainant shall send a letter or complaint following these simple steps:</p> <p>Step 1. Indicate clearly your name, complete address, date of complaint and contact number (if any);</p> <p>Step 2. Explain clearly the details of the complaint such as:</p> <ul style="list-style-type: none"> • Name of employee being complained • Nature of complaint • Date was it happened • Documents or any supporting evidence that are relevant to the complained or subject concerned, if applicable <p>Step 3. Send the complaint to igu_panay@yahoo.com.ph or you may send it to the Office of the Mayor, Ground Floor, Municipal Hall, Panay, Capiz</p>
<p>How complaints are processed</p>	<ol style="list-style-type: none"> 1. Complaints are received and reviewed accordingly to check all required information and to assess the validity of the same. 2. The complaint then referred to the concerned office immediately through a memorandum order signed by the Mayor, furnish copy to Grievance Committee. 3. An investigation and hearing both parties shall be done within 10 days from receipt of the complaint. 4. There shall be a decision rendered within 5 days after conduct of investigation/ hearing.



<p>Other Agencies where complaints can be filed</p>	<p>Complaints may also be filed in any of the following government agencies:</p> <p>ANTI-RED TAPE AUTHORITY (ARTA) G/F, HPGV Building (Formerly Accelerando), 395 Senator Gil J. Puyat Avenue, 1200 Makati (02) 8478-5091 / 478-5099 info@arta.gov.ph complaints@arta.gov.ph</p> <p>PRESIDENTIAL COMPLAINTS CENTER (PCC) OFFICE OF THE PRESIDENT Bahay Ugnayan, J.P. Laurel Street, Malacañang, Manila Telefax: (02)-87368621 (02) 8736-8645 (02) 8736-8603 (02) 8736-8629 (02) 8736-8621 pcc@malacanang.gov.ph</p> <p>CONTACT CENTER NG BAYAN (CCB) Hotline: 1-6565 accessible via PLDT and Smart landlines nationwide</p> <ul style="list-style-type: none"> • SMS/Text Access: 0908-8816565 • Email: email@contactcenterngbayan.gov.ph • Website: www.contactcenterngbayan.gov.ph • Facebook <p>page: www.facebook.com/contactcenterngbayan</p>
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LIST OF OFFICES

OFFICE	ADDRESS	CONTACT INFORMATION
Office of the Mayor	Ground Floor Municipal Building, Poblacion Ilaya, Panay, Capiz 5801	(036) 621-2022 lgu_panay@yahoo.com.ph
Office of the Vice Mayor	2 nd Floor Municipal Building, Poblacion Ilaya, Panay, Capiz	(036) 651-5297
Sangguniang Bayan Office	2 nd Floor Municipal Building, Poblacion Ilaya, Panay, Capiz	(036) 651-5297
Municipal Planning and Development Office	2 nd Floor Municipal Building, Poblacion Ilaya, Panay, Capiz	(036) 621-2021
Municipal Treasurer's Office	Ground Floor Municipal Building, Poblacion Ilaya, Panay, Capiz 5801	(036) 621-2029
Municipal Budget Office	Ground Floor Municipal Building, Poblacion Ilaya, Panay, Capiz 5801	(036) 621-4166
Municipal Accounting Office	Ground Floor Municipal Building, Poblacion Ilaya, Panay, Capiz 5801	(036) 620-1856
Municipal Assessor's Office	2 nd Floor Municipal Building, Poblacion Ilaya, Panay, Capiz	bingberj@gmail.com
Municipal Civil Registrar's Office	Ground Floor Municipal Building, Poblacion Ilaya, Panay, Capiz 5801	(036) 621-6593
Municipal Agriculture's Office	Ground Floor Municipal Building, Poblacion Ilaya, Panay, Capiz 5801	(036) 621-2010



Municipal Environment and Natural Resources Office	Ground Floor Municipal Building, Poblacion Ilaya, Panay, Capiz 5801	09306629661 09067186596 09519241893 menropanay_2019@yahoo.com
Municipal Engineering Office	Ground Floor Municipal Building, Poblacion Ilaya, Panay, Capiz 5801	(036) 621-0454
Municipal Social Welfare and Development Office	Ground Floor Municipal Building, Poblacion Ilaya, Panay, Capiz 5801	(036) 621-2010
Municipal Health Office	Rural Health Unit, Poblacion Ilawod, Panay, Capiz	(036) 620-2068
Municipal Disaster Risk Reduction and Development Office	Ground Floor Municipal Building, Poblacion Ilaya, Panay, Capiz 5801	(036) 651-5624 mdrrmopanay@gmail.com



CUSTOMER FEEDBACK FORM

Madamo guid nga salamat sang inyo pagbisita diri sa Munisipyo sang Panay kag sa pagbatun sang amun nga serbisyo. Bangud gusto namun nga makaserbisyo guid sa inyo sang maayu, palihog sabat sang ara sa **table** nga yari sa idalum may kaangtanan sa inyo pagkadtu diri.

Petsa

Ngalan	:	
Diin Nagapuyo(Address)	:	
Edad	:	
Kasarian (Sex)	:	Lalaki () Babaye ()
Tinutuyo sa Opisina (Purpose)	:	
Serbisyo nga Kinahanglan kg nabaton	:	
REMARKS	:	
Telepono/email address	:	

ANG OPISINA (CONCERNED OFFICE)	Very Satisfied	Satisfied	Not Satisfied
1. Madali makita ang opisina nga ginatuyo	()	()	()
2. Malimpyo kag mahimuson ang opisina	()	()	()
3. Komportable ka sa opisina nga ginkadtuan mo	()	()	()
4. Wala nagpila o naghulat sang madugay	()	()	()
5. May karatula sa paghatag sang direksyon kon ano ang proseso	()	()	()
6. May ara sang prayuridad nga serbisyo para sa mga tigulang, nagabusong kag mga may kasablagan sa lawas	()	()	()

MGA EMPLEYADO (EMPLOYEE)	Very Satisfied	Satisfied	Not Satisfied
1. Ara ang empleyado nga tuyo mo	()	()	()
2. Kabalo ang empleyado sang imo kinahanglan/tinutuyo	()	()	()
3. Maayo ang pag-amuma sang empleyado sa imo	()	()	()
4. Na-atindiran nga daan sang empleyado ang imu mga kinahanglanon	()	()	()



MGA KINAHANGLANON (REQUIREMENTS)	Very Satisfied	Satisfied	Not Satisfied
1. Ginapahibalo o ginapaintindi sa imu ang mga kinahanglanon nga mga dokumento	()	()	()
2. Ara sa Citizen's Charter ang mga dokumento na ginapangita sa imo.	()	()	()
3. Ginahatag sa imo ang insakto nga mga kinahanglanon nga dokumento	()	()	()
4. Ginapahibalo sa imo ang insakto nga balayran	()	()	()

MGA OPISYALES (OFFICERS)	Very Satisfied	Satisfied	Not Satisfied
1. Ara ang opisyal nga nagapirma sang imo dokumento	()	()	()
2. Madali lang ginipirmahan ang dokumento sang natungdan nga opisyaes	()	()	()

MGA IMPORMASYON (INFORMATION)	Very Satisfied	Satisfied	Not Satisfied
1. Ara ang imu ginatuyo na mga kinahanglanon na dokumento	()	()	()
2. Organisado kag kumpleto ang mga dokumento	()	()	()
3. Nagapareho ang ginapangayo nga mga dokumento sang sa nabutang sa citizen's charter	()	()	()
4. Klaro , malip –ot kag maintindihan ang instruksyon	()	()	()

MADAMO GUID NGA SALAMAT! Palihog isulat ang imu kumento, reklamo o suhestiyun para magamit namun sa pag-pauswag kag paghatag sang maayu nga serbisyo sa inyo.

PALIHUG IHULOG SA SUGGESTION BOX SA GWA SANG SINI NGA OPISINA O PWEDE MAN IBUTANG SA SUGGESTION BOX NGA MAKIT-AN SA MAY PUBLIC ASSISTANCE DESK, GROUND FLOOR SANG MUNICIPIO SA LUYO SANG TREASURER'S OFFICE.



Republic of the Philippines
Province of Capiz
MUNICIPALITY OF PANAY
OFFICE OF THE SANGGUNIANG BAYAN
2nd Floor, Panay Municipal Hall

**EXCERPTS FROM THE MINUTES OF THE REGULAR SESSION OF THE HONORABLE
SANGGUNIANG BAYAN OF THE MUNICIPALITY OF PANAY, PROVINCE OF CAPIZ HELD IN ITS
SESSION HALL ON MARCH 9, 2022**

Present:

HON. ARMINDA A. BERMEJO
Vice Mayor/Presiding Officer

Hon. Paolo B. Besa	- Member
Hon. Julius E. Asis	- Member
Hon. Candido B. Bernales	- Member
Hon. Henry B. Bocboc	- Member
Hon. Arlan B. Baes	- Member
Hon. Alexander Richard Rommel B. Arches	- Member
Hon. Christian Theodor B. Mejia	- Member
Hon. Calix David B. Relano- Member	
Hon. Rogelio A. Besorio (Liga ng mga Barangay President)	- Ex-Officio Member
Hon. Krezel R. Rios (SK Federation President)	- Ex-Officio Member

RESOLUTION NO. 10
Series of 2022

**RESOLUTION ADOPTING THE REVISED CITIZEN'S CHARTER OF THE MUNICIPALITY
OF PANAY FOR COMPLIANCE AND IMPLIMENTATION MANDATED BY LAW**

Sponsored by:
HON. CHRISTIAN THEODOR B. MEJIA
Chairperson
Committee on Rules and Good Government

WHEREAS, RA 9485, also known as the Anti-Red Tape Act (ARTA) mandates for the formulation of Citizen's Charter in every LGU and other government offices to hasten all government transactions and efficient service to clients;

WHEREAS, pursuant to ARTA Memorandum Circular No. 2019-002, Series of 2019, providing the guidelines in crafting and implementation of the Citizen's Charter in compliance with R.A. 11032 or **the Ease of Doing Business and Efficient Government Service Delivery Act of 2018** and its implementing Rules and Regulations, all government agencies including the local government units are mandated to set up their respective most current and updated service standard to be known as the **Citizen's Charter** in the form of information of billboards (tarpaulins) which shall be posted at the main entrances of every office, handbook and publication in the agency website;

WHEREAS, the LGU of Panay had previously formulated its existing Citizen's Charter, but it needs revision in consonance with the pronouncement of the present administration to shorten the time of service delivery to our clients when they transact business with this LGU; {

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Page 2
Resolution No. 10
Series of 2022

WHEREAS, the revised citizen's charter is an official document that serves as a guide for clients when having official business transactions with the offices concerned, hence it needs adoption of the Sanggunian to be legally and effectively implemented.

NOW THEREFORE, upon motion of Hon. Christian Theodor B. Mejia and duly seconded by Hon. Henry B. Bocboc, be it **RESOLVED AS IT IS HEREBY RESOLVED** to

ADOPT THE REVISED CITIZEN'S CHARTER OF THE MUNICIPALITY OF PANAY FOR COMPLIANCE AND IMPLEMENTATION MANDATED BY LAW

RESOLVED FINALLY that copies of this resolution be furnished all concerned for information and guidance.

UNANIMOUSLY ADOPTED this 9th day of March 2022 at Panay, Capiz, Philippines.

I hereby certify to the correctness of the foregoing Resolution No. 10, Series of 2022


MJ WINSTON A. BILLONES, J.D.
Secretary to the Sangguniang Bayan

ATTESTED:


HON. ARMINDA A. BERMEJO
Vice Mayor/Presiding Officer

APPROVED:


HON. FELIPE B. BARREDO
Municipal Mayor

Date of Approval: 10 MAR 2022



Citizen's Charter

ABANTE PANAY!