



LOCAL GOVERNMENT UNIT



Basta Serbisyo...
SIGURADO ✓

OF MACO

CITIZEN'S CHARTER HANDBOOK
(2023 1st Edition)



LOCAL GOVERNMENT UNIT OF MACO

CITIZENS CHARTER **2023 (1st Edition)**



I. **Mandate:**

Local Government Unit of Maco mandates is to delivering efficient public service which anchored to its acronym **S.E.R.B.I.S.Y.O** which stand for the following:

- S** – Social and Health Services;
- E** – Educational Assistance Program
- R** – Revenue Generation Program
- B** – Barangay Empowerment and Peace & Order Management
- I** – Infrastructure Development Projects
- S** – Sustainable Environmental Protection, Agriculture, Tourism Investment and Promotions and Livelihood Programs
- Y** – Youth Development Program
- O** – Organizational Empowerment and Human Resource Development and Management Program

II. **Vision:**

A progressive municipality of peace – loving constituents satisfied with the services rendered by **M**orally – upright, **A**ccountable, **C**ooperative and **O**utstanding corps of service providers.

III. **Mission:**

Enhance efficiency and effectiveness of Local Government Unit of Maco in carrying out its mandate to its constituents through value – oriented, technically skilled corps of personnel highly capable in performing its various tasks and functions propelled by active peoples through the Citizen Charter.

IV. **Service Pledge:**

We, the officials and employees of the Local Government Unit of Maco are committed to:

- **S**erve you promptly, efficiently and effectively with utmost courtesy by authorized personnel with proper identification from Mondays to Fridays, 8:00 a.m. – to 5:00 p.m., without noon break;
- **E**nsure strict compliance to service standards, with written explanation for any delays in frontline services;
- **R**espond to your complaint about our services the soonest or within the day through our complaint and assistance desk and take corrective measures;
- **B**elieve in the value of every citizen's comment, suggestions and needs, including those with special needs such as the differently-abled persons, senior citizens, women in disadvantaged situations, children-in-need of special protection, out-of-school youth, socially disadvantaged families, and indigenous people;
- **I**nvide people's participation and initiatives and ensure that feedback mechanisms are established;
- **S**ustain people empowerment through open consultations, public for a and assemblies to establish strong linkages between the people, the civil society organizations, multi-sectoral groups and the government;
- **Y**earn for innovations by embracing available modern technologies to cope up with the trend of global competitiveness;
- **O**ptimize delivery of services to reach far-flung areas and adhere to service beyond border.



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Office of the Municipal Mayor

External Services

1. ISSUANCE OF AFFIDAVIT OF SURRENDER FOR RETIREMENT OF BUSINESS

Affidavit of Surrender is an affidavit issued by the Municipal Mayor for the retirement of existing business operation in the municipality.

Office or Section	Office of the Municipal Mayor-Business Licensing Section			
Classification	Simple			
Type of Transaction	G2B – Government to Business Entity			
Who may Avail	All constituents of Maco who want to retire their business.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Business Permit and License		Owner's Copy		
2. Current year Cedula		Municipal Treasurer's Office or Barangay Treasurer		
3. Barangay Certification		Barangay where the business is situated		
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements for retirement of business to the Business Licensing Section situated at the Negosyo Center	1. Receive the requirements and issue order of payment and advice the business owner to proceed to the Municipal Treasurer's Office for payment	150.00(Business License) 75.00 (Special Permit) or any additional fees if there is a delinquent obligation	5 minutes	Licensing Officer / Licensing Section
2. Go back and present all documents together with the Official Receipt to the Business Licensing Section for the preparation of Affidavit of Surrender and for signature of the Municipal Mayor	2. Receive all the documents with the Official Receipt and prepare Affidavit of Surrender for review and signature of the Municipal Mayor	None	15 minutes	Licensing Officer / Licensing Section or Municipal Mayor Mayor's Office or Executive Assistant III Mayor's Office or Municipal Administrator
3. Return to Negosyo Center to receive the approved Affidavit of Surrender	3. Segregate the Affidavit of Surrender and release the document	None	5 minutes	Licensing Officer / Licensing Section
TOTAL:		150.00(BL)/ 75.00 (SP) or any additional fees if there is a delinquent obligation	25 minutes	

2. ISSUANCE OF BUSINESS PERMIT AND LICENSE

Business Permit and License is a right or permission granted in accordance with law or by a competent authority to engage in some business or occupation or to engage in some transactions.

Office or Section	Office of the Municipal Mayor-Business Licensing Section	
Classification	Simple	
Type of Transaction	G2B – Government to Business Entity	
Who may Avail	All constituents of Maco who want to engage in any business.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
New Registration		
1. SEC/CDA Registration with Articles of Incorporation and By- Laws or DTI Registration Photocopy.	Securities and Exchange Commission/Cooperative Development Authority/Department of Trade and Industry	
2. Current year Cedula (Corporate/Individual)	Municipal Treasurer’s Office or Barangay Treasurer	
3. Affidavit of Invested Capital	Notary Public	
4. Barangay Clearance where the business is located	Barangay where the business situated	
5. Health Certificate	Municipal Health Office	
6. Locational Sketch of Business	Owner to draw a sketch of business location	
7. Zoning Clearance/Certification (Poultry, Piggery, CIP Plants, Bakery, Establishment with Permanent structure)	Municipal Planning and Development Office	
8. MENRO Certification (CIP Plant, Tunnel, Ballmill, Furniture Shop, Poultry, Piggery, Sand & Gravel, Lumber Dealer).	Municipal Environment and Natural Resources Office	
Renewal of Registration		
1. Current year Cedula (Corporate/ Individual)	Municipal Treasurer’s Office or Barangay Treasurer	
2. Sworn Statement of Gross Sales/Receipts or ITR	Notary Public/Bureau of Internal Revenue	
3. Previous year’s Mayor’s Permit/License		
4. Barangay Clearance where the business is located	Barangay where the business situated	
5. Health Certificate	Municipal Health Office	
6.MENRO Certification (CIP Plant, Tunnel, Ballmill, Furniture Shop, Poultry, Piggery, Sand & Gravel, Lumber Dealer)	Municipal Environment and Natural Resources Office	
Additional Requirements for Carbon in Pulp (CIP) Plant Operators		
1. Certification from the MENRO certifying to the effect that the plant is fit to operate because it complies with all the requirements for responsible mining.	Municipal Environment and Natural Resources Office	
2. Certification from Chairman of the Board of Directors of the existing cooperative if the area is within a Minahang Bayan or Barangay Certification from the Barangay Captain concerned, certifying that the plant is situated in their area of jurisdiction and is in good standing.	Barangay where the business situated	
Additional Requirements for Public Market Stallholders		

1. Market certification		Municipal Economic Enterprise Office		
2. Accomplished Lease Contract		Municipal Economic Enterprise Office		
Additional Requirement for Tourism Industry				
1. Tourism Accreditation Certificate		Municipal Tourism Office		
Additional Requirements for Pawnshops and Money Service Business				
1. Certificate of Authority-Pawnshop		Bangko Sentral ng Pilipinas		
2. Certificate of Registration-Money Service Business		Bangko Sentral ng Pilipinas		
Additional Requirements for Gasoline Station				
1. DOE Certificate		Department of Energy		
Additional Requirements for Trucking & Hauling Services				
1. Registration of Vehicle (OR & CR)		Land Transportation Office		
2. Company Contract		Company (As Service Provider)		
Additional Requirements for Trucking/Transportation Services				
1. Registration of Vehicle (OR & CR)		Land Transportation Office		
2. Franchise/Shuttle Service Permit		Land Transportation Franchising and Regulatory Board		
3. Company Contract		Company (As Service Provider)		
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the pre-required documents and the Official Receipt worth P375.00 for the clearances to the Business Licensing Section situated at the Negosyo Center.	1. Verification of Official Receipt and pre-required documents as to its completeness & encoding in the system and issuance of Mayor Certification and advice the client to proceed to the Municipal Treasurer's Office for the Tax Clearance, Assessment and Payment	Depending on the Approved Business Assessment total amount due.	20 minutes	Licensing Officer I Licensing Section
2. Go back and present all documents together with the Official Receipt (MTO, BFP, BIR) to the Business Licensing Section for the preparation of the Business Permit & License and for signature of the Municipal Mayor	2. Check all the documents & prepare Business Permit & License for review and signature of MTO and Municipal Mayor	None	30 minutes	Licensing Officer I Licensing Section Municipal Treasurer MTO Municipal Mayor Mayor's Office or Executive Assistant III Mayor's Office or Municipal Administrator

3. Return to the Negosyo Center for the Segregation and Release	3. Segregate and release the approved Business Permit and License with Business Plate and sticker.	None	5 minutes	Licensing Officer I <i>Licensing Section</i>
TOTAL:		Depending on the Approved Business Assessment total amount due.	55 minutes	

3. ISSUANCE OF ENDORSEMENT LETTER FOR CUTTING PERMIT

Endorsement Letter refers to the document issued by the Municipal mayor to the CENRO-DENR favorably supporting the request for cutting permit.

Office or Section	Office of the Municipal Mayor			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	All qualified resident of Maco.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. MENRO'S Inspection Report/Certification		Office of the Municipal Environment and Natural Resources Officer		
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Client Request Form and present the inspection report from the MENRO to the receiving area.	1. Receives application form and record document in the "incoming" logbook and forward it to the Executive Assistant.	None	5 minutes	Administrative Aide Mayor's Office or Office Clerk Mayor's Office
2. Clients will proceed to the waiting area.	2. Check the document whether the office of the MENRO / MAGRO certifies the validity of the trees to be harvested.	None	3 minutes	Executive Assistant III Mayor's Office
	2.1 Prepare the endorsement letter.	None	5 minutes	Administrative Assistant II Mayor's Office or Administrative Aide Mayor's Office or Office Clerk Mayor's Office

	2.2 Review and countersign the endorsement letter.	None	2 minutes	Executive Assistant III Mayor's Office
	2.3 Forward the endorsement letter with the attachment to the Municipal Mayor for signature.	None	5 minutes	Executive Assistant III Mayor's Office or Municipal Mayor Mayor's Office
3. Receives the Mayor's Recommendation.	3. Logbook and release the Mayor's recommendation to the client.	None	2 minutes	Administrative Officer IV Mayor's Office or Administrative Assistant II Mayor's Office or Administrative Aide IV Mayor's Office or Office Clerk Mayor's Office or Administrative Aide Mayor's Office
TOTAL:		None	22 minutes	

4. ISSUANCE OF MAYOR’S CLEARANCE OR CERTIFICATION

Issuance of Mayor’s permit and certification to All qualified residents of MACO.

Office or Section	Office of the Municipal Mayor			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	All qualified resident of Maco.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Clearance		Concerned Barangay		
2. Community Tax Certificate		Concerned Barangay/Office of the Municipal Treasurer		
3. Police Clearance (for Job Application)		PNP Maco		
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the Client Request Form	1. Receives the application form and the required documents.	None	5 minutes	Administrative Assistant II Mayor's Office or Administrative Aide IV Mayor's Office or

				Office Clerk Mayor's Office
2. Proceed to the Municipal Treasurer office for payment.	2. Instruct the client to pay Secretary's Fee at the Municipal Treasurer office, and wait for the issuance of the official receipt.	PHP75.00	5 minutes	Revenue Collection Officer Treasurer's Office
3. Present the official receipt to the Mayor's office staff and proceed to the waiting area.	3. Prepare the mayor's clearance of the mayor's certification.	None	10 minutes	Administrative Officer IV Mayor's Office or Administrative Assistant II Mayor's Office or Administrative Aide IV Mayor's Office or Administrative Aide Mayor's Office
	3.1 Review and countersign the endorsement letter.	None	2 minutes	Executive Assistant III Mayor's Office
	3.2 Forward the mayor's clearance or/ mayor's certification to the Municipal Mayor for signature.	None	3 minutes	Administrative Officer IV Mayor's Office or Administrative Assistant II Mayor's Office or Administrative Aide IV Mayor's Office or Administrative Aide Mayor's Office or Office Clerk Mayor's Office

	3.3 Sign the mayor's clearance or/ mayor's certification.	None	5 minutes	Executive Assistant III Mayor's Office or Municipal Mayor Mayor's Office
4. Receives the Mayor's clearance or Mayor's certification.	4. Logbook and Release the Mayor's Certification or Mayor's Clearance to the client.	None	2 minutes	Administrative Officer IV Mayor's Office or Administrative Assistant II Mayor's Office or Administrative Aide IV Mayor's Office or Administrative Aide Mayor's Office
TOTAL:		PHP75.00	32 minutes	

5. ISSUANCE OF MAYOR’S RECOMMENDATION FOR JOB APPLICANT

Mayor’s Recommendation is a letter favorably endorsing, vouching for the credibility and integrity of any resident of Maco seeking employment locally and abroad.

Office or Section	Office of the Municipal Mayor			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	All qualified resident of Maco.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Clearance		Concerned Barangay		
3. Community Tax Certificate		Concerned Barangay/ Office of the Municipal Treasurer		
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish client request form.	1. Entertain the client. Review the requirements/ ask some questions regarding his/her personality, purpose and the establishment where he/she wants to apply.	None	5 minutes	Administrative Assistant II Mayor's Office or Administrative Aide IV Mayor's Office or Office Clerk Mayor's Office

2. Proceed to the waiting area.	2. Prepare the recommendation letter.	None	10 minutes	Administrative Assistant II Mayor's Office or Administrative Aide IV Mayor's Office or Office Clerk Mayor's Office or Administrative Aide Mayor's Office
	2.1 Review and countersign the documents.	None	3 minutes	Executive Assistant III Mayor's Office
	2.2 Sign the recommendation letter.	None	5 minutes	Municipal Mayor Mayor's Office or Municipal Administrator Mayor's Office
3. Receives the Mayor's Recommendation.	3. Logbook and release the Mayor's recommendation to the client.	None	2 minutes	Administrative Assistant II Mayor's Office or Administrative Aide IV Mayor's Office or Office Clerk Mayor's Office or Administrative Aide Mayor's Office
TOTAL:		None	25 minutes	

6. ISSUANCE OF “NO BUSINESS CERTIFICATION” AND “OTHER CERTIFICATIONS”.

Certifications are issued to affirm the validity of information.

Office or Section	Office of the Municipal Mayor-Business Licensing Section			
Classification	Simple			
Type of Transaction	G2C – Government to Client G2B – Government to Business Entity			
Who may Avail	All constituents of Maco who want to ask for any certifications whether Business Entity or Transacting Public.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form		Office of the Municipal Mayor-Business Licensing Section		
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1.Proceed to the Business Licensing Section situated at the Negosyo Center.	1.Interview as to what kind of certification needed by the client and issue order of payment and advice the client to proceed to the Municipal Treasurer's Office for payment	PHP 75.00	5 minutes	Licensing Officer I Licensing Section
2. Go back and present all documents together with the Official Receipt to the Business Licensing Section for the preparation of the requested certification and for signature of the Municipal Mayor	2. Receive the Official Receipt and prepare the certification for review and signature of the Municipal Mayor	None	15 minutes	Licensing Officer I Licensing Section Municipal Mayor Mayor's Office or Executive Assistant III Mayor's Office or Municipal Administrator
3. Return to Negosyo Center to receive the approved Certification	3. Segregate the certification and release the document	None	5 minutes	Licensing Officer I Licensing Section
TOTAL:		PHP 75.00	25 minutes	

7. ISSUANCE OF SPECIAL PERMIT

Special Permit is a right or permission granted to conduct business or promotional activity.

Office or Section	Office of the Municipal Mayor-Business Licensing Section			
Classification	Simple			
Type of Transaction	G2B – Government to Business Entity			
Who may Avail	Any individual or company whether resident or not.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form		Office of the Municipal Mayor-Business Licensing Section		
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Proceed to the Business Licensing Section situated at the Negosyo Center and present the approved request letter signed by the Municipal Mayor	1. Interview then inform the Municipal Engineering Office about the request and advice the	Depending on the Kind of Business, Promotional Activity and Number of Days	5 minutes	Licensing Officer I Licensing Section

	client to proceed to the Office of the Municipal Treasurer for payment			
2. Present the Official Receipt to the Business Licensing Section for the preparation of Special Permit and signature of the Municipal Mayor	2. Receive the Official Receipt and prepare the Special Permit for review and signature of the Municipal Mayor	None	15 minutes	Licensing Officer I Licensing Section Municipal Mayor Mayor's Office or Executive Assistant III Mayor's Office or Municipal Administrator
3. Return to Negosyo Center to receive the approved Special Permit	3. Segregate the Special Permit and release the document	None	5 minutes	Licensing Officer I Licensing Section
TOTAL:		Depending on the Kind of Business, Promotional Activity and Number of Days	25 minutes	

8. MEDICAL ASSISTANCE TO PATIENT

Medical assistance is an assistance exclusively extended to the indigent client/patient of Maco in a referral form or financial/ cash assistance.

Office or Section	Office of the Municipal Mayor			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	All qualified resident of Maco.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Confinement		Concerned Hospital		
2. Xerox of Recent Doctor's Prescription		From the Doctor		
3. Certificate of Indigency		Concerned Barangay		
4. Recent Laboratory Request		From the Doctor		
5. Unity Card		From the Local Government Unit of Maco		
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Accomplish the Client Request Form	1. Receive the Client request form and check the required documents.	None	5 minutes	Administrative Assistant II Mayor's Office or Administrative Aide IV Mayor's Office or Office Clerk Mayor's Office
2. Proceed to the medical assistance in - charge.	<p>2. Interview and verify the client/patient through the documents presented.</p> <p>(Note: For Referral Assistance - If the medicine indicated in the Recent Doctor's Prescription available in the DRMC Hospital or it may be a Laboratory Request, the In-Charge will be issued a referral sheet to the client and procced to the hospital)</p> <p>If the medicine indicated in the recent doctor's prescription or the laboratory request is not available in the DRMC hospital/pharm acy, Financial Assistance shall be extended.</p>	None	10 minutes	Administrative Aide IV Mayor's Office or Administrative Aide Mayor's Office
2.1 Refer to the Municipal Mayor.	2.1 Give notifications to the Certificate of Indigency the amount	None	3 minutes	Municipal Mayor Mayor's Office or

	extended to the client.			<i>Municipal Vice-Mayor Vice - Mayor's Office</i>
3. Proceed to the MSWD office for interview and get the Eligibility Form then, go back to the Mayor's Office, give the documents and proceed to the waiting area.	3.Receive the documents from the MSWD and prepare the OB'R/Petty Cash Voucher. Then, forward the documents to the Executive Assistant.	None	10 minutes	<i>Administrative Assistant II Mayor's Office or Administrative Aide IV Mayor's Office or Administrative Aide Mayor's Office or Office Clerk Mayor's Office</i>
	3.1 Check and countersign the documents.	None	2 minutes	<i>Executive Assistant III Mayor's Office</i>
	3.2 Approve and sign the financial assistance.	None	3 minutes	<i>Executive Assistant III Mayor's Office or Municipal Mayor Mayor's Office or Municipal Administrator Mayor's Office</i>
3.1 Proceed to the Office of the Municipal Accountant.	3.3 Obligate financial assistance check and verify the validity and the veracity of the documents submitted.	None	5 minutes	<i>Accounting Clerk I Accounting Office</i>
4. Proceed to the Municipal Treasurer's Office. Receives the Cash Assistance.	4. Release Cash Assistance.	None	5 minutes	<i>Cashier II Treasurer's Office</i>
TOTAL:		None	43 minutes	



Office of the Secretary to the Sangguniang Bayan
External Services

1. ANNUAL ASSESSMENT/ ANNUAL PERMIT FEE

It is a document granting permit to a person, natural, juridical, allowing such person to operate annually the motorized tricycle for hire with a two-wheel cab operated to render transport services to the general public for a fee within the Municipality of Maco.

Office or Section	Office of the Sangguniang Bayan			
Classification	Simple			
Type of Transaction	G2B- Government to Business Entity			
Who may Avail	All qualified holders of registered motorcycle			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Community Tax Certificate		Barangay Treasurer		
2. Barangay Clearance		Concerned Barangay		
3. Mayor's Certificate		Mayor's Office		
4. Updated OR/CR of Motorcycle		Tricycle Operator		
5. Motorcycle with Side Car (Royal Blue)		Tricycle Operator		
6. Latest Copy of Annual Inspection/Permit (for renewal only)		Tricycle Operator		
7. 2 Brown Folder with Fastener (For new applicant only)		Tricycle Operator		
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the necessary requirements to Office clerk.	1. New Applicants/ Renewal: Conduct interview/ orientation and verify the completeness of the requirements.	None	5 minutes	Secretary to the SB SSBO Office or Administrative Assistant V SSBO Office or Administrative Assistant I SSBO Office
1.1 Sign the Annual Inspection Fee/Annual Permit Fee after printing	1.1 Prepare the Annual Inspection Fee/Annual Permit Fee 1.2 Let the applicant signed the document	None	30 minutes	Administrative Assistant V SSBO Office or Administrative Assistant I SSBO Office
2. Proceed to Police Station for inspection of Unit	2. Inspection of the unit by the PNP and sign the assessment form	None	5 minutes	PNP Personnel Maco Police Station
3. Pay the required fees at Municipal Treasurer's Office by showing the Order of Payment. *Make sure to	2.1 Accept the Payment based on the Order of Payment	Annual Permit Fee- 300.00 Annual Inspection Fee- 300.00	10 minutes	Revenue Collection Clerk Treasurer's Office

secure Official Receipt that will be issued upon payment.	2.1 Issue Official Receipt for the payment	Sticker – 35.00 Franchise fee for 3 years- 900.00 (for new and renewal of 3 years) NOTE: Failure to renew on the prescribed period, will mean additional surcharge of 25% and 2% per month interest on the unpaid amount shall be collected.		
4. Go back to the Office of the Secretary to the SB and received the assessment form	4. Secure one copy of the annual inspection/Annual permit for office file	None	5 minutes	Administrative Assistant V SSBO Office or Administrative Assistant I SSBO Office
TOTAL:			55 inutes	

2. APPLICATION OF DROPPING OF MTOP SERVICES

Office or Section	Office of the Sangguniang Bayan			
Classification	Simple			
Type of Transaction	G2B Government to Business Entity			
Who may Avail	All qualified holders of registered motorcycle			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Motorized Tricycle Operators Permit		Owners Copy		
2. Official receipt (after verification)				
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the document to the office of the Secretary to the Sangguniang Bayan	1. Verify the document submitted	None	10 minutes	Secretary to the SB or Administrative Assistant V or Administrative Assistant I
2.Pay the required fees at the MTO and secure the Official Receipt	2.1 Accept the payment and signed the Dropping form	750.00	10 minutes	Revenue Collection Clerk Treasurer's Office

3. Go back to the Office of the Secretary to the Sangguniang Bayan	3.1. Orient the applicant for the flow of the document		5 minutes	Administrative Assistant V SSBO Office or Administrative Assistant I SSBO Office
4.Dropping form for Vice Mayor's Signature	3.1 Vice Mayor signed the MTOP.	None		Municipal Vice Mayor Vice Mayor's Office
5. Received the Approved Dropping form	4. Give the approved Dropping form to the client and let them received the approved document	None	3 minutes	Administrative Assistant V SSBO Office or Administrative Assistant I SSBO Office
TOTAL:		PHP 750.00	28 inutes	

3. ISSUANCE OF MOTORIZED TRICYCLE OPERATORS PERMIT (MTOP)

Motorized Tricycle Operator’s Permit (MTOP) is a document granting franchise or license to a person, natural, juridical, allowing such person to operate motorized tricycle for hire with a two-wheel cab operated to render transport services to the general public for a fee within the Municipality of Maco.

Office or Section	Office of the Sangguniang Bayan			
Classification	Simple			
Type of Transaction	G2B – Government to Business Entity			
Who may Avail	All qualified holders of registered motorcycle			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Annual Inspection/Annual Permit				
1.1Community Tax Certificate		Barangay Treasurer		
1.2 Barangay Clearance		Concerned Barangay		
1.3 Mayor’s Certificate		Mayor’s Office		
1.4Updated OR/CR of Motorcycle		Tricycle Operator		
2. Royal Blue Motorcycle (Color)		Tricycle Operator		
3. Latest Copy of MTOP (For renewal of 3 years form)		Tricycle Operator		
4. Official receipt (P900.00)				
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the necessary requirements to Office clerk.	1. New Applicants/ Renewal: Verify the completeness and authenticity of the documents submitted.	None	10 minutes	Secretary to the SB SSBO Office or Administrative Assistant V SSBO Office or Administrative Assistant I

				SSBO Office
2. Wait for the assessment of the MTOP	2. For New Applicant: 2.1 Encoding the necessary data needed in the MTOP form. 2.2 Assignment of MTOP number 2.3 Record in the logbook Renewal: Encoding the necessary data needed in the MTOP form	None	10 minutes	<i>Administrative Assistant V SSBO Office or Administrative Assistant I SSBO Office</i>
	2.4 Orient the applicant the flow of the document and its validity.	None	5 minutes	<i>Administrative Assistant V SSBO Office or Administrative Assistant I SSBO Office</i>
3. MTOP form for Vice Mayor Signature	3.1 Vice Mayor signed the MTOP.	None		<i>Municipal Vice Mayor Vice Mayor's Office</i>
4. Received MTOP	4. Give the approved MTOP to the client and let them received the approved document	None	3 minutes	<i>Administrative Assistant V SSBO Office or Administrative Assistant I SSBO Office</i>
TOTAL:			28 inutes	

4. SUBSTITUTION OF UNIT

Office or Section	Office of the Sangguniang Bayan	
Classification	Simple	
Type of Transaction	G2B Government to Business Entity	
Who may Avail	All qualified holders of registered motorcycle	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Approved Motorized Tricycle Operators Permit		Owners Copy

2. Official Receipt /Certificate of Registration of the New Motorcycle				
2. Official receipt (after verification)				
CLIENT STEPS	OFFICE ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the document to the office	1. Verify the document submitted and fill in data for the Substitution of Unit	None	20 minutes	Secretary to the SB SSBO Office or Administrative Assistant V SSBO Office or Administrative Assistant I SSBO Office
2.Pay the required fees at the MTO and secure the Official Receipt	2.1 Accept the payment	750.00	10 minutes	Revenue Collection Clerk Treasurer's Office
3. Go back to the Office of the Secretary to the Sangguniang Bayan	3.1. Orient the applicant about the flow of the document	None	5 minutes	Adm Assistant V SSBO Office or Adm. Assistant I SSBO Office
	3.2 Vice Mayor signed the MTOP.	None		Municipal Vice Mayor
4. Received the Approved Substitution of Unit	4. Give the approved Substitution form to the client and let them received the approved document	None	3 minutes	Administrative Assistant V SSBO Office or Administrative Assistant I SSBO Office
TOTAL:			38 minutes	



**Office of the Municipal Human Resource
Management Officer
External Services**

1. AVAILMENT OF FLY NOW PAY LATER PROGRAM

Fly Now Pay Later Program for all qualified indigent residents going to work abroad.

Office or Section	Public Employment Service Office			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	All qualified indigent residents of Maco willing to go abroad.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent		Requesting indigent applicant		
2. Photocopy of valid Passport (1 copy)		Requesting indigent applicant		
3. Community Tax Certificate (1 copy)		Official of the Municipal Treasurer		
4. Birth Certificate and photocopy of marriage contract (1 copy)		Official of the Municipal Registrar		
5. 2x2 ID of principal borrower (1 piece)		Requesting indigent applicant		
6. Valid ID of at least 3 Co-makers (1 copy back-to-back)		Any LGU- Permanent Employees of Maco		
7. Loan Agreement duly Notarized (5 original copies).		Any Notary Public Law Office		
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present himself/herself to the Public Employment Service Office and submit all necessary requirements.	1.Interview the client and verify all necessary requirements.	None	5 minutes	PESO Manager MHRMO Office or Administrative Aide MHRMO Office
2.Proceed to waiting area	2.Prepare the loan agreement.	None	10 minutes	Administrative Aide MHRMO Office
	2.1 Prepare Obligations Request and Disbursement Voucher.	None	10 minutes	Administrative Aide MHRMO Office
	2.1 Review the loan Agreement, all necessary requirements, Obligations Request and Disbursement Voucher.	None	5 minutes	Administrative Aide MHRMO Office
	2.2 Sign the loan Agreement and Obligations Request and Disbursement Voucher.	None	5 minutes	PESO Manager MHRMO Office
3.Receive the loan agreement.	3.Release the loan agreement to	None	10 minutes	Administrative Aide MHRMO Office

	the client for signature of the LCE and for the notarial of the loan agreement documents.			
3.1 Proceed to Notary Public Law office that cater notarial of documents.	3.1 Lawyer sign the Loan Agreement.	Depends on the Law Office	Depend on days of processing	<i>Notary Public Lawyer</i>
4. Return to PESO office for documents verification.	4. Review the Loan Agreement duly notarized and attached all supporting documents	None	10 minutes	<i>Administrative Aide MHRMO Office</i>
4.1 Proceed to Municipal Budget Office.	4.1 Municipal Budget office start processing the OBR.	None	10 minutes	<i>Administrative Aide IV Budget Office</i>
TOTAL		None	65 minutes (Notarial of Documents depends on the Law Office)	

2. EDUCATIONAL FINANCIAL ASSISTANCE TO ALL QUALIFIED INDIGENT STUDENT

Assistance to all qualified indigent student of Municipality of Maco.

Office or Section	Office of the Municipal Human Resource Management Officer			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	All qualified indigent student of the Municipality of Maco.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Indigency		Concerned Barangay		
2. School Billing Statement		School Registrar of the client enrolled		
3. Obligation Request		Office of the Municipal Human Resource Management Officer		
4. Disbursement Voucher				
5. Maco Unity Card		Municipal administrator’s Office		
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Office of the Municipal Human Resource Management Officer and submit necessary requirements.	1. Interview the client and receive necessary requirement for educational financial assistance.	None	5 minutes	MGDH/MHRMO MHRMO Office
	1.1 Refer the client to the designated person	None	10 minutes	Administrative Assistant I MHRMO Office

	for the preparation of documents.			
2. Proceed to the waiting area.	2. Receive and check the requirements. 2.1 Prepare Obligation Request and Disbursement Voucher for signature.	None	5 minutes	Administrative Assistant I MHRMO Office
	2.2 Review Obligation Request and Disbursement Voucher.	None	5 minutes	MGDH/MHRMO MHRMO Office
	2.3 Sign the Obligation Request and Disbursement Voucher for release.	None	5 minutes	MGDH/MHRMO MHRMO Office
3. Receive the Educational Financial Assistance.	3. Receive and release the documents for educational financial assistance to client. 3.1 Advise the client to go to Municipal Social Welfare Development Office for further interview before going Municipal Budget Office.	None	5 minutes	Administrative Assistant I MHRMO Office
TOTAL:		None	35 minutes	

3. ISSUANCE OF NO OBJECTION CERTIFICATE (NOC) FOR SPECIAL RECRUITMENT ACTIVITIES (SRA)

Issuance of No Objection Certificate to All qualified Recruitment Agencies willing to conduct Special Recruitment Activity in Maco.

Office or Section	Office of the Municipal Human Resource Management Officer/PESO Section			
Classification	Simple			
Type of Transaction	G2B – Government to Business Entity			
Who may Avail	All qualified Recruitment Agencies.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of intent (1 copy)		Qualified Recruitment Agencies		
2. Valid Business Permit (1 copy)		Qualified Recruitment Agencies		
3. Valid Recruitment Agency License from POEA (1 copy)		POEA		
4. Valid Job Order (1 copy)		POEA		
5. Special Recruitment from POEA (1 copy)		POEA		
6. Affidavit of undertaking (1 copy)		POEA		
7. Secretary’s Fee		Office of the Municipal Treasurer		
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Present himself/ herself to Public Employment Service Office.	1. Interview the client and verify all the required documents. 1.1 Ask the client about the schedule for the Special Recruitment Activity. 1.2 Issue Order of Payment.	None	5 minutes	PESO Manager MHRMO Office or Administrative Assistant IV MHRMO Office or HRMAs MHRMO Office
2. Proceed to the office of the Municipal Treasurer for the payment of Secretary's fee. * Make sure to secure Official Receipt that will be issued upon payment.	2. Accept the Payment based on the Order of Payment. 2.1 Issue Official Receipt.	PHP 75.00	10 minutes	Revenue Collection Clerk Treasurer's Office
3. Wait for the release of Order of Payment.	3. Prepare the No Objection Certificate.	None	5 minutes	Administrative Assistant IV MHRMO Office or HRMAs MHRMO Office
4. Return to Public Employment Office and present the Official Receipt paid.	4. Verify Official Receipt and Sign the No Objection Certificate.	None	5 minutes	PESO Manager MHRMO Office
4.1 Received the signed No Objection Certificate.	4.1 Released the signed No Objection Certificate to the client.	None	5 minutes	Administrative Assistant IV MHRMO Office or HRMAs MHRMO Office
TOTAL:		PHP 75.00	30 minutes	

4. ISSUANCE OF SPECIAL PERMIT FOR SPECIAL RECRUITMENT ACTIVITIES (SRA)

Issuance of Special Permit to all qualified recruitment agencies.

Office or Section	Office of the Municipal Human Resource Management Officer/ PESO Section
Classification	Simple
Type of Transaction	G2B – Government to Business Entity
Who may Avail	All qualified recruitment agencies.
<div>CHECKLIST OF REQUIREMENTS</div> <div>WHERE TO SECURE</div>	
8. Requisition Form	Office of the Municipal Human Resource Management Officer/ PESO Section
9. No Objection Certificate	Office of the Municipal Human Resource Management Officer/ PESO Section
10. Official Receipt for payment	Municipal Treasurer

CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill – up requisition form.	1. Interview the client and verify the necessary documents. 1.1 Issue Order of Payment.	None	10 minutes	Administrative Assistant IV MHRMO Office or HRMAs MHRMO Office
2. Proceed to the office of the Municipal Treasurer for the payment of Secretary’s fee. * Make sure to secure Official Receipt that will be issued upon payment.	2. Accept the Payment based on the Order of Payment. 2.1 Issue Official Receipt.	PHP 500.00 / day	10 minutes	Revenue Collection Clerk Treasurer’s Office
3. Return to MHRMO/PESO section and present Official Receipt.	3. Prepare and print the Special Permit.	None	10 minutes	Administrative Assistant IV MHRMO Office or HRMAs MHRMO Office
	3.1 Review and countersign the Special Permit.	None	5 minutes	PESO Manager MHRMO Office
4. Wait for the endorsement of document to Mayor’s office for signature. * Depends on the availability of the Local Chief Executive.	4. Sign the Special Permit to the client.	None	5 minutes	Local Chief Executive Mayor’s Office or Executive Assistant III Mayor’s Office
4. Released the Special Permit.	4. Release the Special Permit.	None	10 minutes	Administrative Assistant IV MHRMO Office or HRMAs MHRMO Office
TOTAL		PHP500.00/ day	50 minutes	

5. ISSUANCE OF OCCUPATIONAL PERMIT

Issuance of Occupational Permit to all qualified residents of Maco.

Office or Section	Office of the Municipal Human Resource Management Officer/ PESO Section	
Classification	Simple	
Type of Transaction	G2C – Government to Client	
Who may Avail	All qualified residents of Maco	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
11.NSRS Form		Office of the Municipal Human Resource Management Officer/PESO Section
12.Occupational Permit Fee		Office of the Municipal Treasurer

CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present himself/herself and Fill-up the NSRS form from DOLE.	1.Interview the client. Issue and instruct the client to filled – up the NSRS Form from DOLE. 1.1 Issue Order of Payment	None	5 minutes	HRMAs MHRMO Office
2. Pay the required fees at Municipal Treasurer’s Office. * Make sure to secure Official Receipt that will be issued upon payment.	2. Accept the Payment based on the Order of Payment 2.1 Issue Official Receipt	PHP 300.00	10 minutes	Revenue Collection Clerk Treasurer’s Office
3. Return to MHRMO/PESO section and wait for the processing of documents.	3. Verify Official Receipt. Prepare and print the Occupational Certificate.	None	5 minutes	HRMAs MHRMO Office
	3.1 Prepare and print the Occupational Identification Card.	None	10 minutes	HRMAs MHRMO Office
	3.2 Review the Occupational permit.	None	5 minutes	MGDH/MHRMO MHRMO Office
	3.3 Local Chief Executive sign the Occupational Permit. * Depends on the availability of the Local Chief Executive	None	5 minutes	Local Chief Executive Mayor’s Office
4. Received the Occupational Permit	4. Released the signed Occupational Permit and Identification Card.	None	5 minutes	HRMAs MHRMO Office
TOTAL		PHP 300.00	45 minutes	

6. ISSUANCE OF ON-THE-JOB TRAINING (OJT) ENDORSEMENT LETTER

Issuance of On-the-Job Training (OJT) endorsement letter to all On the Job Trainees who have undergone their OJT in the LGU.

Office or Section	Office of the Municipal Human Resource Management Officer			
Classification	Simple			
Type of Transaction	G2C – Government to Client.			
Who may Avail	All on the job trainees who have undergone their OJT in the LGU.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Endorsement Letter from School Administrator		Respective Universities, Colleges, Technical & Vocational School where the student currently enrolled.		
2. Parent Consent		Respective Universities, Colleges, Technical & Vocational School where the student currently enrolled.		
3. Contract of Agreement between the school and the LGU – Maco.		Office of the Secretary to the Sangguniang Bayan		
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the On-the-Job training facilitator and present necessary requirements for OJT.	1. Interview the client. 1.1 Verify all the necessary required documents (Endorsement Letter from School Administrator, Parent Consent and Contract of Agreement between the school and the LGU – Maco).	None	15 minutes	HRMAS MHRMO Office
	1.2 Set the scheduling and assign office designation for On-the-Job Trainee.			
2. Proceed to the waiting area.	2. Prepare and print 2 copies of On-the-Job training endorsement letter certificate per office designation.	None	10 minutes	HRMAS MHRMO Office
	2.1 Conduct orientation of the rules and regulation of the OJT.			
		None	20 minutes	HRMAS MHRMO Office or MGDH/MHRMO MHRMO Office

	2.2 Review and sign On the Job Training endorsement certification.	None	5 minutes	MGDH/MHRMO MHRMO Office
3. Receive the On-the-Job Training endorsement Certificate.	3. Release the 2 copies of On-the-Job Training endorsement Certification to client.	None	5 minutes	HRMAs MHRMO Office
4. Submit the On-the-Job Training endorsement certification to office concern. * Let the office concern receive a copy and submit to HR office for records purposes.	4. Keep the receive copy from the office concern for records purposes.	None	5 minutes	Office concerned Department Head
TOTAL:		None	75 minutes	



**Office of the Municipal Human Resource
Management Officer
Internal Services**

1. ISSUANCE OF CERTIFICATE OF EMPLOYMENT

Issuance of Certificate of Employment to all Municipal Officials and Employees of the Local Government Unit of Maco.

Office or Section	Office of the Municipal Human Resource Management Officer			
Classification	Simple			
Type of Transaction	G2G– Government to Government Employees.			
Who may Avail	All Municipal Employees and Officials.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Requisition Form		Office of the Municipal Human Resource Management Officer		
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up the Requisition form	1. Interview the client. 1.1 Verify the required data of person.	None	5 minutes	Administrative Aide MHRMO Office
2. Proceed to the waiting area.	2. Prepare and print the Certificate of Employment.	None	10 minutes	Administrative Aide MHRMO Office
	2.1 Review the Certificate of Employment. 2.2 Sign the Certificate of Employment.	None	5 minutes	MGDH/MHRMO MHRMO Office
3. Receive the approved Certificate of Employment.	3. Released the approved Certificate of Employment.	None	2 minutes	Administrative Aide MHRMO Office
TOTAL:		None	22 minutes	

2. ISSUANCE OF LEAVE CREDITS CERTIFICATE

Issuance of Leave Credits to all Municipal Officials and Permanent/Coterminous/Casual employees.

Office or Section	Office of the Municipal Human Resource Management Officer			
Classification	Simple			
Type of Transaction	G2G – Government to Government			
Who may Avail	All Municipal Officials and Permanent, Coterminous and Casual employees of Local Government Unit of Maco.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Requisition Form		Office of the Municipal Human Resource Management Officer		
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill-up requisition form for data needed.	1. Interview the client based on	None	5 minutes	HRMAs MHRMO Office or Administrative Assistant I

	the requisition form.			MHRMO Office
2. Proceed to waiting area.	2. Prepare and print Leave credits certificate.	None	5 minutes	HRMAs MHRMO Office or Administrative Assistant I MHRMO Office
	2.1 Review and sign the Leave Credits certificate.	None	5 minutes	MGDH/MHRMO MHRMO Office
3. Received the Leave credits certificate.	3. Released the Leave credits certificate to the client.	None	2 minutes	HRMAs MHRMO Office or Administrative Assistant I MHRMO Office
TOTAL		None	17 minutes	

3. ISSUANCE OF NET TAKE HOME PAY CERTIFICATE

Issuance of Net Take Home Pay certification to all Municipal Officials and Permanent, Cotermious and Casual employees used for loan purposes.

Office or Section	Office of the Municipal Human Resource Management Officer			
Classification	Simple			
Type of Transaction	G2G – Government to Government			
Who may Avail	All Municipal Officials and Permanent/Casual/Cotermious employees of Local Government Unit of Maco.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Requisition Form		Office of the Municipal Human Resource Management Officer		
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill-up requisition form for data needed.	1. Interview the client based on the requisition form.	None	5 minutes	HRMAs MHRMO Office or Administrative Assistant I MHRMO Office or Administrative Assistant IV MHRMO Office
2. Proceed to waiting area.	2. Prepare and print the Net Take Home Pay certificate.	None	5 minutes	HRMAs MHRMO Office or Administrative Assistant I MHRMO Office or Administrative Assistant IV MHRMO Office
	2.1 Review, Evaluate and	None	15 minutes	MGDH/MHRMO MHRMO Office

	sign the Net Take Home Pay certificate.			
3. Received the Net Take Home Pay certificate.	3. Released the Net Take Home Pay certificate to the client.	None	2 minutes	HRMAs MHRMO Office or Administrative Assistant I MHRMO Office
TOTAL:		None	27 minutes	

4. ISSUANCE OF PAYROLLS FOR SALARIES AND WAGES TO MUNICIPAL OFFICIALS AND PERMANENT, COTERMINOUS, CASUAL, JOB ORDER AND HONORARIUM PAID EMPLOYEES.

Salaries and Wages is being paid to Municipal Officials, Permanent, Cotermious, Casual, Job Orders and Honorarium paid in exchange of their services rendered to this Municipality.

Office or Section	Office of the Municipal Human Resource Management Officer			
Classification	Simple			
Type of Transaction	G2G– Government to Government			
Who may Avail	All Municipal Officials and Permanent, Cotermious, Casual, Job Orders and Honorarium paid employees.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Daily Time Records with MPOR and transmittal letter for (Permanent, Cotermious and Casual employees).		Office concern		
2. Approved Daily Time Records with Accomplishment for Job Order and Honorarium paid		Office concern		
3. Payroll		Office of the Municipal Human Resource Management Officer		
4. OBR, Journal Entry Voucher		Office of the Municipal Human Resource Management Officer		
5. Payslip		Office of the Municipal Human Resource Management Officer		
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved Daily Time Records. For Permanent, Cotermious and Casual employees: (Monthly Performance Office Review (MPOR) and Transmittal Letter). For Job Order and Honorarium paid	1. Receive and review approved Daily Time Record for segregation per office.	None	15 minutes	Administrative Assistant I MHRMO Office or Administrative Aide MHRMO Office
	1.1 Encode all deductions, premiums and number of days rendered service.	None	30 minutes	Administrative Assistant IV MHRMO Office or HRMAs MHRMO Office

employees: (Accomplishment report).	1.2 Prepare and print Payroll, OBR and Journal Entry Voucher per office.	None	15 minutes	Administrative Assistant IV MHRMO Office or HRMAs MHRMO Office
	1.3 Review and sign the payroll per office.	None	15 minutes	MGDH/MHRMO MHRMO Office
2. Receive the Payroll per office concern	2.1 Logbook the payroll with attached supporting documents per office.	None	10 minutes	Administrative Aide MHRMO Office
	2. Release the Payroll per office concern.	None	15 minutes	Administrative Aide MHRMO Office
TOTAL:		None	100 minutes	

5. ISSUANCE OF SERVICE RECORD

Issuance of Service Record to all Municipal Officials and Permanent/Coterminous/Casual/Job Orders employees of the Local Government of Maco.

Office or Section	Office of the Municipal Human Resource Management Officer			
Classification	Simple			
Type of Transaction	G2G – Government to Government			
Who may Avail	All Municipal Officials and Permanent/Coterminous/Casual/Job Orders employees of Maco.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Requisition Form		Office of the Municipal Human Resource Management Officer		
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up the Requisition Form.	1. Interview the client and verify the purpose of the request.	None	10 minutes	HRMA MHRMO Office or Administrative Assistant I MHRMO Office
2. Proceed to waiting area.	2. Prepare and print the service record.	None	10 minutes	HRMA MHRMO Office or Administrative Assistant I MHRMO Office
	2.1 Review and sign the Service Record.	None	10 minutes	MGDH/MHRMO MHRMO Office
3. Wait for the Endorsed Service Record to the Office of the Municipal Mayor. * Depends the	3. Sign the Service Record.	None	5 minutes	Local Chief Executive Mayor’s Office

availability of the Local Chief Executive.				
4. Received the signed Service record.	4. Released the signed Service record to the client.	None	2 minutes	HRMA MHRMO Office or Administrative Assistant I MHRMO Office
TOTAL		None	37 minutes	

6. ISSUANCE OF TERMINAL LEAVE

Issuance of Terminal Leave to Municipal Officials & Permanent/ Coterminous/ Casual employees.

Office or Section	Office of the Municipal Human Resource Management Officer			
Classification	Simple			
Type of Transaction	G2G – Government to Government			
Who may Avail	All qualified Municipal Officials and Permanent, Coterminous and Casual employees.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Requisition Form		Office of the Municipal Human Resource Management Officer		
2. CS Form No. 7 Clearance Form		Office of the Municipal Human Resource Management Officer		
3. Leave Card of Requesting client (1 photocopy)		Office of the Municipal Human Resource Management Officer		
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill-up the requisition form.	1. Interview the client. Review the filled-up requisition form.	None	10 minutes	Administrative Assistant I MHRMO Office
2. Proceed to waiting area.	2. Compute the remaining leave credits.	None	15 minutes	Administrative Assistant I MHRMO Office
	2.1 Prepare OBR and DV.	None	20 minutes	Administrative Assistant I MHRMO Office
	2.2 Prepare the Leave of application.	None	5 minutes	Administrative Assistant I MHRMO Office
	2.3 Review and sign the OBR, DV, Leave application and computation of the Terminal Leave.	None	10 minutes	Administrative Assistant I MHRMO Office
3. Proceed to the Office concern for the signature	3. Released all necessary	None	5 minutes	Administrative Assistant I MHRMO Office

of the Department Head. * Depend on the availability of the Department Head concern.	document for the signature of the Department Head concern.			
4. Proceed to Municipal Budget Office and submit all the necessary documents.	4. Received all necessary documents attached for verification.	None	10 minutes	Administrative Assistant I Budget Office
TOTAL:		None	75 minutes	



**Office of the Municipal Tourism and Promotions
Officer
External Services**

1. BALIK MACO PROGRAM

To provide transportation assistance to Locally Stranded Individuals, Overseas Filipino Workers and Returning Overseas Filipinos that are residents of the municipality during pandemic. This program also serves as proper documentation of all returning individuals.

Office/Division/Section		Municipal Tourism Promotions Office		
Classification		Simple		
Type of Transaction		Government to Client Government to Government		
Who may avail		All citizens		
CHECKLIST OF REQUIREMNTS		WHERE TO SECURE		
1. Acceptance Letter from Barangay		BLGU		
3. Name, Travel Details and other necessary details needed		Requisitioning party		
2. Negative RT-PCR taken within 72 hours		Any DOH-accredited swabbing centers		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements to Tourism Office	1.1 Collection of the documents required	None	5 minutes	<i>Receiving Clerk Tourism Office</i>
	1.2 Recording of details	None	5 minutes	<i>Receiving Clerk Tourism Office</i>
	1.3 Submission of details to EOC for coordination	None	5 minutes	<i>Receiving Clerk Tourism Office</i>
Total		None	15 minutes	

2. CONDUCT OF CAPACITY ENHANCEMENT TRAININGS FOR INDUSTRY WORKERS, SERVICE FRONTLINERS AND COMMUNITY-BASED MANAGED DESTINATIONS

To improve customer service delivery, professionalize the service industry and service branding thru the conduct of training.

Office/Division/Section		Office of the Municipal Tourism Officer		
Classification		Highly technical		
Type of Transaction		Government to Business Government to Government		
Who may avail		Tourism-related and oriented establishments Tourism frontliners of LGUs and NGAs Community-based destination groups		
CHECKLIST OF REQUIREMNTS		WHERE TO SECURE		
1. Request letter		Requisitioning party/office		
2. Other documents that maybe Required (valid Government issued ID)		Training Proposal		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request	1.1 Receives the request	None	5 minutes	<i>Receiving Clerk Tourism Office</i>

	1.2 Contact the requisitioning party for the training requirements, venue and logistical arrangements	None	1 day	Receiving Clerk Tourism Office
	1.3 Arranges the training schedule and training team	None	30 minutes	Training team coordinator Tourism Office
	1.4 Prepares the logistical requirements for the training (kits, food, etc.)	None	1 day	Administrative Officer Tourism Office
	1.5 Training proper	None	3 days	Assigned Personnel Tourism Office
	1.6 Prepare the after-training report	None	3 hours	Assigned Personnel Tourism Office I
	1.7 Retains copy of training report and forwards the report for notification	None	5 minutes	Administrative Officer Tourism Office
	1.8 Notifies the requesting party of the availability of the report	None	1 day	Receiving/ Releasing Clerk Tourism Office
2. Receives the report	2. Releases the report to the requesting party	None	5 Minutes	Receiving Clerk Tourism Office
TOTAL:		None	4 days, 4 hours and 45 minutes	

3. FACILITATION OF CLIENTS, STAKEHOLDERS, TOURISTS’ REQUESTS

To facilitate tourism-related requests.

Office or Section	Office of the Municipal Tourism Officer			
Classification	Simple and highly technical			
Type of Transaction	Government to Client Government to Business Government to Government			
Who may Avail	All citizens			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter		Requisitioning party/Office		
2. Other documents that maybe Required (valid Government issued ID)				
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the document/request	1.1 Receives and verify the completeness of the document/ request	None	5 Minutes	Receiving Clerk Tourism Office

	1.2 Retains photocopy of the document for filing	None	5 Minutes	Receiving Clerk Tourism Office
	1.3 Forward the document/ request to the person in-charge in the office	None	5 Minutes	Receiving Clerk Tourism Office
	1.4 Reviews and initial the document/ request	None	5 Minutes	Administrative Officer Tourism Office
	1.5 Forward the document/ request to the approving authority	None	5 Minutes	Administrative Officer Tourism Office
	1.6 Approves or declines the document/ request	None	1 day	Supervising Tourism Operation Officer Tourism Office
2. Receives the approved document	2. Releases the document and notifies the requesting party of the status of the request	None	5 Minutes	Receiving Clerk Tourism Office
TOTAL:		None	1 day and 30 minutes	

4. FACILITATION OF THE ACCREDITATION OF TOURISM-ORIENTED AND TOURISM-RELATED ESTABLISHMENTS (TRE/TOES)

As a requirement of the Department of Tourism (DOT) and the Department of Interior and Local Government (DILG), all accommodation and resort facilities require accreditation by the DOT to ensure safety and comfort of the tourists and visitors. This will also provide necessary trainings and marketing intervention once the TOE/TREs are already accredited. The PAO-TIPD facilitates this requirement as DOTs PLGU arm also with the assistance of Municipal Tourism Office.

Office/Division/Section		Office of the Municipal Tourism Officer		
Classification		Highly technical		
Type of Transaction		Government to Business Government to Government		
Who may avail		All citizens		
CHECKLIST OF REQUIREMNTS		WHERE TO SECURE		
1. Request letter		Requisitioning party/office		
2. Other documents that maybe Required (valid Government issued ID)		Any valid IDs, business permits		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit the request	1.1 Receives the request	None	5 Minutes	<i>Receiving Clerk Tourism Office</i>
	1.2 Contact the requisitioning party for the profile of the site and logistical arrangements	None	1 day	<i>Receiving Clerk Tourism Office</i>
	1.3 Arranges the accreditation inspection schedule with the DOT team	None	30 minutes	<i>Inspection Team Coordinator Tourism Office</i>
	1.4 Prepares the logistical requirements	None	1 hour	<i>Administrative Officer Tourism Office</i>
	1.5 Accreditation inspection proper and documentation	None	2 days	<i>Assigned Personnel Tourism Office</i>
	1.6 Prepare the inspection report	None	3 hours	<i>Assigned Personnel Tourism Office</i>
	1.7 Retains copy of inspection report and forwards the report to DOT	None	5 minutes	<i>Administrative Officer Tourism Office</i>
	1.8 Notifies the requesting party of the availability of the accreditation (DOT-based timeline)	None	1 month	<i>Receiving/ Releasing Clerk Tourism Office</i>
2. Receives the report	2. Releases the report, accreditation certificate and sticker to the party	None	5 minutes	<i>Receiving Clerk Tourism Office</i>
TOTAL:		None	1 month, 3 days, 4 hours and 45 minutes	

5. INSPECTION, EXPLORATION AND VALIDATION OF SITE DESTINATION AND OTHER RELATED TOURISM ESTABLISHMENTS

To Inspect, explore and validate site destinations and other related tourism establishments as a requirement for product development and accreditation.

Office/Division/Section		Office of the Municipal Tourism Officer		
Classification		Highly technical		
Type of Transaction		Government to Business Government to Government		
Who may avail		All citizens		
CHECKLIST OF REQUIREMNTS		WHERE TO SECURE		
1. Request letter		Requisitioning party/office		
2. Other documents that maybe Required (valid Government issued ID)		Any valid IDs, business permits		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request	1.1 Receives the request	None	5 Minutes	<i>Receiving Clerk Tourism Office</i>
	1.2 Contact the requisitioning party for the profile of the site and logistical arrangements	None	1 day	<i>Receiving Clerk Tourism Office</i>
	1.3 Arranges the inspection schedule and team	None	30 minutes	<i>Inspection Team Coordinator Tourism Office</i>
	1.4 Prepares the logistical requirements for the inspection	None	1 hour	<i>Administrative Officer Tourism Office</i>
	1.5 Site inspection, exploration and validation	None	2days	<i>Assigned Personnel Tourism Office</i>
	1.6 Prepare the site inspection, exploration and validation report	None	3 hours	<i>Assigned Personnel Tourism Office</i>
	1.7 Retains copy of inspection report and forwarded the report for notification	None	5 minutes	<i>Administrative Officer Tourism Office</i>
	1.8 Notifies the requesting party of the availability of the report	None	1 day	<i>Receiving/ Releasing Clerk Tourism Office</i>
2. Receives the report	2. Releases the report to the requesting party	None	5 Minutes	<i>Receiving Clerk Tourism Office</i>
TOTAL:		None	3 days, 4 hours and 45 minutes	

6. ISSUANCE OF PROVISIONAL PERMIT TO OPERATE TO ALL TOURISM-ORIENTED AND TOURISM-RELATED ESTABLISHMENTS

To conduct inspection and validation to all TOEs and TREs for the issuance a provisional permit to operate. This permit will be issued to all TOEs/TREs who passed all the minimum health standards imposed by DOH and IATF for the safety of both Tourism employees and tourists/guests.

Office/Division/Section	Municipal Tourism Promotions Office			
Classification	Simple and highly technical			
Type of Transaction	Government to Client Government to Government			
Who may avail	All citizens			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Form		Municipal Tourism Promotions Office		
2. Compliance and observance of Minimum Health Standards		Requisitioning party (TREs/TOE)		
3. Business Permit/Mayor's Permit		Mayor's Office - BPLO		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Conduct initial inspection and validation to all TOEs and TREs	1.1 Submit a request for inspection	None	5 minutes	Receiving Clerk Tourism Office
	1.2 Contact the requisitioning party for the profile of the site and logistical arrangements	None	1 day	Receiving Clerk Tourism Office
	1.3 Arranges the inspection schedule and team	None	30 minutes	Inspection Team Coordinator Tourism Office
	1.4 Prepares the logistical requirements for the inspection	None	1 hour	Administrative Officer Tourism Office
	1.5 Site inspection, exploration and validation	None	1 day	Inspection Team Tourism Office
	1.6 Prepare the site inspection, exploration and validation report	None	3 hours	Assigned Personnel Tourism Office
	1.7 Retains copy of inspection report and forwarded the report for notification	None	5 minutes	Administrative Officer Tourism Office
	1.8 Notifies the requesting party of the availability of the report and schedule for the final	None	1 day	Receiving/ Releasing Clerk Tourism Office

	inspection if needed.			
2. Conduct final inspection and validation	2. Contact the requisitioning party for the second and final inspection schedule	None	5 minutes	<i>Inspection Team Coordinator Tourism Office</i>
	2.1 Site inspection, exploration and validation	None	1 day	<i>Inspection Team Tourism Office</i>
	2.2 Issuance of Provisional Permit to Operate to the requisitioning party	None	5 minutes	<i>Receiving/ Releasing Clerk Tourism Office</i>
TOTAL:		None	4 days, 4 hours and 50 minutes	

7. PARTICIPATION TO EXHIBITION AND EXPOSITION

Participation to exhibits and exposition promotes and markets the municipality.

Office/Division/Section		Office of the Municipal Tourism Officer		
Classification		Simple and highly technical		
Type of Transaction		Government to Client Government to Business Government to Government		
Who may avail		All citizens		
CHECKLIST OF REQUIREMNTS			WHERE TO SECURE	
1. Invitation letter			Requisitioning party/office	
2. Other documents that maybe Required (valid Government issued ID)			Program of activities/ Profile of event	
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter if invitation	Receives letter of invitation for exhibition/exposition participation	None	5 Minutes	<i>Receiving Clerk Tourism Office</i>
	Contacts the exhibit coordinator as to exhibit requirements, duration and other arrangements	None	10 Minutes	<i>Assigned Personnel Tourism Office</i>
	Checks the office’s availability in terms of logistics and schedule. If schedules are in conflict, decline the invitation. If not, proceed to 1.3.	None	10 minutes	<i>Administrative Officer Tourism Office</i>
	Prepares the travel order and other logistical needs	None	4 hours	<i>Administrative Officer Tourism Office</i>

	Makes assignments for personnel manning the booth	None	15 minutes	Administrative Officer Tourism Office
	Ingress: Setting up of booth/exhibit	None	1 day	Assigned Personnel Tourism Office
	Exhibit proper, documentation of booth visits, promotion, marketing and networking	None	3 days	Assigned Personnel Tourism Office
	Egress: Dismantling of booth and transport back to base	None	4 hours	Assigned Personnel Tourism Office
	Prepares after- exhibit report	None	4 hours	Assigned Personnel Tourism Office
2. Receives the report	Releases the report	None	5 Minutes	Receiving Clerk Tourism Office
TOTAL:		None	4 days, 13 hours and 25 minutes	

8. TECHNICAL SUPPORT SERVICES TO TOURISM STAKEHOLDERS (TOE/TRE/LGUS, NGAS, OTHERS)

To provide technical support thru planning, feasibility studies, technical reports for tourism, culture and arts outsourcing of projects and programs.

Office/Division/Section		Municipal Tourism Promotions Office		
Classification		Highly technical		
Type of Transaction		Government to Business Government to Government		
Who may avail		All citizens		
CHECKLIST OF REQUIREMNTS			WHERE TO SECURE	
1. Request letter			Requisitioning party/office	
2. Other documents that maybe Required (valid Government issued ID)			Any valid IDs, business permits	
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request	1.1 Receives the request	None	5 minutes	Receiving Clerk
	1.2 Contact the requisitioning party for the planning and logistical arrangements	None	1 day	Receiving Clerk Tourism Office
	1.3 Arranges the planning schedule and team	None	30 minutes	Planning Team Coordinator Tourism Office
	1.4 Prepares the logistical	None	1 hour	Administrative Officer Tourism Office

	requirements for the planning activity			
	1.4 Planning, workshop, write shop proper	None	3days	<i>Assigned Personnel Tourism Office</i>
	1.5 Prepare the F/s, project proposals, activity designs	None	2 days	<i>Assigned Personnel Tourism Office</i>
	1.6 Retains copy of planning report and forward the report for notification	None	5 minutes	<i>Administrative Officer Tourism Office</i>
	1.7 Notifies the requesting party of the availability of the report/s	None	10 minutes	<i>Receiving/ Releasing Clerk Tourism Office</i>
2. Receives the report	2.1 Releases the report to the requesting party	None	5 minutes	<i>Receiving Clerk Tourism Office</i>
TOTAL:		None	6 days, 1 hour and 55 minutes	

9. TOURISM CERTIFICATION FOR LOCAL ACCREDITATION

To issue a local tourism certification to all Tourism-oriented and Tourism-related establishments in the municipality.

Office/Division/Section		Municipal Tourism Promotions Office		
Classification		Simple and Highly Technical		
Type of Transaction		Government to Business Government to Government		
Who may avail		All citizens		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Provisional Permit to Operate		Municipal Tourism Promotions Office		
2. Application Form		Municipal Tourism Promotions Office		
3. Owner’s Valid ID/Government-issued ID		Requisitioning party		
4. For CADT areas, NCIP certification is needed		NCIP		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the application form	1.1 Receives the Application form and other requirements needed	None	5 minutes	<i>Receiving Clerk Tourism Office</i>
	1.2 Assessment and evaluation of the documents submitted	None	5 minutes	<i>Receiving Clerk Tourism Office</i>
	1.3 Releases a payment request slip to be paid at the	None	5 minutes	<i>Receiving Clerk Tourism Office</i>

	Office of the Municipal Treasurer			
2. Payment of fee at the Office of the Municipal Treasurer	2. Receives payment and issues an official receipt (MTO)	Php 100.00	5 minutes	RCC I RCC II RCC III LRCO I Treasurer's Office
3. Issuance of the Tourism Certification	3. Checks the official receipt from the Office of the Municipal Treasurer	None	5 minutes	Receiving Clerk Tourism Office
	3.1 Releases the Tourism Certification for Local Accreditation	None	5 minutes	Receiving Clerk Tourism Office
TOTAL:		PHP 100.00	30 minutes	



**Office of the Municipal Planning and Development
Coordinator
External Services**

1. ISSUANCE OF LOCATIONAL CLEARANCE

Locational clearance is a clearance issued to a project that is allowed under the provisions of the approved Zoning Ordinance of the municipality and other standards, rules and regulations on land use.

Office or Section	Office of the Municipal Planning and Development Coordinator	
Classification	Simple	
Type of Transaction	G2C – Transacting Public G2B – Business Entity G2G – Government Agency	
Who may Avail	Individuals or corporation who are planning to construct a building or introduce a development project	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Zoning Certification		Municipal Planning and Development Office
2. Application for Locational Clearance in (3 copies, duly notarized).		Municipal Planning and Development Office
3. Photocopy of title certified by the Registry of Deeds or Deed of Sale as proof of ownership to the property or Affidavit of Consent (notarized) if the applicant is not the owner of the lot.		Registry of Deeds
4. Latest Tax Clearance, (2 copies).		Municipal Treasurer’s Office
5. Tax Declaration, (2 copies).		Municipal Assessor’s Office
6. Vicinity map		Registered engineer or geodetic engineer not employed in LGU Maco.
7. Building Plan signed by Engineer		Registered Civil Engineer not employed in LGU
8. Cost Estimate signed by Engineer		Registered Civil Engineer not employed in LGU.
9. Specification signed by Engineer		Registered Civil Engineer not employed in LGU.
10. Other requirements as may be deemed necessary: <div> 1. Waste disposal management plan 2. Drainage / sewerage plan 3. Contract agreement 4. Environmental Compliance Certificate/ Certificate of Non-coverage (ECC/CNC) which ever is applicable 5. Barangay Resolution interposing no objection 6. SB Resolution interposing no objection 7. Authorization from the lot owner (Notarized) if the applicant is not the land owner. </div>		Registered Plumber, other concerned authorized individual / agency.

CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of application form and documentary requirements	1.1 Assess completeness of the requirements submitted If the requirements are complete: Issue claim stub indicating the return date of applicant for status of application If incomplete: Returns the application & documents to the applicant together with the compliance requirements sheet	None	30 minutes	Administrative Aide IV MPDC Office
	1.2 Document verification & evaluation;	None	1 hour	Zoning Officer I MPDC Office
	1.3 Conduct site inspection if necessary & prepare inspection report	None	1 day	Zoning Officer I MPDC Office
	1.4 Forward application to Zoning Officer II for issuance of billing statement.	None	5 minutes	Zoning Officer II MPDC Office
	1.5 Issue order of payment & plans to	None	10 minutes	Zoning Officer II MPDC Office

	receiving staff for printing of LC, if the application is in conformity with the zoning regulation			
	1.6 Prints the Locational clearance and forwards to Zoning Officer II and MPDC for signature.	None	20 minutes	Administrative Aide IV MPDC Office
	1.7 Zoning Officer II & MPDC sign the LC	None	5 minutes	Zoning Officer II & MPDC
	1.8 Forward the certification to LCE for approval.	None	5 minutes	Local Chief Executive
	1.9 LCE signs the clearance	None	1 day	Local Chief Executive
2. Receipt of the Order of Payment	2.1 Inform the applicant of the status of application: denied if not in conformity with the zoning regulation; approved if in conformity with the zoning regulation. If applicant still interested with the denied project, advice applicant to submit letter of consideration to the proposed project	Approved application is based on the Project cost (Computation based on the approved Investment Code) Processing fee only if denied -	5 minutes	Administrative Aide IV MPDC Office

	address to the LZBAA thru its Chairperson and present other requirements needed like Barangay Resolution interposing no objection and forward the application to the Local Zoning Board of Adjustment and Appeal			
	2.2 Release Order of Payment to the applicant	None	5 minutes	Administrative Aide IV MPDC Office
3. Payment of fees	3. Accepts payment and issues Official Receipt		10 minutes	Revenue Collection Clerk Treasurer's Office
4. Claiming of Locational Clearance	4. Segregate clearance	None	20 minutes	Administrative Aide IV MPDC Office
	4.1 Upon presentation of OR by the applicant release the clearance to applicant. Let the applicant signed the logbook	None	5 minutes	Administrative Aide IV MPDC Office
TOTAL:			2 days, and 3 hours	

2. ISSUANCE OF ZONING CERTIFICATION

Zoning is the classification of an area within the municipality for specific land use as indicated in the Approved Zoning Ordinance of the Municipality.

Office or Section	Office of the Municipal Planning and Development Coordinator			
Classification	Simple			
Type of Transaction	G2C – Transacting Public G2B – Business Entity G2G – Government Agency			
Who may Avail	Individuals or corporation who are planning to apply for electrical permit, doing business and those who want to introduce development project to a certain area in the municipality			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application form for Zoning Certification in (3 copies, duly notarized).		Office of the Municipal Planning and Development Coordinator		
2. Photocopy of Title or Deed of Sale as proof of ownership to the property or Affidavit of Consent if the applicant is not the owner of the lot, (2 copies)		Registry of Deeds		
3. Latest Tax Clearance, (2 copies).		Office of the Municipal Treasurer		
4. Tax Declaration, (2 copies).		Office of the Municipal Assessor		
5. Vicinity Map signed by applicant and Barangay Captain for electrical permit / signed by the applicant and by civil / geodetic engineer for development project.		Registered Engineer not employed in LGU Maco		
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of application form and documentary requirements	<p>1.1 Assess completeness of the requirements submitted</p> <p>If the requirements are complete issue claim stub indicating the return date of applicant</p> <p>If incomplete: Returns the application & documents to the applicant together with the compliance requirements sheet</p>	None	30 minutes	Administrative Aide IV MPDC Office

	1.2 Document verification & evaluation.	None	20 minutes	Zoning Officer II MPDC Office Or Zoning Officer I MPDC Office
	1.3 Conduct site inspection if necessary	None	1 day	Zoning Officer I MPDC Office
	1.4 Release order of payment & plans to receiving staff for printing of ZC	None	10 minutes	Zoning Officer I MPDC Office
	1.5 Prints the zoning certification and forwards to Zoning Officer and MPDC for approval	None	20 minutes	Administrative Aide IV MPDC Office
	1.6 Signs the Zoning Certificate	None	5 minutes	Zoning Officer II MPDC Office
	1.7 Forward the clearance to LCE for approval	None	1 day	Local Chief Executive
2. Receipt of the Order of Payment	2. Release Order of Payment to the applicant	None	5 minutes	Administrative Aide IV MPDC Office
3. Payment of fees	3. Accepts payment and issues Official Receipt.	PHP216.00 for non - commercial purposes PHP720.00 / hectare for commercial purposes	10 minutes	Revenue Collection Clerk Treasurer's Office
4. Claiming of Zoning Certification	4. Segregate clearance 4.1 Upon presentation of Official Receipt by the applicant,	None	20 minutes	Administrative Aide IV MPDC Office

	release the certification to applicant. Let the applicant signed the logbook			
TOTAL:		PHP216.00/ hectare PHP720.00/ hectare	2 days, 2 hours & 10 minutes	



Office of the Municipal Civil Registrar

External Services

1. APPLICATION & ISSUANCE OF MARRIAGE LICENSE

Marriage License application is a process undergone by applicants who wants to secure marriage license. Marriage License is an official document issued by the Local Civil Registrar giving authority to the applicants to marry one another.

Office or Section	Office of the Municipal Civil Registrar
Classification	Highly Technical
Type of Transaction	G2C – Government to Client
Who may Avail	One of the applicants must be a resident of Maco, must be 18 years of age and up, and is free to marry.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. PMOC and PMC Certificate (for 18-24 years old) PMOC Certificate (for 25 years and above)	Office of the Municipal Social Welfare & Development
2. CENOMAR latest – w/ official receipt	Philippine Statistics Authority
3. Birth Certificates – couples	Civil Registrar’s Office /PSA or owner’s copy
4. Valid ID w/c indicates current address – couple List of valid IDs: a. SSS ID/ UMID b. GSIS ID/ UMID c. Voter’s ID d. Phil Health ID e. PAG-IBIG ID f. Driver’s License ID g. Postal ID h. Tax Identification Card (TIN) i. Passport j. Phil ID k. Other Government issued ID	SSS Office GSIS Office COMELEC Office Phil Health Office PAG-IBIG Office LTO Post Office BIR DFA PSA
5. Pre-Caná Certificate (if Roman Catholic wedding) Marriage Counselling Cert from pastor (if Non-Catholic wedding)	Roman Catholic Church Non – Catholic Church
6. Legal Capacity to Marry (if one of the applicants is a foreigner)	Embassy here in the Philippines (depends on the foreigner’s citizenship)
7. Divorce Paper (for divorced foreigner)	Owner’s copy
8. Death Certificate of spouse (for widowed)	Civil Registrar’s Office/PSA or owner’s copy or the place of death
9. Death Certificate of parent/s (for applicants 25 years below) – if applicable	Civil Registrar’s Office/PSA or owner’s copy
If Annulled/Divorced (Confirmation of Divorce Agreement – Islam)	
* Additional requirements:	
1. Court Decision	Court
2. Certificate of Finality	Court
3. Certificate of Registration	Court
4. Certificate of Authenticity	Court/Civil Registrar’s Office where the court was located
5. Marriage Certificate (PSA Copy w/ remarks on annulment/divorce)	Philippine Statistics Authority

6. Judicial Decree of Annulment / Judicial Decree of Nullity of Marriage/ Judicial Decree of Absolute Divorce		Court		
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present necessary requirements for interview	1. Review documents presented and interview applicants. Prepare Application for Marriage License and Notice for posting.	None	30 minutes	Bookbinder II MCR's Office or Bookbinder MCR's Office
1.1 Review and sign the application form. If the applicant is 18-24 years old, let the parent/s sign the parental consent or advice.	1.1 Issue the Order of Payment for Application if all required documents are given	None	2 minutes	Bookbinder II MCR's Office or Bookbinder I MCR's Office
2. Pay the application fee at Municipal Treasurer's Office by showing the Order of Payment. *Make sure to secure Official Receipt that will be issued upon payment.	2. Accept the Payment based on the Order of Payment. Issue Official Receipt	Application Fee: a. If both resident of Maco – PHP 200.00 b. If one party is not resident of Maco – PHP 300.00 c. If one party is a foreigner - PHP 1,000.00	10 minutes	Revenue Collection Clerk Treasurer's Office
2.1 Return to MCR Office and present your Official Receipt. Wait 10 days and come back office on the 11 th day.	2.1 Receive the official receipt and advice the applicants to come back office after 10-day posting period. Forward the application to Municipal Civil Registrar	None	2 minutes	Bookbinder II MCR's Office or Bookbinder I MCR's Office
	2.2 Review the application and sign	None	10 minutes	MGDH/MCR MCR's Office

3. After 10 days of posting, pay the marriage license fee at Municipal Treasurer's Office. *Make sure to secure Official Receipt that will be issued upon payment.	3. Accept the Payment. Issue Official Receipt.	Marriage License Fee: PHP 302.00	10 minutes	Revenue Collection Clerk Treasurer's Office
3.1 Return to MCR's Office and present your Official Receipt.	3.1 Receive the official receipt. Prepare marriage license, assign registry number to application form & forward to Municipal Civil Registrar	None	9 minutes	Bookbinder II MCR's Office or Bookbinder I MCR's Office
	3.2 Review and issue marriage license.	None	6 minutes	MGDH/MCR MCR's Office
4. Receive the approved Marriage license	4. Release the document.	None	1 minute	Bookbinder II MCR's Office or Bookbinder I MCR's Office
TOTAL:		Depend on the documents	1 hour and 20 minutes	

2. BIRTH REGISTRATION

Birth Registration is the permanent and official recording of a child’s existence. Without birth certificate, an individual may not be enrolled in school, vote, travel or work abroad, get license to drive or take a qualifying exam, open a bank account, be employed, claim inheritance, or entitled to benefits.

Office or Section	Office of the Municipal Civil Registrar
Classification	Simple (Timely Registration); Highly Technical (Delayed Registration)
Type of Transaction	G2C – Government to Client
Who may Avail	Born in Maco from June 17, 1967 - present. If born outside this municipality or before the creation of Maco, we will facilitate the processing but subject to transmittal to the LCR of the place where he/she was born, provided he/she is now a resident of this municipality. This is what we called “Out-of-Town Reporting Scheme.”
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Timely Registration:	
Parents' Marriage Certificate	Civil Registrar's Office or owner's copy if available/ PSA copy
Affidavit to Use Surname of the Father (AUSF) – if not married	Law Office / Office of the Municipal Civil Registrar

Valid id or latest cedula of parents – if not married List of valid IDs: a. SSS ID/ UMID b. GSIS ID/ UMID c. Voter’s ID d. Phil Health ID e. PAG-IBIG ID f. Driver’s License ID g. Postal ID h. Tax Identification Card (TIN) i. Passport j. Phil ID k. Other Government issued ID		Secure cedula at Office of the Mun. Treasurer’s Office SSS Office GSIS Office COMELEC Office Phil Health Office PAG-IBIG Office LTO Post Office BIR DFA PSA		
Delayed Registration including Out of Town Registration: * Additional requirements:				
-Affidavit for Delayed Registration of Birth		Law Office / Office of the Municipal Civil Registrar		
-Sworn Attestation		Office of the Municipal Civil Registrar		
-PSA Negative Certification of Birth (Latest)		Philippine Statistics Authority		
* Any 2 of the following provided each document contain date and place of birth, parentage,etc:				
a. Immunization Card (for children only)		Barangay Health Center or owner’s copy		
b. Baptismal Certificate		Church or owner’s copy		
c. School Record (Form 137)/ Transcript of Records		School concerned		
d. Police/NBI Clearance		Police Station/NBI Office		
e. SSS Record		SSS Office or owner’s copy		
f. Phil Health Member Data Record		Phil Health Office		
g. Employment Record		Office where employed		
h. Insurance Policy		Insurance Office		
i. Passport		DFA		
j. Voter Registration Record		COMELEC		
l. Phil ID		PSA		
k. Other documents w/c indicates date & place of birth, parentage, etc.				
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present necessary requirements for interview	1. Review documents presented, interview informant and prepare birth certificate. Prepare Affidavit to Use the Surname of the Father (AUSF) (if applicable) (Note: For delayed	None	40 minutes	Bookbinder II MCR’s Office or Bookbinder I MCR’s Office

	registration, prepare Affidavit for Delayed Registration of Birth)			
1.1 Review and sign the birth certificate & AUSF (if applicable). Bring the birth form to the attendant-at birth for signature. Return to Office of the Municipal Civil Registrar after.	1.1 Issue the Order of Payment if all required documents are given.	None	2 minutes	Bookbinder II MCR's Office or Bookbinder MCR's Office
2. Pay the required fees at Municipal Treasurer's Office by showing the Order of Payment. *Make sure to secure Official Receipt that will be issued upon payment.	2. Accept the Payment based on the Order of Payment 2.1 Issue Official Receipt	For Timely Registration: LCR Service Fee – PHP150.00 For Delayed Registration: PSA Negative Cert – PHP305.00 LCR Service Fee – PHP150.00 Secretary's Fee – PHP75.00 Penalties: a. 31 days – 1 year – PHP20.00 b. After 1 year, addt'l per year -PHP10.00 c. IP's / Muslim -PHP50.00 For Out-of-Town Reporting Scheme (Registration): PSA Negative Cert – PHP305.00 LCR Service Fee - PHP150.00 Secretary's Fee - PHP75.00	10 minutes	Revenue Collection Clerk Treasurer's Office

3. Return to MCR’s Office and present your Official Receipt. (Note: For delayed registration, wait 10 days and come back office on the 11 th day. For Out-of Town Registration, pay mailing fee and fee going to LCR concerned. Wait for respective LCR’s response)	3. Check the Official Receipt, assign registry number to document and forward to Municipal Civil Registrar. (Note: For Out-of Town Registration , prepare transmittal letter, accept payment for mailing and fee going to concerned LCR.	For Out-of town: Fee going to LCR Concerned: PHP300.00/PHP 500.00/ PHP1,000.00 (fees may vary under certain circumstances) Mailing Fee - PHP170.00	7 minutes	<i>Bookbinder II MCR’s Office or Bookbinder I MCR’s Office</i>
	3.1 Review and approved the Birth Certificate (Note: For Out-of Town Registration, mail the document to respective LCR concerned)	None	10 minutes	<i>MGDH/MCR MCR’s Office</i>
4. Receive the approved birth certificate.	4. Release the document to the client.	None	1 minute	<i>Bookbinder II MCR’s Office or Bookbinder I MCR’s Office</i>
TOTAL:			1 hour and 10 minutes	

3. DEATH REGISTRATION

Death registration is the permanent and official recording of a person’s disappearance. Death records provide legal facts relevant to claims for inheritance, insurance and settlement of properties of the deceased.

Office or Section	Office of the Municipal Civil Registrar		
Classification	Simple (Timely Registration); Highly Technical (Delayed Registration)		
Type of Transaction	G2C – Government to Client		
Who may Avail	Nearest kin of those who died within the Municipality of Maco from the time of its creation June 17, 1967 to present.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Timely Registration			
1. Barangay Certification indicating date & place of Death/ Notification from midwife		Concerned Barangay	

2. DOA (Dead on Arrival) Certificate if brought to the Hospital		Concerned Hospital		
3. Police Report (death by external causes)		Police Station		
4. Medical Certification if previously confined at hospital		Concerned Hospital		
5. Valid id or latest cedula of informant List of valid IDs: a. SSS ID/ UMID b. GSIS ID/ UMID c. Voter's ID d. Phil Health ID e. PAG-IBIG ID f. Driver's License ID g. Postal ID h. Tax Identification Card (TIN) i. Passport j. Phil ID k. Other Government issued ID		Secure cedula at Office of the Mun. Treasurer's Office SSS Office GSIS Office COMELEC Office Phil Health Office PAG-IBIG Office LTO Post Office BIR DFA PSA		
Delayed Registration * Additional requirements:				
1. Affidavit for Delayed Registration of Death		Law Office / Office of the Municipal Civil Registrar		
2. PSA Negative Certification of Death (latest)		Philippine Statistics Authority		
3. Proof of death (picture of "Lapida") – if available				
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present necessary requirements for interview	1. Review documents presented, interview informant and prepare death certificate and Informant's Affidavit (Death).	None	40 minutes	<i>Bookbinder II MCR's Office or Bookbinder I MCR's Office</i>
1.1 Review and sign the death certificate and bring it to the attendant-at death (if there is any), Municipal Health Officer /Physician in charge and embalmer (if embalmed) for signature. Return to Office of the Municipal Civil Registrar after.	1.1 Issue the Order of Payment if all required documents are given.	None	2 minutes	<i>Bookbinder II MCR's Office or Bookbinder I MCR's Office</i>

2. Pay the required fees at Municipal Treasurer's Office by showing the Order of Payment. *Make sure to secure Official Receipt that will be issued upon payment.	2. Accept the Payment based on the Order of Payment 2.1 Issue Official Receipt	For Timely Registration: LCR Service Fee –PHP150.00 For Delayed Registration: *additional fees PSA Negative Cert – PHP305.00 Penalties: a. Lapse of 48 hrs. to 1year – PHP150.00 b. 1 year or more - PHP10.00 per year but not more than PHP300.00	10 minutes	Revenue Collection Clerk Treasurer's Office
3. Return to MCR Office and present your Official Receipt. (Note: For delayed registration, wait 10 days and come back office on the 11th day.)	3. Check the Official Receipt, assign registry number to document and encode cause of death given by MHO/Physician in charge. Forward to Municipal Civil Registrar.	None	7 minutes	Bookbinder II MCR's Office or Bookbinder I MCR's Office
	3.1 Review and approved the Death Certificate.	None	10 minutes	MGDH/MCR MCR's Office
4. Receive the approved Death certificate.	4. Release the document.	None	1 minute	Bookbinder II MCR's Office or Bookbinder I MCR's Office
TOTAL:			1 hour and 10 minutes	

4. ENDORSEMENT FOR ANNOTATION OF SECPA

Court Decree of correction of entry/entries, adoption, annulment of marriage, cancellation of records, and others are processed at the regional trial court under certain Sp. Proc. Case. Legitimation is the process by which natural child is granted by law the status of being legitimate, by legal fiction and upon compliance of certain requirements. RA 9048/10172 is an act authorizing the city or municipal civil registrar or the consul general to correct clerical or typographical error in an entry and/or change of first name or nickname/ an act further authorizing to correct in the day and month in date of birth or sex of person, appearing in the civil register, without need of judicial order. RA 9255 (and its revised IRR) is an act allowing illegitimate children to use the surname of their father. Supplemental Report is an additional report filed for the purpose of supplying information that was omitted at the time of registration.

Office or Section	Office of the Municipal Civil Registrar	
Classification	Highly Technical	
Type of Transaction	G2C – Government to Client	
Who may Avail	Document owners or his nearest kin whose civil registry documents (birth, death, marriage) are registered within the Municipality of Maco.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Court Decree:		
1. PSA Copy to be corrected		Philippine Statistics Authority
2. Court Order (certified)		Regional Trial Court
3. Certificate of Finality (certified)		Regional Trial Court
4. Certificate of Registration (certified)		Regional Trial Court
5. Certificate of Authenticity (certified)		Court/Civil Registrar’s Office concerned where the RTC was located
Legitimation:		
1. PSA Birth Certificate		Philippine Statistics Authority
2. Advisory on Marriage (parents)		Philippine Statistics Authority
3. Marriage Certificate (parents)		Civil Registrar’s Office/PSA or owner’s original copy
4. Affidavit of Admission of Paternity (father)		Law Office / Mun. Civil Registrar’s Office
5. Joint Affidavit of Legitimation (parents)		Law Office / Mun. Civil Registrar’s Office
6. Valid ID or cedula of parents		Secure cedula at Mun. Treasurer’s Office
List of valid IDs:		
a. SSS ID/ UMID		SSS Office
b. GSIS ID/ UMID		GSIS Office
c. Voter’s ID		COMELEC Office
d. Phil Health ID		Phil Health Office
e. PAG-IBIG ID		PAG-IBIG Office
f. Driver’s License ID		LTO
g. Postal ID		Post Office
h. Tax Identification Card (TIN)		BIR
i. Passport		DFA
j. Phil ID		PSA
k. Other Government issued ID		
RA 9048 / 10172:		
1. Granted & Affirmed Petition		Civil Registrar’s Office
RA 9255:		
1. PSA Birth Certificate		Philippine Statistics Authority
2. Affidavit to Use the Surname of the Father		Law Office / Civil Registrar’s Office

3. Sworn Attestation if the child is 7 years – 17 years old		Law Office / Civil Registrar's Office		
Supplemental Report:				
1. PSA Copy to be supplemented		Philippine Statistics Authority		
2. Affidavit of Supplemental Report		Law Office		
3. Documents that will support the missing entry.				
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present necessary requirements	1. Review documents presented and verify the record file in the archive. Prepare certified copies, certifications and transmittal letter. Issue the Order of Payment if all required documents are given.	None	1 hour 20 minutes	<i>Bookbinder II MCR's Office or Bookbinder I MCR's Office</i>
2. Pay the required fees at Municipal Treasurer's Office by showing the Order of Payment. *Make sure to secure Official Receipt that will be issued upon payment.	2. Accept the Payment based on the Order of Payment 2.1 Issue Official Receipt	Certification Fee: PHP200.00 Legal Instrument Fee (for Legitimation, AUSF, Supplemental): PHP100.00 Cert. of Finality (for RA 9048/RA 10172)- PHP100.00 Endorsement Fee: PHP100.00	10 minutes	<i>Revenue Collection Clerk Treasurer's Office</i>
3. Return to MCR's Office and present official receipt, and pay mailing fee. (Note: Come back office when the	3. Accept the official receipt and mailing fee. Forward to MCR (Dept. Head)	Mailing Fee: Express Mail PHP170.00	5 minutes	<i>Bookbinder II MCR's Office or Bookbinder I MCR's Office</i>

document was annotated from PSA, Quezon City. Waiting time is more or less than 3 months)	3.1 Review & sign the documents prepared. Mail the document to PSA, Quezon City (Note: For Endorsement under R.A. 9048, R.A.10172 & Supplemental Report will be mailed to PSA Provincial Office)	None	30 minutes	MGDH/MCR MCR's Office
4. Receive the annotated security paper.	4. When the annotate security paper is returned, release the document to the client.	None	5 minutes	Bookbinder II MCR's Office or Bookbinder I MCR's Office
TOTAL:			2 hours & 10 minutes	

5. FACILITATE REQUEST OF PSA COPIES (BIRTH, DEATH, MARRIAGE, CENOMAR, ADVISORY ON MARRIAGE)

Secpa or security paper are civil registry documents (birth, death, marriage) issued by the Philippine Statistics Authority (PSA). These documents are usual requirements in school, claims, and getting passport. Cenomar or Certificate of No Record of Marriage is one of the requirements in applying for marriage license to assure that both parties are single/ free to marry.

Office or Section	Office of the Municipal Civil Registrar		
Classification	Highly Technical		
Type of Transaction	G2C – Government to Client		
Who may Avail	Document owner whose civil registry documents (birth, death, marriage) are registered within the Municipality of Maco. In case of death, requesting party will be the nearest kin or authorized representative.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Owner’s copy of civil registry document if there is any			
Valid ID of owner List of valid IDs: a. SSS ID/ UMID b. GSIS ID/ UMID c. Voter’s ID d. Phil Health ID e. PAG-IBIG ID f. Driver’s License ID		SSS Office GSIS Office COMELEC Office Phil Health Office PAG-IBIG Office LTO	

g. Postal ID h. Tax Identification Card (TIN) i. Passport j. Phil ID k. Other Government issued ID		Post Office BIR DFA PSA		
In the absence of owner's presence, provide the following:				
a. Authorization letter				
b. Valid ID of owner				
c. Valid ID of representative				
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present necessary requirements	1. Interview client and verify the document presented. Fill up request form	None	6 minutes	Bookbinder II MCR's Office or Bookbinder I MCR's Office
1. 1 Review the filled-up request form.	1.1 Issue the Order of Payment if all required documents are given	None	2 minutes	Bookbinder II MCR's Office or Bookbinder I MCR's Office
2. Pay the required fees at Municipal Treasurer's Office by showing the Order of Payment. *Make sure to secure Official Receipt that will be issued upon payment.	2. Accept the Payment based on the Order of Payment 2.1 Issue Official Receipt	LCR Service Fee PHP150.00 per copy	10 minutes	Revenue Collection Clerk Treasurer's Office
3. Return to MCR Office. Present your Official Receipt and pay PSA rate based on document requested.	3. Receive the official receipt and payment for PSA copy. Release claim stub and advise client to come back at the scheduled date of release. (Note: Scheduled date of transaction to PSA is every 2 weeks and releasing date vary on scheduled date)	Birth/Death/ Marriage: PHP155.00 per copy CENOMAR/ Advisory: - PHP210.00 per copy	2 weeks or more waiting time	Bookbinder II MCR's Office or Bookbinder I MCR's Office
4. Receive the PSA copy	4. Release the PSA copy		2 minutes	Bookbinder II MCR's Office or

				<i>Bookbinder I MCR's Office</i>
TOTAL:			20 minutes & 2 weeks or more waiting time based on scheduled date	

6. MARRIAGE REGISTRATION

Marriage records establish the fact of the occurrence of marriage as proof of parentage to confer legitimacy, inheritance rights, insurance benefits, pensions and other legal matters or benefits that relate to a married man and his wife and their children.

Office or Section	Office of the Municipal Civil Registrar			
Classification	Simple (Timely Registration); Highly Technical (Delayed Registration)			
Type of Transaction	G2C – Government to Client			
Who may Avail	Couples who were married within the Municipality of Maco from the time of its creation, June 17, 1967 to present.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Timely Registration:				
1. Accomplished Marriage Certificate		Solemnizing Officer		
2. Accomplished Islam attachment (if done through Islam rites)		Solemnizing Officer		
3. Approved Certificate of Conversion to Islam (if done in Islam rites and one of the parties are converted to Islam).		Sharia Court		
Delayed Registration (additional requirements):				
1. Affidavit for Delayed Registration of Marriage		Law Office / Office of the Municipal Civil Registrar		
2. PSA Negative Certification of Marriage (latest)		Philippine Statistics Authority		
3. Owner’s copy of marriage and/or copy from the church		Church concerned		
4. Birth Certificates of children		Civil Registrar’s Office / PSA copy or owner’s copy		
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present necessary requirements	1. Review documents presented. Issue the Order of Payment if all required documents are given	None	10 minutes	Bookbinder II MCR’s Office or Bookbinder I MCR’s Office
2. Pay the required fees at Municipal Treasurer’s Office by showing the Order of Payment. *Make sure	2. Accept the Payment based on the Order of Payment	For Timely Registration: LCR Service Fee PHP150.00	10 minutes	Revenue Collection Clerk Treasurer’s Office

to secure Official Receipt that will be issued upon payment.	2.1 Issue Official Receipt	For Delayed Registration: PSA Negative Cert – P305.00 LCR Service Fee – PHP150.00 Penalties: a. Lapse of 15 days to 1 year - PHP100.00 b. 1 year or more - PHP10.00 per year but not more than P300.00		
3. Return to MCR Office and present your Official Receipt. (Note: For delayed registration, wait 10 days and come back office on the 11th day.)	3. Assign registry number, sign the document and forward to Municipal Civil Registrar (Department Head)	None	8 minutes	Bookbinder II MCR's Office or Bookbinder I MCR's Office
	3.1 Review and approve the marriage certificate	None	10 minutes	MGDH/MCR MCR's Office
4. Receive the approved Marriage Certificate.	4. Release the document	None	2 minutes	Bookbinder II MCR's Office or Bookbinder I MCR's Office
TOTAL:			40 minutes	

7. PETITION UNDER RA 9048/ RA 10172

An act authorizing the C/MCR to correct clerical error in an entry/and or change of first name or nickname (RA 9048)/an act further authorizing to correct in the day and month in date of birth or sex of person (RA 10172), appearing in the civil register, without need of judicial order.

Office or Section	Office of the Municipal Civil Registrar
Classification	Highly Technical (Delayed Registration)
Type of Transaction	G2C – Government to Client
Who may Avail	Document owners or his nearest kin whose civil registry records (birth, death, marriage) were registered within the Municipality of Maco. Correction of sex in the birth needs presence of document owner. Civil registry documents which were registered outside of this municipality can be facilitated by this office after having been posted, subject for transmittal to the LCR of the place where the event was registered. This is what we called “migrant petition”.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Correction of Clerical Error (CCE) under RA 9048:	
1. PSA copy to be corrected	Philippine Statistics Authority
2. Documents that will support to correct the wrong entries (based on actual interview)	
3. Valid ID or if there is none, latest cedula List of valid IDs: a. SSS ID/ UMID b. GSIS ID/ UMID c. Voter's ID d. Phil Health ID e. PAG-IBIG ID f. Driver's License ID g. Postal ID h. Tax Identification Card (TIN) i. Passport j. Phil ID k. Other Government issued ID	SSS Office GSIS Office COMELEC Office Phil Health Office PAG-IBIG Office LTO Post Office BIR DFA PSA
Change of First Name (CFN) under RA 9048: * Same requirements to CCE but includes the following documents:	
1. NBI & Police Clearance (latest)	NBI & Police Station
2. Employment Certificate or Affidavit of Non-Employment if not employed (latest)	Office/Company Employed or Law Office if not employed
3. Newspaper clippings & Affidavit of Publisher	Newspaper Publisher
4. School Record (Form 137/Transcript of Records)	School concerned
5. Baptismal Certificate	Church or owner's original copy
6. Marriage Certificate (if married)	Civil Registrar's Office / PSA or owner's original copy
7. Birth Certificates of children (if there are any)	Civil Registrar's Office / PSA or owner's original copy
RA 10172:	
1. PSA Copy to be corrected	Philippine Statistics Authority
2. Elementary School Record Form 137	Elementary School concerned
3. Baptismal Certificate	Church or owner's copy
4. Medical Records w/c indicates sex (for sex correction)	Laboratory Room in the hospital/health center or owner's copy
5. Medical Certification issued by accredited government physician that the doc owner has not undergone sex change/transplant (for sex correction)	Municipal Health Center or Government Hospitals
6. NBI & Police Clearance (latest issuance)	NBI & Police Station
7. Employment Certificate or Affidavit of Non-Employment if not employed (latest)	Office/Company Employed or Law Office if not employed
8. Marriage Certificate (if married)	Civil Registrar's Office / PSA or owner's original copy
9. Birth Certificates of children	Civil Registrar's Office / PSA or owner's original copy
10. Valid Identification Cards (see list of valid IDs above)	

11. Newspaper clippings & Affidavit of Publisher		Newspaper Publisher		
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present necessary requirements	1. Review documents presented. Verify record file of the archive and prepare petition. 1.1 Issue the Order of Payment if all required documents are given	None	45 minutes	MGDH/MCR MCR's Office
2. Pay the required fees at Municipal Treasurer's Office by showing the Order of Payment. *Make sure to secure Official Receipt that will be issued upon payment.	2. Accept the Payment based on the Order of Payment 2.1 Issue Official Receipt	First Endorsement: CCE Filing Fee PHP1,000.00 (RA 9048) CFN & RA 10172 Filing Fee PHP3,000.00 Service Fee If Migrant petition: 1. CCE (RA 9048) -PHP500.00 2. CFN (RA 9048) & RA 10172 -PHP1,000.00	10 minutes	Revenue Collection Clerk Treasurer's Office

<p>3. Return to MCR’s Office. Present the Official Receipt and pay publication fee, additional fees (if migrant) and mailing fee.</p> <p>(Note: Come back office when the document was affirmed by CRG of PSA, Quezon City. Waiting time is more or less than 6 months)</p>	<p>3. Review the petition and sign subscription. Ask for payment of publication fee (for CFN & RA 10172), mailing fee and other fees (for migrant petitions)</p>	<p>Publication Fee PHP1,300.00 or it depends on the Publisher</p> <p>If Migrant Petition: Publication Fee PHP2,500.00 or it depends on the Publisher</p> <p>For migrant additional fees: Municipality PHP500.00; City PHP1,000.00</p> <p>Mailing Fee: Express Mail PHP170.00</p>	<p>10 minutes</p>	<p>MGDH/MCR MCR’s Office</p>
	<p>3.1 Prepare & sign Notice for Posting on the following day. For CFN & RA 10172, prepare Notice for Publication as addition.</p>	<p>None</p>	<p>10 minutes</p>	<p>MGDH/MCR MCR’s Office</p>

	<p>3.2 Sign Certificate of Posting. After 10 day posting period, and grant the Petition (Note: for CFN & RA 10172, grant only after submission of newspaper issues & publisher's affidavit) * Granting of petition is not applicable for migrant petition.</p> <p>Mail the document to PSA, Quezon City (For Affirmation – 1st Endorsement) *For migrant petition, document is mailed first to LCR office where the document is duly registered. The record-keeping Civil Registrar will mail it to PSA-OCRG, Quezon City, after 10 day posting period.</p>	None	10 minutes	MGDH/MCR MCR's Office
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	3.3 When the petition was returned and affirmed by Civil Registrar-General, prepare Certificate of Finality, Record Sheet, Certified Copies & Transmittal for Annotated Secpa. Issue the Order of Payment.	None	30 minutes	MGDH/MCR MCR's Office
4. Pay the required fees at Municipal Treasurer's Office by showing the Order of Payment. *Make sure to secure Official Receipt that will be issued upon payment.	4. Accept the Payment based on the Order of Payment. Issue Official Receipt	Second Endorsement: Certification Fee PHP200.00 Cert of Finality PHP100.00 Endorsement Fee PHP100.00	10 minutes	Revenue Collection Clerk Treasurer's Office
4.1 Return to MCR's Office and present official receipt, pay mailing fee. (Note: Come back office when the document was annotated from PSA, Quezon City. Waiting time is more or less than 6 months)	4.1 Accept the official receipt and mailing fee. Forward to MCR (Dept. Head)	Mailing Fee: Express Mail PHP170.00	2 minutes	MGDH/MCR MCR's Office
	4.2 Review & sign the documents prepared. Mail the document to PSA, Quezon City (2 nd Endorsement)	None	10 minutes	MGDH/MCR MCR's Office
4.2 Received the annotated security paper	4.3 When annotated SECPA is returned, release the document to the client.	None	3 minutes	Bookbinder II MCR's Office or Bookbinder I MCR's Office
TOTAL:			2 hours & 20 minutes	

8. REQUEST OF CERTIFIED COPIES/CERTIFICATIONS OF CIVIL REGISTRY DOCUMENTS

Certified copies are issued to customers when they request it as attachment to claims/loans, employment (local or abroad), passport/travel, school requirement, and other.

Office or Section	Office of the Municipal Civil Registrar			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	Document owner whose civil registry documents (birth, death, marriage) are registered within the Municipality of Maco. In case of death, requesting party will be the nearest kin or authorized representative.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Owner’s copy of civil registry document if there is any				
Valid ID of owner List of valid IDs: a. SSS ID/ UMID b. GSIS ID/ UMID c. Voter’s ID d. Phil Health ID e. PAG-IBIG ID f. Driver’s License ID g. Postal ID h. Tax Identification Card (TIN) i. Passport j. Phil ID k. Other Government issued ID		SSS Office GSIS Office COMELEC Office Phil Health Office PAG-IBIG Office LTO Post Office BIR DFA PSA		
In the absence of owner’s presence, provide the following:				
a. Authorization letter				
b. Valid ID of owner				
c. Valid ID of representative				
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present necessary requirements	1. Interview client and search the file requested. Prepare certified copy and/or certification for the document requested. Issue the Order of Payment if all required documents are given.	None	24 minutes	Bookbinder II MCR’s Office or Bookbinder I MCR’s Office

2. Pay the required fees at Municipal Treasurer's Office by showing the Order of Payment. *Make sure to secure Official Receipt that will be issued upon payment.	2. Accept the Payment based on the Order of Payment 2.1 Issue Official Receipt	For certified copy: Authentication Fee - PHP100.00 For certification: Certification Fee – PHP100.00 Verification Fee - PHP75.00 For annotated record: PHP200.00	10 minutes	Revenue Collection Clerk Treasurer's Office
3. Return to MCR Office and present your Official Receipt.	3. Verify Official Receipt. 3.1 Review and certify the document requested.	None	5 minutes	MGDH/MCR MCR's Office
4. Receive the certified copy/certification	4. Release the certified copy/certification	None	1 minute	Bookbinder II MCR's Office or Bookbinder I MCR's Office
TOTAL:			40 minutes	



Office of the Municipal General Services Officer External Services

1. PROCUREMENT SERVICES (FOR PUBLIC BIDDING)

Procurement refers to the acquisition of supplies or property including non-personal services, by written order or contract through bidding or negotiation or by transfer under existing laws or regulations. (COA CIRCULAR 92-386) (RA 9184).

Office or Section	Office of the Municipal General Services Officer/ Bids and Awards Committee Section			
Classification	Simple			
Type of Transaction	G2B – Government to Business Entity			
Who may Avail	National Line Agencies and Local Government Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Purchase Request		Office Concerned		
2. Obligation Request		Office Concerned		
3. Program of Works if any		Municipal Engineering’s Office		
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to office concerned and secure order of payment for bid documents	1. Provide order of payment	1 Bidders Permit Fee: Below 50,000 = 200.00 50,000 but not over 100,000 = 400.00 100,000 but not over 50,000 = 600.00 250,000 but not over 500,000 = 800.00 500,000 and above = 0.2% of ABC	15 minutes	BAC Secretariat MGSO Office
2. Pay the required fees at Municipal Treasurer’s Office by showing the Order of Payment				
3. Returned to MGSO Office and present the official receipt then ask the bid documents	3. Received the Official receipt based on the Order of Payment and released the bidding documents as follows: copy of PR, OBR, POW, Bid Data Sheet, Instruction to Bidders, Checklist of Requirements and bid forms		30 minutes	BAC Secretariat MGSO Office
TOTAL:		Depending on the ABC.	45 minutes	



Office of the Municipal General Services Officer Internal Services

1. PROCUREMENT SERVICES (FOR ALTERNATIVE PROCUREMENT)

Procurement refers to the acquisition of supplies or property including non-personal services, by written order or contract through bidding or negotiation or by transfer under existing laws or regulations. (COA CIRCULAR 92-386) (RA 9184)

Office or Section	Office of the Municipal General Services Officer/ Bids and Awards Committee Section			
Classification	Simple			
Type of Transaction	G2B – Government to Government			
Who may Avail	National Line Agencies and Local Government Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Purchase Request		Office Concerned		
2. Obligation Request		Office Concerned		
3. Project Procurement Management Plan (PPMP)		Office Concerned		
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Office concerned to prepare PR then upload to cloud server and approved by Dept. Head and LCE.	1. Verified and approved PR in the cloud server	None	30 minutes	BAC Secretariat MGSO Office
2. Proceed to Office of Municipal Budget to secure budget appropriation.				
3. Proceed to BAC Secretariat present the approved for Control and Request for quotation preparation	Verified in the server, assigned PR Number and RFQ control no. Prepare RFQ for approval by the BAC Chairman and for quotation of suppliers	None	5 days	BAC Secretariat MGSO Office
4.The concerned office present the quoted RFQ for opening	4. Receive quoted RFQ; Prepare Abstract of Quotation, Purchase Order and BAC Resolution		2 hours	BAC Secretariat MGSO Office BAC Member/ LCE
TOTAL:		None	5 days, 2 hours and 30 minutes	



Office of the Municipal Budget Officer

Internal Services

1. BARANGAY BUDGET REVIEW AND TECHNICAL ASSISTANCE

Barangay Budget is a Financial Plan. The Barangay Budget is submitted for review to ensure that (a) budgetary requirements and limitations provided in the Local Government Code are complied with; (b) the budget does not exceed the estimated receipts and/ or income of the barangay; and, (c) the items of appropriations are not more than those provided by existing laws.

Office or Section	Office of The Municipal Budget Officer			
Classification	Simple			
Type of Transaction	G2G – Government to Government			
Who may Avail	37 Barangays of Local Government Unit of Maco			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Transmittal Letter 2. Appropriation Ordinance 3. Executive Budget 4. Personnel Schedule (Plantilla of Personnel) 5. List of Support Staff 6. Annual Investment Program (AIP), reviewed by MPDO 7. Gender and Development (GAD)Plan, endorsed by MLGOO 8. Annual Barangay Youth Investment Plan 9. Barangay Disaster Risk Reduction Management Plan, approved by the BDRRM Council 10. List of PPAs for the Protection of Children 11. List of PPAs for the Senior Citizen and Persons with Disability 12. Peace and Order Plan		Concerned Barangay of Local Government Unit of Maco		
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit pertinent requirements to Municipal Budget Office.	1. Check the completeness of requirements.	None	1 hour	Budget Officer II Budget Office
	1.1 Receive and record in the logbook.	None	1 hour	Budget Officer II Budget Office
	1.2 Conduct technical review of the budget.	None	3 days	Budget Officer II Budget Office
	1.3 Approve the Technical Review of the budget.	None	1 day	Municipal Budget Officer Budget Office
	1.4 Transmit to the Sangguniang Bayan for confirmation of the budget.	None	1 hour	Budget Officer II Budget Office
TOTAL:		None	4 days and 3 hours	

2. CERTIFY OBLIGATION REQUEST AND RECORDING OF OBLIGATION PROCESS

Obligation refers to the commitment of a government agency arising from an act of a duly authorized official, which binds the government to the immediate and eventual payment of a sum of money. Obligation Request (ObR) refers to the form for the certification of the availability of appropriation/ allotment and contains the details of the obligation.

Office or Section	Office of The Municipal Budget Officer			
Classification	Simple			
Type of Transaction	G2G – Government to Government			
Who may Avail	All persons who has legal claims with this municipality			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Non- Procurement Transactions: a.) Personal Services Obligation Request, Disbursement Voucher, Payroll, & other pertinent documents related to the claims b.) Travel and Registration Fee Obligation Request, Disbursement Voucher, Travel Order, Appendix A & B, & other pertinent documents related to the claims c.) Emergency Assistance Obligation Request, Disbursement Voucher, MSWDO Certificate of Indigent, & other pertinent documents related to the claims For Procurement Transactions: Obligation Request, Purchase Request, Program of Works (if applicable) Project/ Activity Design (if applicable), & other related documents related to the claims.		Concerned office who process the obligation		
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Obligation Request (ObR) with complete supporting documents.	1. Receive the Obligation Request (ObR)	None	5 minutes	Administrative Aide IV Budget Office
	2. Encode the obligation in the Budget Operating System (BOS).	None	10 minutes	Administrative Aide IV Budget Office
	3. Sign the Obligation Request (ObR).	None	10 minutes	Municipal Budget Officer Budget Office Budget Office

	<div>4. Forward to concerned office duly signed Obligation Request (ObR).</div> <div><div>▪ Accounting for non- procurement transactions.</div><div>▪ MGSO for procurement transactions.</div></div>	None	5 minutes	<i>Administrative Aide III Budget Office</i>
TOTAL:		None	30 minutes	



Office of the Municipal Accountant

External Services

1. PROCESSING OF FINANCIAL ASSISTANCE

For Payment of claims for Financial Assistance for Burial, Medical and Educational assistance.

Office or Section	Office of the Municipal Accountant- Accounting and Processing Section			
Classification	Simple			
Type of Transaction	G2G – Government to Client			
Who may Avail	All qualified residents of Maco.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Disbursement Voucher		Office of the Municipal Accountant		
2. Approved Obligation Request (for Educational)		Mayor's Office		
3. Certificate of Indigency		Barangay Hall of the Barangay where the person resides		
4. Certificate of Eligibility with Information Sheet.		Municipal Social Welfare and Development Office		
5. Death Certificate (for Burial)		Municipal Civil Registrar's Office		
6. Medical Certificate/Certificate of Confinement/Medicine Prescription/Medical Abstract (for Medical)		Hospital/Clinic/Municipal Health Office		
7. Statement of Account (for Educational)		School where the recipient is enrolled		
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the disbursement vouchers with complete supporting documents.	1. Receive the DV and assign control number. Record to Registry of Allotment and Obligations (for Educational).	None	25 minutes	Senior Bookkeeper Accounting Office
	1.1 Check the completeness of the supporting documents and assign journal entries.	None	30 minutes	Accounting Clerk II Accounting Office
	1.2 Certify and approve the disbursement voucher.	None	15 minutes	Municipal Accountant Accounting Office
	1.3 Release the approved disbursement voucher to the requestor with instruction to submit said document to Municipal Treasurer's Office.	None	5 minutes	Administrative Aide Accounting Office
TOTAL:		None	1 hour and 20 minutes	



Office of the Municipal Accountant Internal Services

1. PROCESSING OF DISBURSEMENT VOUCHERS FOR VARIOUS EXPENDITURES

Processing of the disbursement vouchers for various expenditures from different offices of the Local Government Unit of Maco.

Office or Section	Office of the Municipal Accountant- Accounting and Processing Section			
Classification	Simple			
Type of Transaction	G2G – Government to Government			
Who may Avail	Different offices of the Local Government Unit of Maco			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. For office Supplies, Medicines, Spare parts and Other Supplies and Materials under Personal Canvass:				
1. Disbursement Vouchers		Office of the Municipal Accountant		
2. Approved Obligation Request		Prepared by office concerned for approval by Municipal Budget Officer.		
3. Approved Purchase Request		Mayor's Office		
4. Canvass Forms (duly canvassed by 3 suppliers)		Municipal General Services Office (MGSO)		
5. Abstract of Quotation (duly signed by department head of the requisitioning office, BAC Chairman, and 3 BAC members.		MGSO thru Bids and Awards Committee		
6. Purchase Order approved by the Local Chief Executive and conformed by Supplier		Municipal General Services Office (MGSO)		
7. Resolution from Bids and Awards Committee		MGSO thru Bids and Awards Committee		
8. Joint Inspection and Acceptance Report		Municipal General Services Office and Office concerned		
B. Additional Requirements for Purchase of Spare Parts				
9. Pre-repair Inspection Report		Municipal Engineering Office thru Motor Pool In-charge.		
10. Report of Waste Materials		Municipal Engineering Office thru Motor Pool		
C. Additional Requirements for Labors and Materials and Other Supplies subject for Public Bidding:				
11. Checklist of Technical and Financial Component		Bidders		
12. Individual Project Program of Works		Municipal Engineering Office		
13. Notice of Bidding, Abstract of Bids as Read, Abstract of Bids as Calculated, BAC/TWG Recommendation, Notice of Award, Notice to Proceed, Minutes of the Biddings-Opening of the Bids (7 items)		MGSO thru Bids and Awards Committee		
14. Contract of Agreement (with Warranty for Labor)		Municipal Engineering Office		
15. Request of Progress Payment with Accomplishment Report, Pictures (Before, During and After), Certificate of Project Completion, Project Inspection Report (4 items for Labor)		Municipal Engineering Office		
16. Performance Bond		Supplier		
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit DV with complete supporting documents.	1. Receive the DV. Record to Registry of Allotment and	None	25 minutes	Senior Bookkeeper Accounting Office

	Obligations. Assign Control Number.			
	1.1 Verify the transaction documents. Check the completeness of the supporting documents. Submit to department head for approval.	None	1 day	Accounting Clerk II Accounting Office
	1.2 Certify and approve transaction	None	15 minutes	Municipal Accountant Accounting Office
	1.3 Release approved Disbursement Voucher to Municipal Treasurer's Office.	None	5 minutes	Administrative Aide Accounting Office
TOTAL:		None	1 day and 45 minutes	



Office of the Municipal Treasurer

External Services

1. ISSUANCE OF BUSINESS ASSESSMENT FORM

A document issued to business taxpayers reflecting the owner’s identification and the entity’s nature of business including the computation of Business tax due and other regulatory fees. This document serves as the basis in paying their obligations.

Office or Section	Office of the Municipal Treasurer/ Revenue Collection and Assessment Services Section			
Classification	Simple			
Type of Transaction	G2B – Government to Business Entity			
Who may Avail	All Individual or Juridical Persons having business within the Municipality			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Mayor’s certificate, Tax clearance		Mayor’s Office, Municipal Treasurer’s Office		
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the mayor’s certificate w/ attached all pre-required documents to the revenue collector.	1. Interview the client, encode data to computer and print the Business Assessment Form	None	<p>New: 25 minutes</p> <p>Renew: 15 minutes</p>	<p>Acting Municipal Treasurer Treasurer’s Office or LRCO II Treasurer’s Office or LRCO I Treasurer’s Office or RCC I Treasurer’s Office or Bookbinder III Treasurer’s Office or Administrative Aide III Treasurer’s Office</p>
2. Sign the business assessment as to conformity.	2. Verify the issuance of Business Assessment Form and submit to the Municipal Treasurer for approval	<p>Business taxes based on Chapter II of the Revised Revenue Code of Maco.</p> <p>Business Permit and Regulatory Fees based on Chapter IV of the Revised Revenue Code of Maco.</p>	<p>New: 15 minutes</p> <p>Renew: 10 minutes</p>	<p>Acting Municipal Treasurer Treasurer’s Office or RO II Treasurer’s Office or LRCO II Treasurer’s Office or LRCO I Treasurer’s Office or RCC I Treasurer’s Office or Bookbinder III Treasurer’s Office or Administrative Aide III Treasurer’s Office</p>

3. Receive the Business Assessment form.	3. Release the Business Assessment form.	None	5 minutes	LRCO II Treasurer's Office or LRCO I Treasurer's Office or RCC I Treasurer's Office or Bookbinder III Treasurer's Office or Administrative Aide III Treasurer's Office
TOTAL:			New: 45 minutes Renew: 30 minutes	

2. ISSUANCE OF BUSINESS TAX CLEARANCE/CERTIFICATION

A document issued to a taxpayer by the tax authorities certifying that the taxpayer has paid all taxes due or he is not liable to any taxes either Business Tax, Real Property Tax or both.

Office or Section	Office of the Municipal Treasurer/ Records Management Section			
Classification	Simple			
Type of Transaction	G2B – Government to Business Entity			
Who may Avail	Any Individual or Juridical persons engaged in business within the Municipality.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Receipt of Business Tax Clearance/Certificate.		Office of the Municipal Treasurer		
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present necessary requirement to Records Personnel	1.1 Check and receive the requirements. 1.2 Interview the client and prepare the business tax clearance/certification	None	13 minutes	Acting Municipal Treasurer Treasurer's Office or RO II Treasurer's Office or Bookbinder III Treasurer's Office or Administrative Officer III Treasurer's Office
2. Receive the Business Tax Clearance/ Certification.	2. Release the Business Tax Clearance/ Certification.	None	2 minutes	RO II Treasurer's Office or Bookbinder III Treasurer's Office or Administrative Officer III Treasurer's Office
TOTAL:		None	15 minutes	

3. ISSUANCE OF COMMUNITY TAX CERTIFICATE (CTC) INDIVIDUAL & CORPORATION

Community Tax Certificate known as residence certificate is usually used for documentation purposes. It is required to be presented every time an individual/corporation, to wit;

- a) Acknowledges any document before a notary public;
- b) takes an oath of office upon election or appointment to any position in the government service;
- c) receives any license, certificate or permit from any public authority;
- d) pays any tax or fee;
- e) receives any money from any public fund;
- f) transacts other official business; or
- g) receives any salary or wage from any person, officer, or corporation

Office or Section	Office of the Municipal Treasurer's Office / Revenue Collection and Assessment Services Section			
Classification	Simple			
Type of Transaction	G2C – Government to Client G2B – Government to Business Entity G2G – Government to Government			
Who may Avail	All residents of Maco, Individual or Juridical entity having business within the municipality and Government Officials and Employees.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. The individual himself/herself				
2. Old Community Tax Certificate or Valid ID.		Different Agencies		
For Business Entity (Individual and Corporation)				
3. Previous year Business Permit or Sworn Statement of Gross Receipts		Notary Public Copy of the taxpayers		
4. Authorized representative of Corporation and Cooperative with SEC/CDA Registration Certificate		Securities and Exchange Commission (SEC) or Cooperative Development Authority (CDA)		
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present himself/herself to the Revenue Collector for interview and present necessary requirements	1. Interview the client and fill up the community tax certificate thru computer.	None	6 minutes	LRCO II Treasurer's Office or LRCO I Treasurer's Office or RCC I Treasurer's Office or Bookbinder III Treasurer's Office or Administrative Aide III Treasurer's Office
2. Pay and Sign the duly filled up Community Tax Certificate (CTC)	2. Receive payment.	For Community Tax - Individual	3 minutes	LRCO II Treasurer's Office or LRCO I

		<p>Basic Tax P5.00 Additional P1.00 per P1,000.00 for Income derived from Business, Practice of Profession or Occupation or Income from Real Property but not to exceed P5,000.00.</p> <p>For Community Tax - Corporation Basic Tax P500.00 Additional P2.00 per P5,000.00 of gross receipts derived from Business or worth of Real Property but not to exceed P10,000.00.</p>		<p>Treasurer's Office or RCC I Treasurer's Office or Bookbinder III Treasurer's Office or Administrative Aide III Treasurer's Office</p>
3. Receive the Original copy of the latest Community Tax Certificate.	3. Release the Original copy of Community Tax Certificate.	None	1 minute	<p>LRCO II Treasurer's Office or LRCO I Treasurer's Office or RCC I Treasurer's Office or Bookbinder III Treasurer's Office or Administrative Aide III Treasurer's Office</p>
TOTAL:			10 minutes	

4. ISSUANCE OF OFFICIAL RECEIPT FOR BUSINESS PERMITS AND LICENSES

Business taxes are those imposed by the local government unit on the privilege of engaging in business, occupation and other activities within its territorial jurisdiction.

Office or Section	Office of the Municipal Treasurer/ Revenue Collection and Assessment Services Section			
Classification	Simple			
Type of Transaction	G2B – Government to Business Entity			
Who may Avail	Any Individual or Juridical persons Having business within the Municipality.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Business Assessment form for Permits/License with complete attachment		Office of the Municipal Treasurer		
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the approved Business Assessment form with complete attachment to the Revenue collector.	1. Interview the client and issue the Official Receipt.	None	6 minutes	LRCO II Treasurer's Office or LRCO I Treasurer's Office or RCC I Treasurer's Office or Bookbinder III Treasurer's Office or Administrative Aide III Treasurer's Office
2. Pay the amount due to the Revenue collector.	2. Receive payment.	Based on the Approved Business Assessment total amount due (Taxpayer may pay business license in full or quarterly basis).	3 minutes	LRCO II Treasurer's Office or LRCO I Treasurer's Office or RCC I Treasurer's Office or Bookbinder III Treasurer's Office or Administrative Aide III Treasurer's Office
3. Receive the Original copy of the Official Receipt.	3. Release the Original copy of Official Receipt.	None	1 minute	LRCO II Treasurer's Office or LRCO I Treasurer's Office or RCC I Treasurer's Office or

				Bookbinder III Treasurer's Office or Administrative Aide III Treasurer's Office
TOTAL:			10 minutes	

5. ISSUANCE OF OFFICIAL RECEIPT FOR PERMIT FEES, OTHER FORM OF FEES AND CHARGES

FEE is a charge fixed by law or ordinance for the regulation or inspection of a business activity. It shall also include CHARGES fixed by law or agency for the services of a public officer in discharge of his official duties.

Office or Section	Office of the Municipal Treasurer/ Revenue Collection and Assessment Services Section			
Classification	Simple			
Type of Transaction	G2C – Government to Client G2B – Government to Business Entity G2G – Government to Government			
Who may Avail	Residents and non- residents of Maco, Natural or Juridical Persons having business within the Municipality, Government Agencies, Employees and Officials.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Order of payment from different offices		Offices of the Local Government Unit		
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the order of payment to the Revenue collector	1. Interview the client and issue the Official Receipt	None	6 minutes	LRCO II Treasurer's Office or LRCO I Treasurer's Office or RCC I Treasurer's Office or Bookbinder III Treasurer's Office or Administrative Aide III Treasurer's Office
2. Pay the total amount due	2. Receive payment.	Based on the amount reflected in the order of payment.	3 minutes	LRCO II Treasurer's Office or LRCO I Treasurer's Office or RCC I Treasurer's Office or Bookbinder III

				Treasurer's Office or Administrative Aide III Treasurer's Office
3. Receive the Original copy of the new Official Receipt.	3. Release the Original copy of Official Receipt.	None	1 minute	LRCO II Treasurer's Office or LRCO I Treasurer's Office or RCC I Treasurer's Office or Bookbinder III Treasurer's Office or Administrative Aide III Treasurer's Office
TOTAL:			10 minutes	

6. ISSUANCE OF REAL PROPERTY TAX CLEARANCE OR CERTIFICATION

A document issued to a taxpayer by the tax authorities certifying that the taxpayer has paid all taxes for Real Property Tax.

Office or Section	Office of the Municipal Treasurer/ Records Management Section			
Classification	Simple			
Type of Transaction	G2C – Government to Client G2B – Government to Business Entity G2G – Government to Government			
Who may Avail	Real Property Owners/Declarants or his representative.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Latest Tax Declaration		Office of the Municipal Assessor		
2. Current or Previous Official Receipt (AF56).				
3. Official Receipt (AF51) for RP Tax Clearance.		Office of the Municipal Treasurer		
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Present necessary requirements to Records Personnel.	1.1 Receive and check requirements. 1.2 Interview the client. 1.3 Issue RP Tax Clearance/ Certification.	None	40 minutes	Acting Municipal Treasurer Treasurer's Office or RO II or Bookbinder III Treasurer's Office or Administrative Officer III Treasurer's Office
2. Receive Two (2) Original Tax Clearance/Certification with Office Official seal.	2. Release tax clearance / certificate affixing office official seal.	None	20 minutes	RO II or Bookbinder III Treasurer's Office or Administrative Officer III Treasurer's Office
TOTAL:		None	1 hour	

Note: If presumed that all pertinent necessary documents are all presented or submitted.

7. ISSUANCE OF REAL PROPERTY TAX OFFICIAL RECEIPT

A perennial tax on property and its taxability remains with whosoever is the owner for as long as it is assessed to a taxable person. Though it is a provincial imposition, the collection of real property tax with interests thereon, is the responsibility of the Municipal Treasurer (Sec. 247 of RA 7160).

Office or Section	Office of the Municipal Treasurer's Office / Revenue Collection and Assessment Services Section			
Classification	Simple			
Type of Transaction	G2C – Government to Client G2B – Government to Business Entity G2G – Government to Government			
Who may Avail	Real Property Owners / Declarants or his/her representative.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Billing Statement of Real Property Tax Due		Office of the Municipal Treasurer - Records Management Section		
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Billing Statement to the Revenue Collector	1. Interview the client and fill up the AF56 thru computer	None	6 minutes	LRCO II Treasurer's Office or LRCO I Treasurer's Office or RCC I Treasurer's Office or Bookbinder III Treasurer's Office or

				Administrative Aide III Treasurer's Office
2. Pay the Real Property Tax Due to the Revenue Collector	2. Receive payment	<p>BASIC – 1% of Assessed Value SEF – 1% of Assessed Value</p> <p>10% Discount from January- March for current year tax due or Quarterly & 20% Discount on ADVANCE payment of following year from January- June.</p> <p>2% per month Interest on delinquency but not to exceed to 36 months or 72%</p>	3 minutes	<p>LRCO II Treasurer's Office or LRCO I Treasurer's Office or RCC I Treasurer's Office or Bookbinder III Treasurer's Office or Administrative Aide III Treasurer's Office</p>
3. Receive the Original copy of the Official Receipt.	3. Release the Original copy Official Receipt.	None	1 minute	<p>LRCO II Treasurer's Office or LRCO I Treasurer's Office or RCC I Treasurer's Office or Bookbinder III Treasurer's Office or Administrative Aide III Treasurer's Office</p>
TOTAL:			10 minutes	

8. ISSUANCE OF STATEMENT OF REAL PROPERTY TAX

A statement issued to taxpayers reflecting the total tax due of the Real Property.

Office or Section	Office of the Municipal Treasurer/ Records Management Section			
Classification	Simple			
Type of Transaction	G2C – Government to Client G2B – Government to Business Entity G2G – Government to Government			
Who may Avail	Real Property Owners/Declarants or his representative.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Latest Tax Declaration		Office of the Municipal Assessor		
2. Previous Official Receipt		Land Owner		
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present necessary requirements to Records section personnel	1. Interview the client and prepare the RPT statement	None	8 minutes	Acting Municipal Treasurer Treasurer's Office or RO II Treasurer's Office or Bookbinder III Treasurer's Office or Administrative Officer III Treasurer's Office
1. Receive the RPT statement.	2. Release the RPT statement	None	2 minutes	RO II Treasurer's Office or Bookbinder III Treasurer's Office or Administrative Officer III Treasurer's Office
TOTAL:		None	10 minutes	

9. RELEASING OF CHECKS

A check is a written, dated and signed instrument that directs a bank to pay a specific sum of money to the bearer specifically for the payment of Maintenance and Other Operating Expenses (MOOE), Payment of Property, Plant and Equipment, Payment of Statutory Obligations and Employees Cash Advances.

Office or Section	Municipal Treasurer's Office / Cash Section		
Classification	Simple		
Type of Transaction	G2C – Government to Client G2B – Government to Business Entity G2G – Government to Government		
Who may Avail	Any Individual/Entity whose name appears on the checks		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
For Individual Checks			
1. Payee himself/herself			
2. Valid ID		Different Agencies	

For Commercial Checks				
1. Valid ID of payee or his duly authorized representative with Special Power of Attorney (SPA)		Different Agencies / Notary Public		
2. Entity's Official/Collection Receipt				
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the required documents to the Cash Section personnel.	1.1 Receive and check the requirements. 1.2 Interview the client & and present the voucher for signature.	None	9 minutes	Acting Municipal Treasurer Treasurer's Office or Computer Operator I / Disbursing officer Designate Treasurer's Office
2. Sign and Receive the check.	2. Release the check.	None	1 minute	Acting Municipal Treasurer Treasurer's Office or Computer Operator I / Disbursing officer Designate Treasurer's Office
TOTAL:		None	10 minutes	
For Commercial Checks process steps are the following:				
1. Present official collection receipt	2.Receive Official/Collection receipt and attach it to the paid voucher	None	9 minutes	Acting Municipal Treasurer Treasurer's Office or Computer Operator I / Disbursing officer Designate Treasurer's Office
2. Sign and Receive the check.	3. Release the check.	None	1 minute	Acting Municipal Treasurer Treasurer's Office or Computer Operator I / Disbursing officer Designate Treasurer's Office
TOTAL:		None	10 minutes	

10. **RELEASING OF PETTY CASH FUND**

A petty cash fund is a small amount of bills that a Local Government Unit of Maco keeps on the promise to pay for a minor expenditure especially for Financial Assistance.

Office or Section	Office of the Municipal Treasurer/ Cash Section			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	All residents in the Municipality.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID of the payee		Different Agencies		
2. Community Tax Certificate		Municipal Treasurer’s Office or from a Barangay Treasurer		
3. Petty Cash Voucher with complete attachment				
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the required documents to the Cash Section personnel.	1.1 Receive and check the requirements. 1.2 Record the PCV and check as to availability of funds.	None	4 minutes	Acting Municipal Treasurer Treasurer’s Office or Computer Operator I / Disbursing officer Designate Treasurer’s Office
2. Sign and Receive the money.	2. Release the money.	None	1 minute	Acting Municipal Treasurer Treasurer’s Office or Computer Operator I / Disbursing officer Designate Treasurer’s Office
TOTAL:		None	5 minutes	



Office of the Municipal Treasurer

Internal Services

1. PAYMENT OF HONORARIUM

An honorarium is a voluntary payment that is given to a person for services for which fees are not legally or traditionally required.

Office or Section	Municipal Treasurer's Office / Cash Section			
Classification	Simple			
Type of Transaction	G2G – Government to Government			
Who may Avail	All honorarium paid employees in the Municipality.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Office ID or Any valid ID		Local Government Unit of Maco or from different agencies		
2. Community Tax Certificate (1 st payment of honorarium w/in calendar year).		Municipal Treasurer’s Office or from a Barangay Treasurer.		
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the required documents to the Cash Section personnel.	1. Interview the client & present the payroll for signature	None	4 minutes	Acting Municipal Treasurer Treasurer’s Office or Computer Operator I / Disbursing officer Designate Treasurer’s Office
2. Sign and receive the honorarium	2. Release the honorarium	None	1 minute	Acting Municipal Treasurer Treasurer’s Office or Computer Operator I Disbursing officer Designate Treasurer’s Office
TOTAL:		None	5 minutes	

2. PAYMENT OF SALARIES AND WAGES

Salaries and wages are the remuneration paid by the employer to all Municipal Officials and Employees for work performed/ services rendered.

Office or Section	Office of the Municipal Treasurer/ Cash Section			
Classification	Simple			
Type of Transaction	G2G – Government 2 Government			
Who may Avail	All Municipal Officials and Employees.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Office ID or Any valid ID		Local Government Unit of Maco / Different Agencies		
2. Community Tax Certificate (1 st payment of salary within calendar year)		Municipal Treasurer’s Office or from a Barangay Treasurer		
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the required documents to the Cash Section personnel.	1. Interview the client and present the payroll for signature.	None	4 minutes	Acting Municipal Treasurer Treasurer’s Office or

				Computer Operator I / Disbursing officer Designate Treasurer's Office
2. Sign and receive the salary.	2. Release the salary.	None	1 minute	Acting Municipal Treasurer Treasurer's Office or Computer Operator I / Disbursing officer Designate Treasurer's Office
TOTAL:		None	5 minutes	



Office of the Municipal Assessor

External Services

1. ISSUANCE OF CERTIFICATION NO/WITH IMPROVEMENT AND REAL PROPERTY.

Issuance of Certifications to All qualified residents of Maco.

Office or Section	Office of the Municipal Assessor			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	All qualified residents of Maco			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Title (OCT/TCT)		Land Owner		
2. Official Receipt		Office of the Municipal Treasurer		
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File request with the receiving clerk and wait for interview.	1. Interview & ask necessary data from the client.	None	5 minutes	Administrative Aide IV Assessor's Office or Assessment Clerk II Assessor's Office or TaxMapping Aide Assessor's Office
2. Pay the required fees at Municipal Treasurer's Office. *Make sure to secure Official Receipt that will be issued upon payment.	2. Accept the Payment. 2.1 Issue Official Receipt	PHP 75.00/ copy	10 minutes	Revenue Collection Clerk Treasurer's Office
3. Present the Official Receipt to Municipal Assessor Clerk.	3. Verify from records the status of the subject RPU's from the corresponding document/s Assessed.	None	10 minutes	Administrative Aide IV Assessor's Office or Assessment Clerk II Assessor's Office or TaxMapping Aide Assessor's Office
3.1 Waiting for the approval of the subject document/s.	3.1 Approval of the subject document/s.	None	5 minutes	Asst. Municipal Assessor or Municipal Assessor Assessor's Office
4. Receive the requested document.	4. Release the document/s and have acknowledged receipt from logbook.	None	5 minutes	Administrative Aide IV Assessor's Office or Assessment Clerk II Assessor's Office or TaxMapping Aide Assessor's Office
TOTAL:		PHP75.00 / copy	35 minutes	

2. ISSUANCE OF CERTIFIED TRUE COPY OF TAX DECLARATION

Issuance of Tax Declaration to all the qualified residents of Maco.

Office or Section		Office of the Municipal Assessor		
Classification		Simple		
Type of Transaction		G2C – Government to Client		
Who may Avail		All qualified residents of Maco		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Title (OCT/TCT)		Land Owner		
2. Official Receipt		Office of the Municipal Treasurer		
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Certificate of Title to the Receiving Clerk.	1. Interview and ask necessary data from the client.	None	5 minutes	Administrative Aide IV Assessor's Office or Assessment Clerk II Assessor's Office or TaxMapping Aide Assessor's Office
2. Pay the required fees at Municipal Treasurer's Office. *Make sure to secure Official Receipt that will be issued upon payment.	2. Accept the Payment. 2.1 Issue Official Receipt	PHP 75.00/ copy	10 minutes	Revenue Collection Clerk Treasurer's Office
3. Present the Official Receipt to Municipal Assessor Clerk.	3. Verify Official Receipt and prepare certified true copy of Tax Declaration.	None	5 minutes	Administrative Aide IV Assessor's Office or Assessment Clerk II Assessor's Office or TaxMapping Aide Assessor's Office
4. Receive the requested document.	4. Release the document requested and have acknowledge receipt of the logbook.	None	5 minutes	Administrative Aide IV Assessor's Office or Assessment Clerk II Assessor's Office or TaxMapping Aide Assessor's Office
TOTAL:		PHP75.00 / copy	25 minutes	

3. SUBDIVISION OF LOTS

Issuance of Subdivision of lots to All qualified residents of Maco.

Office or Section	Office of the Municipal Assessor			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	All qualified residents of Maco			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Certified True Copy of Title (2 copies)			Land owner	
2. Approved Subdivided Plan (2 copies)			Public/Private Geodetic Engineer	
3. Tax Clearance (2 copies)			Office of the Municipal Treasurer	
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present two photocopies of approved survey for subdivision of lots to receiving clerk.	1. Interview & ask the necessary data from the client.	None	10 minutes	Administrative Aide IV Assessor's Office or Assessment Clerk II Assessor's Office or TaxMapping Aide Assessor's Office
2. Pay the required fees at Municipal Treasurer's Office. *Make sure to secure Official Receipt that will be issued upon payment.	2. Accept the Payment for Subdivided of lots fee 2.1 Issue Official Receipt 2.2 Secure a Tax Clearance.	PHP 75.00/ lot	15 minutes	Revenue Collection Clerk Treasurer's Office
3. Present the Official Receipt to Municipal Assessor Clerk.	3. Evaluate, Assess & Appraise subject property and schedule ocular inspection if necessary.	None	1 hour & 30 minutes	Administrative Aide IV Assessor's Office or Assessment Clerk II Assessor's Office or TaxMapping Aide Assessor's Office
3.1 Waiting for the approval of the subject document/s.	3.1 Review & recommend for its approval based on the SP approved Schedule of Market Value.	None	10 minutes	Asst.Municipal Assessor or Municipal Assessor Assessor's Office
4. Receive the requested document.	4. Release subject document to the client.	None	5 minutes	Administrative Aide IV Assessor's Office or Assessment Clerk II Assessor's Office or TaxMapping Aide Assessor's Office
TOTAL:		PHP75 .00/ lot	2 hours & 10 minutes	

4. TRANSFER OF REAL PROPERTY OWNERSHIP

Transfer of Real Properties units to all qualified residents of Maco.

Office or Section	Office of the Municipal Assessor			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	All qualified residents of Maco			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certified True Copy of Title (2 copies)		Registry of Deeds		
2. Official Receipt		Office of the Municipal Treasurer		
3. Tax Clearance (2 copies)		Office of the Municipal Treasurer		
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present two (2) photocopies of Title to the receiving clerk.	1. Interview & ask the necessary data from the client.	None	5 minutes	Administrative Aide IV Assessor’s Office or Assessment Clerk II Assessor’s Office or TaxMapping Aide Assessor’s Office
2. Pay the required fees at Municipal Treasurer’s Office. *Make sure to secure Official Receipt that will be issued upon payment.	2. Accept the Payment for Transfer fee. 2.1 Issue Official Receipt 2.2 Secure a Tax Clearance.	PHP 75.00/ lot	15 minutes	Revenue Collection Clerk Treasurer’s Office
3. Present the Official Receipt to Municipal Assessor Clerk.	3. Evaluate, Assess & Appraise subject property.	None	1 hour	Administrative Aide IV Assessor’s Office or Assessment Clerk II Assessor’s Office or TaxMapping Aide Assessor’s Office
3.1 Waiting for the approval of the subject document/s.	3.1 Review & recommend for its approval based on the SP approved Schedule of Market Value.	None	10 minutes	Asst.Municipal Assessor or Municipal Assessor Assessor’s Office
4. Receive the requested document.	4. Release subject document to the client.	None	5 minutes	Administrative Aide IV Assessor’s Office or Assessment Clerk II Assessor’s Office or TaxMapping Aide Assessor’s Office
TOTAL:		PHP75.00/ lot	1 hour and 35 minutes	



Office of the Municipal Health Officer External Services

1. AMBULANCE USE

Issuance of Trip Ticket and Travel Order for the Use of Ambulance.

Office or Section	Office of the Municipal Health Officer – Maco Lying - In			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	All constituents of Maco.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Current Community Tax Certificate issued within Maco.		Municipal Treasurer’s Office / Barangay Hall of the Thirty Seven (37) Barangay		
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach and inquire INFO counter where to avail the service	1. Instruct the client to proceed to general services section	None	5 minutes	Administrative Aide I
2. Proceed to general services section.	2. Ask the client regarding the services needed. 2.1 Prepare the trip ticket and itinerary.	None	15 minutes	Administrative Aide IV or Administrative Aide I
3. Proceed to MTO for payment	3. Pay the necessary amount for the use of ambulance.	- (Maco to Tagum) – PHP 300.00 - (Maco to Davao) - PHP 700.00 - (Outside the Province) - PHP 500.00	Depend on the location	Revenue Collection Clerk
TOTAL:			Depend on the location	

2. DENTAL CARE SERVICES

Perform Tooth Extraction and other Dental Care services.

Office or Section	Office of the Municipal Health Officer			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	All constituents of Maco.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Current Community Tax Certificate issued within Maco.		Municipal Treasurer’s Office / Barangay Hall of the Thirty Seven (37) Barangay.		
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach and inquire INFO counter where to avail the service.	1. Take Vital signs. 1.1 Interview Client.	None	20 minutes	Administrative Aide I
2. Proceed to Dentist room.	2. Perform tooth extraction and examine Provide prescription	None	30 minutes	Dentist II
3. Payment of tooth extraction will be at Office of the Municipal Treasurer.	3. Instruct client to pay the services at the Office of the Municipal Treasurer.	PHP 120.00/ Tooth	5 minutes	Revenue Collection Clerk
4. Proceed to pharmacy for medicines	4. Give the prescribe medicines to the client 4.1 Advice client on the dosage of medicines to be taken.	None	10 minutes	Nurse II
TOTAL:		PHP 120.00/ Tooth	1 hours & 5 minutes	

3. ENVIRONMENTAL SANITATION SERVICES (HEALTH CARD)

Issuance of Health Card all individuals currently employed and all Businesses.

Office or Section	Office of the Municipal Health Officer – Environmental Sanitation Section			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	All individuals currently employed and Businesses with Food and Non-Food Establishment within Maco area.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Urine Test Result 2. Stool Exam Result 3. Chest X-ray result (within 1year from date of examination)		Municipal Health Laboratory / Public and Private Clinical Laboratory		
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach and inquire INFO counter where to avail the service.	1. Instruct the client to go to the Sanitary Inspector Office.	None	5 minutes	Administrative Aide I MHO Office
2. Ask the Sanitary Inspector about the requirement for Health Card.	2. issue checklist of requirements and order of payment based on the requirements	None	10 minutes	Midwife I (Designated Sanitary Inspector) MHO Office
2. Payment of fees Proceed to Office of the Municipal Treasurer for payment	2. issue Official Receipt	Health Certificate Processing fee: PHP 100.00 Laboratory Fees: Urine PHP 40.00 Stool Exam - PHP 40.00	5 minutes	Revenue Collection Clerk I, II, III Treasurer's Office
3. Proceed to the Laboratory and submit specimen (chest x – ray not available) present Official Receipt	3. Validate Official Receipt Process required laboratory examinations requested 3.1 Instruct the client to wait for the result 2.2 give the laboratory results	None	2 hours	Medical Technologist I MHO Office

4. proceed to Sanitary Inspector Present laboratory result for health issuance	4. Issue Health card to the clients Note: All results with abnormal laboratory findings shall be referred to a medical doctor for appropriate treatment prior to issuance of Health.	None	5 minutes	Midwife I (Designated Sanitary Inspector) MHO Office
TOTAL:		PHP 180.00	2 hours & 25 minutes	

4. ENVIRONMENTAL SANITATION SERVICES (SANITARY PERMIT)

Issuance of Sanitary Permit for Food and Non- Food Establishment

Office or Section	Office of the Municipal Health Officer – Environmental Sanitation Section			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	All establishments (Food & non-Food) doing business within Maco area.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Urine Test Result 2. Stool Exam Result 3. Chest X-ray result (within 1 year from date of examination)		Municipal Health Laboratory / Public and Private Clinical Laboratory		
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach and inquire INFO counter where to avail the services.	1. Instruct the client to go to the Sanitary Inspector Office.	None	5 minutes	Administrative Aide I MHO Office
2. Ask the Sanitary Inspector about the requirement for Sanitary permit	2.1 issue checklist of requirements and order of payment based on the requirements	None	10 minutes	Midwife I (Designated Sanitary Inspector) MHO Office
2.2 Proceed to Office of the Municipal Treasurer for payment	2.2 issued Official Receipt	Health Certificate Processing fee: PHP 100.00	5 minutes	Revenue Collection Clerk I, II, III Treasurer’s Office

		Laboratory Fees: Urine Exam - PHP 40.00 Stool Exam - PHP 40.00		
3.Proceed to the Laboratory and submit specimen (chest x – ray not available) Give Official Receipt	3. Validate Official Receipt Process required laboratory examinations 3.1 Instruct the client to wait for the result 3.2 Give the laboratory results	None	2 hours	Medical Technologist I MHO Office
4. proceed to Sanitary Inspector Present laboratory result for Sanitary permit issuance	4. Fill up Health card and sign appropriately Note: All results with abnormal laboratory findings shall be referred to a Physician for appropriate treatment prior to issuance of Health.	None	5 minutes	Midwife I (Designated Sanitary Inspector) MHO Office
TOTAL:		PHP 100.00	2 hours, 25 minutes	

5. HANDLING NORMAL SPONTANEOUS VAGINAL DELIVERIES

All pregnant mothers in labor pains who is 20-35 years old, gravida 2-4 with AOG of 37-40 weeks for all normal pregnant women.

Office or Section	Office of the Municipal Health Officer – Maco Lying - In			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	All normal pregnant mothers in labor pains who is 20-35 years old			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Current Community Tax Certificate issued within Maco.		Municipal Treasurer’s Office / Barangay Hall of the Thirty Seven (37) Barangay		
2. Mother and Baby’s Book		Barangay Health Station		
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>1. Proceed to Lying – In approach midwife on duty and present the mother’s prenatal Booklet, laboratory results and ultrasound</p> <p>1.1 Cooperate as per instruction and provide health information and other data needed</p>	<p>1. Assist/ Interview patient take vital signs,</p> <p>1.1 gathered information/past medical history/obstetrical history and other health information related to pregnancy</p>	None	15 minutes	Rural Health Midwife MHO Office
<p>2. Proceed to examination room</p>	<p>2. assist patient and perform abdominal palpitation and (IE) Internal Examination</p>	None	30 minutes	Rural Health Midwife MHO Office
<p>3. Proceed to Labor room Participate and cooperate during delivery</p>	<p>3. assist patient during delivery</p> <ul style="list-style-type: none"> • Monitor the progress of labor using partograph • Perform postpartum care • Essential newborn care 	None	Depends on the progress of labor	Rural Health Midwife MHO Office
<p>3.1 Proceed to Recovery room</p>	<p>3.1 Initiated breastfeeding</p> <ul style="list-style-type: none"> • check patient for vaginal bleeding • medication given • perform newborn screening test within 24 hours • Perform newborn hearing test 	None	24 hours	Rural Health Midwife MHO Office
<p>4. Proceed to MTO for NSVD obligation</p>	<p>4. Payment made</p>	PHP 3,750.00	5 minutes	Revenue Collection Clerk Treasurer’s Office
<p>4.1 May go Home after 24 hours</p>	<p>4.1 Advice for clinic visit after 7days Home care instruction given</p>	None	10 minutes	Rural Health Midwife MHO Office
TOTAL:		PHP 3,750.00	Depends on the progress of labor	

6. ISSUANCE OF MEDICAL CERTIFICATE

Issuance of Medical Certificate for employment and other health related purposes.

Office or Section	Office of the Municipal Health Officer – General Services Section			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Current Community Tax Certificate issued within Maco.		Municipal Treasurer’s Office / Barangay Hall of the Thirty Seven (37) Barangay.		
2. Issuance of Medical Certificate		Information Desk – Municipal Health Office.		
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach and inquire INFO counter where to avail the service.	1.1 Interview patient/client on purpose of medical certificate write patient/client data on logbook/ITR Get vital signs	None	5 minutes	Administrative Aide IV or Administrative Aide I MHO Office
1.2 Line of Consultation (1 st come 1 st serve)	1.2 Provide consultation and examination	None	20 minutes	Medical Officer I MHO Office
1.3 Proceed to the waiting area	1.3 Prepared/ encode the medical certificate Refer medical officer for signature	None	5minutes	Administrative Aide IV MHO Office or Administrative Aide I MHO Office or Medical Officer I MHO Office
2. Will receive and order of payment proceed to MTO for payment	2. Give an order of payment and instruct patient to pay the service fee	None	5 minutes	Administrative Aide IV MHO Office or Administrative Aide I MHO Office
2.1 Present the order of payment and pay indicated amount.	2.1 Accept the order of payment and indicated amount	PHP 100.00	5 minutes	Revenue Collection Clerk Treasurer’s Office
3. Received official receipt.	3. Give official receipt	None	2 minutes	Revenue Collection Clerk MHO Office
3.1 Present the official receipt	3.1 Verify official receipt			Administrative Aide IV MHO Office
3.2 Received approved medical certificate	3.2 Release the approved medical certification	None	1 minutes	Or Administrative Aide I MHO Office
TOTAL:		PHP 100.00	43 minutes	

7. ISSUANCE / SIGNING OF DEATH CERTIFICATE

Issuance and signing of death certificate to be used for burial and other legal purposes.

Office or Section	Office of the Municipal Health Officer – General Services Section			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	All constituents of Maco and Other			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Current Community Tax Certificate issued within Maco.		Municipal Treasurer’s Office / Barangay Hall of the Thirty Seven (37) Barangay.		
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach and inquire INFO counter where to avail the service.	1. Instruct the client to proceed to General Services Section.	None	2 minutes	Administrative Aide I MHO Office
1.1 Secure Death Certificate prepared by Civil registrar office	1.1 Accept and review the completeness of the data in the death certificate	None	2 minutes	Administrative Aide IV MHO Office Or Administrative Aide I MHO Office
1.2 Proceed to waiting area	1.2 Refer to Medical Officer for diagnose cause of death and signature Give an order of payment	None	10	Medical Officer I MHO Office or Administrative Aide IV MHO Office Or Administrative Aide I MHO Office
2. Pay the corresponding fee at the MTO	2. Collect payment and issue Official receipt	PHP 50.00	5 minutes	Revenue Collection Clerk I, II, III Treasurer’s Office
2.1 Received official receipt.	2.1 Give official receipt	None	2 minutes	Revenue Collection Clerk I, II, III Treasurer’s Office
3. Present the official receipt	3. Verify official receipt	None	5 minutes	Administrative Aide IV MHO Office Or Administrative Aide I MHO Office
3.1 Received Death certificate with complete diagnose cause of death and signature	3.1 Release the death certificate and logbook with diagnose cause of death 3.2 Advice client to go back civil registrar office for approve			
TOTAL:		PHP 50.00	16 minutes	

8. LABORATORY SERVICES

Conduct of Laboratory Examination such as Urine, Stool, Blood Typing and etc.

Office or Section		Office of the Municipal Health Officer – Laboraroty Section		
Classification		Simple		
Type of Transaction		G2C – Government to Client		
Who may Avail		All constituents of Maco and non - constituents.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Individual Treatment Record		Municipal Health Office		
2. Requisition Form		Municipal Health Office		
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE
1. Present ITR and laboratory request signed by the Doctor.	1.1 Accept laboratory request.	None	5 minutes	Medical Technologist / MHO Office
1.1 Receive necessary instructions depending on the requested examination.	1.1 Instruct patient according to the requested examination	None	5 minutes	Medical Technologist / MHO Office
1.2 Receive an order of payment and proceed to MTO for payment	1.2 Give an order of payment and instruct to proceed to MTO for payment.	None	5 minutes	Medical Technologist / MHO Office
	CLINICAL CHEMISTRY TEST			
	Serum Uric acid	PHP140.00	30 minutes	
	Serum Creatinine	PHP120.00	30 minutes	
	BUN	PHP 120.00	30 minutes	
	Cholesterol	PHP 130.00	1 hour	
	SGPT	PHP 150.00	1 hour	
	Lipid profile	PHP 500.00	1 hour	
	TRIGLYCERIDES	PHP 150.00	1 hour	
	HDL-Cholesterol	PHP 120.00	1 hour	
	FBS	PHP 100.00	4 hours	
	RBS	PHP 100.00	30 minutes	
	Complete blood chem.	PHP.1,000.00	6 hours	
	Sputum Exam (AFB)	PHP 100.00	3 hour/slide	
	CLINICAL MICROSCOPY TEST			
	Stool Exam (Fecalysis)	PHP 40.00	30 minutes	
	Urinalysis	PHP 40.00	30 minutes	
	Pregnancy test	PHP 120.00	10 minutes	
	HEMATOLOGY TEST			

	Compete Blood Count (CBC)	PHP 100.00	2 hours	
	Hemoglobin Determination	PHP40.00	30 minutes	
	Hematocrit	PHP 100.00	1 hour	
	Platelet Count	PHP 100.00	30 minutes	
	Blood Typing	PHP 100.00	30 minutes	
	BSMP	PHP40.00	1 hour	
2. Present the order of payment and pay the indicated amount. Get official receipt	2. Accepts Order of payment and indicated amounts give official receipt.	None	3 minutes	Revenue Collection Clerk Treasurer's Office
2.1 Present the Official receipt to the Laboratory Section.	2.1 Verify Official receipt	None	15 minutes	Medical Technologist / MHO Office
3. Proceed to the waiting area	3. Medical Technologist do the laboratory works and instruct client to wait the result	None	Depends on the requested laboratory examination	Medical Technologist / MHO Office
3.1 Receiving the laboratory results and to go back attending physician	3.1 Release the result and advise patient to go back attending physician for result evaluate laboratory result	None	1 minutes	Medical Technologist / MHO Office
TOTAL:		Depend on type of laboratory	Depend on type of laboratory	

9. MEDICAL CONSULTATIONS

General consultation

Office or Section	Office of the Municipal Health Officer – Doctor’s Section			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Current Community Tax Certificate issued within Maco		Municipal Treasurer’s Office / Barangay Hall of the Thirty Seven (37) Barangay.		
2. Individual Treatment Record (ITR)		Information Desk – Municipal Health Office.		
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Approach and inquire INFO counter where to avail the service	1. Advise the client to proceed to nursing services section	None	5 minutes	Administrative Aide I MHO Office
1.1 Proceed to nursing services section	1.1 Interview clients/patients on purpose of consultation 1.2 Get vital signs to be recorded in individual treatment record (ITR) and refer the patient to the medical doctor	None	20 minutes	Nurse II MHO Office or Nurse III MHO Office
2. Proceed to Doctor's Room	2. seen and examine patient 2.1 request for some laboratory if needed 2.2 make proper diagnose 2.3 prescribe available meds.	None	30 minutes	Medical Officer I MHO Office
TOTAL:		None	55 minutes	

10. ROUTINE HEALTH, MEDICAL PROCEDURES
Perform health and medical procedures.

Office or Section	Office of the Municipal Health Officer – Nursing Services Section			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	All constituents of Maco.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Current Community Tax Certificate issued within Maco		Municipal Treasurer’s Office / BTO of the Thirty Seven (37) Barangay		
2. Individual Treatment Record (Referral / Prescription)		Rural Health Unit		
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Approach and inquire INFO counter where to avail the services	1. Instruct the client to proceed to nursing services section 2. Gather information from client 2.1 Assess clients need. 2.2 Refer to medical doctor for treatment and management	None	30 minutes	Administrative Aide I MHO Office or Nurse II MHO Office
TOTAL:		None	30 minutes	



**Office of the Municipal Social Welfare and
Development Officer
External Services**

1. ISSUANCE OF CERTIFICATE OF INDIGENCY OR IN CRISIS SITUATION

Issuance of Certificate of Indigency/In-crisis situation to all qualified resident of Maco.

Office or Section	Office of the Municipal Social Welfare and Development Officer			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	All qualified residents of Maco.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Medical Assistance				
• Barangay Certificate of Indigency/ In-Crisis Situation		Concerned Barangay		
• Medical Certificate or Certificate of Confinement.		Hospital/Clinic concerned		
2. Burial Assistance				
• Barangay Certificate of Indigency/In-Crisis Situation		Concerned Barangay		
• Death Certificate		City/Municipal Civil Registrar Office/PSA		
3. Shelter Assistance (Fire Victim & Calamity Assistance)				
• Barangay Certificate of Indigency/ In-Crisis Situation		Concerned Barangay		
• Incident Report		MDRRMO/Bureau of Fire		
• Photo on the incident/damages		Client		
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up the request Form.	1. Conduct Intake Interview and assessment and verify the completeness of the requirements.	None	5 minutes	Social Welfare Aide MSWDO Office
2. Sign the Log book.	2. Prepare the Certificate of Indigency/In-Crisis Situation Prepare the logbook and affix the client's signature.	None	15 minutes	Social Welfare Aide MSWDO Office
3. Proceed to waiting area.	3. Review, approve and sign the certificate.	None	5 minutes	MGDH/MSWDO MSWDO Office
4. Claim the certificate.	4. Release the certificate.	None	5 minutes	Social Welfare Aide MSWDO Office
TOTAL:		None	30 minutes	

2. ISSUANCE OF CERTIFICATION TO PERMIT THE MINOR TO TRAVEL WITHIN THE COUNTRY

Issuance of certification to permit the minor to travel within the country without the presence of the parent.

Office or Section	Office of the Municipal Social Welfare and Development Officer			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	All resident of Maco.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Certification		Concerned Barangay		
2. Affidavit of parental consent/guardian		Law Firm		
3. Certificate of Live Birth (minor)		City/Municipal Civil Registrar/PSA		
4. Community Tax - current		Municipal Treasurer's Office		
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up request form	1. Conduct Intake Interview and assessment And verify the completeness of requirements.	None	5 minutes	<i>Social Worker MSWDO Office</i>
2. Proceed to Municipal Treasurer's Office for payment.	2. Instruct the client to pay the PMOC certificate at the Municipal Treasurer's Office.	PHP 150.00	5 minutes	<i>Social Worker MSWDO Office</i>
3. Present official receipt.	3. Ask for official receipt from the MTO and prepare the certificate.	None	10 minutes	<i>Revenue Collection Clerk Treasurer's Office</i>
3.1 Proceed to waiting area.	3.1 Review, approve and sign the certificate.	None	5 minutes	<i>MGDH/MSWDO MSWDO Office</i>
4. Claim the certificate and sign the receive logbook.	4. Prepare the receive logbook and affix the client's signature and release the certificate.	None	5 minutes	<i>Social Worker MSWDO Office</i>
TOTAL:		PHP 150.00	30 minutes	

3. ISSUANCE OF SENIOR CITIZEN BOOKLET (Grocery and Medicine)

Issuance of SC Booklet to all elders of Maco.

Office or Section	Office of the Municipal Social Welfare and Development Officer			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	All Elders of Maco.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Community Tax Certificate - current		Municipal Treasurer’s Office		
2. ID Picture 1pc - 2x2 picture		Client		
3. Certificate of Live Birth		City/Municipal Civil Registrar Office/PSA		
4. Confirmation of membership of BASCA president		Barangay Senior Citizen Association (BASCA) President		
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up request form	1. Conduct Intake Interview and assessment and verify the completeness of requirements.	None	5 minutes	Social Welfare Aide MSWDO Office
2. Proceed to the waiting area.	2. Review and approve the Senior Citizen Booklet	None	5 minutes	MGDH/MSWDO MSWDO Office
3. Claim the Booklet and sign the receive logbook.	3. Prepare the receive logbook and affix the client’s signature and release the Senior Citizen Booklet	None	5 minutes	Social Welfare Aide MSWDO Office
TOTAL:		None	15 minutes	

4. ISSUANCE OF SENIOR CITIZEN ID

Issuance of Senior Citizen ID to all elders of Maco.

Office or Section	Office of the Municipal Social Welfare and Development Officer			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	All Elders of Maco.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Community Tax Certificate - current		Municipal Treasurer’s Office		
2. ID Picture 1pc - 1x1 picture 1pc - 2x2 picture		Client		
3. Certificate of Live Birth		City/Municipal Civil Registrar Office/PSA		
4. Confirmation of membership of BASCA president		Barangay Senior Citizen Association (BASCA) President		
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Fill-up request form.	1. Conduct Intake Interview and assessment and verify the completeness of requirements.	None	5 minutes	Social Welfare Aide MSWDO Office
2. Fill-up the application form.	2. Provide application. 2.1 Assist the Senior Citizen to fill-up the form. 2.2 Prepare the Senior Citizen ID.	None	15 minutes	Social Welfare Aide MSWDO Office
3. Proceed to the waiting area.	3. Review and approve the Senior Citizen ID.	None	5 minutes	MGDH/MSWDO MSWDO Office
4. Claim the ID and sign the receive logbook.	4. Prepare the receive logbook and affix the client's signature and release the Senior Citizen ID.	None	5 minutes	Social Welfare Aide MSWDO Office
TOTAL:		None	30 minutes	

5. ISSUANCE OF PERSON WITH DISABILITY BOOKLET

Issuance of Booklet to all PWD of Maco.

Office or Section	Office of the Municipal Social Welfare and Development Officer			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	All Person with Disability (PWD) of Maco.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Community Tax Certificate - current		Municipal Treasurer's Office		
2. Person with Disability (PWD)		Municipal Social Welfare and Development Officer		
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up request form.	1. Conduct Intake Interview and Assessment, verify the completeness of requirements and prepare the booklet.	None	5 minutes	Administrative Aide MSWDO Office
2. Proceed to the waiting area.	2. Review, approve and sign the Person with Disability (PWD) booklet.	None	5 minutes	MGDH/MSWDO MSWDO Office

3. Claim the booklet and sign the receive logbook.	3. Prepare the receive logbook and affix the client's signature and release the booklet.	None	5 minutes	Administrative Aide MSWDO Office
TOTAL:		None	15 minutes	

6. ISSUANCE OF PERSON WITH DISABILITY (PWD) ID

Issuance of ID to all person with disability of Maco.

Office or Section	Office of the Municipal Social Welfare and Development Officer			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	All Person with Disability (PWD) of Maco.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Community Tax Certificate - current		Municipal Treasurer's Office		
2. ID Picture 1pc - 1x1 picture 1pc - 2x2 picture		Client		
3. Certificate of Live Birth		City/Municipal Civil Registrar Office/PSA		
4. Certificate of Disability		Municipal Health Office		
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up request form	1. Conduct Intake Interview and assessment and verify the completeness of requirements.	None	5 minutes	Administrative Aide MSWDO Office
2. Fill-up the application form	2. Provide application. 2.1 Assist the PWD to fill-up the form 2.2 Prepare the Person with Disability (PWD) ID.	None	15 minutes	Administrative Aide MSWDO Office
3. Proceed to the waiting area	3. Review and approve the PWD ID	None	5 minutes	MGDH/MSWDO MSWDO Office
4. Claim the Person with Disability (PWD) ID and sign the receive logbook.	4. Prepare the receive logbook and affix the client's signature and release the Person with Disability (PWD) ID.	None	5 minutes	Administrative Aide MSWDO Office
TOTAL:		None	30 minutes	

7. ISSUANCE OF PRE-MARRIAGE ORIENTATION AND COUNSELING CERTIFICATE

Issuance of PMOC certificate to all couple applying for marriage license.

Office or Section	Office of the Municipal Social Welfare and Development Officer			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	All couple applying for marriage license.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Community Tax Certificate - current		Municipal Treasurer’s Office		
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up request form.	1. Conduct Intake Interview and assessment and verify the completeness of requirements.	None	5 minutes	PMOC Secretariat MSWDO Office
2. Proceed to Municipal Treasurer’s Office for payment.	2. Instruct the client to pay the PMOC/PMC certificate at the Municipal Treasurer’s Office.	a. Special PMOC/ PMC - PHP 1,000.00 b. Special PMOC/ PMC (foreigner) - PHP 1,500.00 c. Regular PMOC/ PMC - PHP 500.00 d. Kasalan PMOC/ PMC - PHP 300.00	10 minutes	Revenue Collection Clerk Treasurer’s Office
3. Present the official receipt.	3. Ask for the official receipt from MTO.	None	3 minutes	PMOC/ PMC Secretariat MSWDO Office
3.1 Participate on the PMOC seminar.	3.1 Conduct PMOC/ PMC seminar.	None	4 hours	PMOC/PMC Counselors MSWDO Office
4. Proceed to waiting area.	4. Review, approve and sign the certificate.	None	5 minutes	PMOC/PMC Counselors MSWDO Office
4.1 Claim the certificate and sign the receive logbook.	4.1 Prepare the receive logbook and affix the client’s signature	None	5 minutes	PMOC/ PMC Secretariat MSWDO Office

	and release the certificate.			
	TOTAL:	Special = 1,000 Special (Foreigner) = 1,500 Regular = 500 Kasalan = 300	4 hours and 28 minutes	

8. ISSUANCE OF SOCIAL CASE STUDY REPORT

Issuance of Social Case Study Report to all qualified resident of Maco.

Office or Section	Office of the Municipal Social Welfare and Development Officer			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	All qualified residents of Maco.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Medical Assistance				
• Barangay Certificate of Indigency/ In-Crisis Situation		Concerned Barangay		
• Medical Certificate or Certificate of Confinement.		Hospital/Clinic concerned		
2. Burial Assistance				
• Barangay Certificate of Indigency/In-Crisis Situation		Concerned Barangay		
• Death Certificate		City/Municipal Civil Registrar Office/PSA		
3. Shelter Assistance (Fire Victim & Calamity Assistance)				
• Barangay Certificate of Indigency/ In-Crisis Situation		Concerned Barangay		
• Incident Report		MDRRMO/Bureau of Fire		
• Photo on the incident/damages		Client		
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up the request Form.	1. Assist to fill-up the request form and verify the completeness of the requirements.	None	5 minutes	Social Worker MSWDO Office
2. Sign the Intake Sheet Form	2. Conduct Intake Interview and assessment	None	5 minutes	Social Worker MSWDO Office
3. Wait after (3) days	3. Prepare the Social Case Study Report Review, approve and sign the Social Case Study Report.	None	3 days	Social Worker MSWDO Office

4. Claim the Social Case Study Report.	4. Release the Social Case Study Report.	None	5 minutes	Social Worker MSWDO Office
TOTAL:		None	3 days and 15 minutes	

9. ISSUANCE OF SOLO PARENT ID

Issuance of ID to all Solo Parent of Maco.

Office or Section	Office of the Municipal Social Welfare and Development Officer			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	All Solo Parent of Maco.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Certificate residency in the area		Concerned Barangay		
2. Documents/Evidence any of the following:				
• Death Certificate of spouse		City/Municipal Civil Registrar Office/PSA		
• Declaration of Nullity of Marriage		Law Firm		
• CENOMAR		City/Municipal Civil Registrar Office/PSA		
• Medical Certificate if incapacitated		Hospital/Clinic		
• Certificate of No Support/Contact for 1 year		Concerned Barangay		
3. Birth Certificate of the Child/Minor		Municipal Civil Registrar Office/PSA		
4. Income Tax Return		Bureau of Internal Revenue		
5. Barangay Certification indicating circumstances on one’s being a Solo Parent		Concerned Barangay		
6. 2 x 2 and 1 x 1 ID Picture 1 Piece each		Client		
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up request form	1. Conduct Intake Interview and completeness of requirements.	None	5 minutes	Administrative Aide MSWDO Office
2. Fill-up the application form	2. Provide application. 2.1 Assist the Solo Parent to fill-up the form	None	15 minutes	Administrative Aide MSWDO Office
3. Wait for 30 Days from filing	3. Conduct Assessment/ Evaluation	None	30 days	Social Welfare Officer / Social Worker
4. Claim the Solo Parent ID and sign the receive logbook.	4. Prepare the receive logbook and affix the client’s signature	None	5 minutes	Administrative Aide MSWDO Office

	and release the Solo Parent ID			
TOTAL:		None	30 Days and 25 minutes	

10. PROVISION OF FINANCIAL/ MEDICAL/ BURIAL/ EDUCATIONAL/ SHELTER ASSISTANCE

Process assistance to all qualified resident of Maco.

Office or Section	Office of the Municipal Social Welfare and Development Officer			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	All qualified residents of Maco.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Medical Assistance				
• Barangay Certificate of Indigency/ In-Crisis Situation		Concerned Barangay		
• Medical Certificate or Certificate of Confinement		Hospital/Clinic		
2. Paupers Burial Assistance				
• Barangay Certificate of Indigency/ In-Crisis Situation		Concerned Barangay		
• Death Certificate		City/Municipal Civil Registrar Office/PSA		
3. Educational Assistance				
• Barangay Certificate of Indigency/ In-Crisis Situation		Concerned Barangay		
• Statement of Account		School		
4. Shelter Assistance (Fire Victim & Calamity Assistance				
• Barangay Certificate of Indigency/ In-Crisis Situation		Concerned Barangay		
• Incident Report		MDRRMO/Bureau of Fire		
• Photo on the incident/damages		Client		
5. Financial Assistance (Balik Probinsiya Program)				
• Barangay Certification		Concerned Barangay		
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up the request form	1. Conduct Intake Interview and assessment and verify the completeness of the requirements.	None	5 minutes	Social Welfare Aide MSWDO Office
2. Signing of Intake Sheet Form and Log book	2. Prepare the documents needed; a. Certificate of Eligibility b. Intake Sheet Form	None	15 minutes	Social Welfare Aide MSWDO Office

	c. Log book			
3. Proceed to the waiting area	3. Review, approve and sign the attached documents	None	5 minutes	MGDH/MSWDO MSWDO Office
4. Receive the documents and proceed to Mayor's Office	Release the documents to the client and instruct the client to proceed to Mayor's Office	None	5 minutes	Social Welfare Aide MSWDO Office
TOTAL:		None	30 minutes	



Office of the Municipal Agriculturist External Services

1. ISSUANCE OF SHIPPING PERMIT FOR CROPS AND LIVESTOCK

Issued permit to transport small and/or large animals and plants.

Office or Section	Office of the Municipal Agriculturist			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	Any requesting party who wish to transport crops or animals.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Current Community Tax Certificate		Office of the Municipal Treasurer		
2. Barangay Clearance		Concerned BLGU		
3. Official receipt of permit to transport		Office of the Municipal Treasurer		
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up the request form.	1. Interview the customer, record all the information and advice to proceed to responsible personnel/ Agricultural Technician	None	5 minutes	Agricultural Technician Agriculturist Office or Administrative Aide IV Agriculturist Office or Bookbinder Agriculturist Office
2. Proceed to concerned personnel that can provide the services requested	2. Inspect the livestock/poultry, fish and plants	None	30 minutes	Agricultural Technician Agriculturist Office
3. Pay the required fees at Municipal Treasurer’s Office. *Make sure to secure Official Receipt that will be issued upon payment.	3. Accept the Payment for permit to transport fee. 2.1 Issue Official Receipt.	PHP 150.00	10 minutes	Revenue Collection Clerk Agriculturist Office
4. Return to Municipal Agriculturist Office and present official receipt to receiving/ releasing clerk.	4. Prepare the permit	None	5 minutes	Agricultural Technician Agriculturist Office
	4.1 Approve the permit	None	3 minutes	MGDH/MAGRO Agriculturist Office
	4.2 Release the permit to transport	None	2 minutes	Agricultural Technician Agriculturist Office
4.3 Receive the approved permit to transport	4.3 Release the approved permit to transport	None	5 minutes	Livestock Technician Agriculturist Office or Livestock Inspector Agriculturist Office
TOTAL:		PHP 150.00	1 hour	

2. PREVENTION AND CONTROL OF POULTRY AND ANIMAL DISEASES AND PARASITES

The services covered are; a) Vaccinations like anti-rabies for dogs and hemosept for large ruminants; b) Deworming for all small and large animals; c) Vitamins A, D, and E for breeders especially those livestock for dispersal; d) Treatment like antibiotic for animals with fever, flu, etc. and Scourex for animals with diarrhea.

Office or Section	Office of the Municipal Agriculturist			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	Local Livestock and Poultry raisers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (2 copies)		Client Request Letter		
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up the request form	1. Interview the customer, record all the information and advice to proceed to Livestock Technician	None	5 minutes	Livestock Technician Agriculturist Office or Livestock Inspector Agriculturist Office
2. Proceed to Livestock Technician	2. Ask the details of services to be provided 2.1 Schedule for inspection and treatment/ vaccination	None	10 minutes	Livestock Technician Agriculturist Office or Livestock Inspector Agriculturist Office
3. Assist livestock inspector	3. Conduct actual animal examination and treatment/ vaccination	None	4 hours	Livestock Technician Agriculturist Office or Livestock Inspector Agriculturist Office
4. Sign the record book of AT as proof of the services rendered.	4. Keep the Logbook for Office records.	None	5 minutes	Livestock Technician Agriculturist Office or Livestock Inspector Agriculturist Office
TOTAL:		None	4 hours & 20 minutes	

3. SWINE UPGRADING

Provide Artificial Insemination (A.I.) for swine only.

Office or Section	Office of the Municipal Agriculturist			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	Local Swine raisers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (2 copies)		Client Request Letter		
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up the request form	1. Interview the customer, record all the information and advice to proceed to Livestock Technician	None	5 minutes	Livestock Technician Agriculturist Office or Livestock Inspector Agriculturist Office
2. Proceed to Livestock Technician	2. Ask the details of services to be provided 2.1 Schedule for inspection and treatment/ vaccination	None	5 minutes	Livestock Technician Agriculturist Office or Livestock Inspector Agriculturist Office
	2.2 Conduct heat examination	None	2 hours	Livestock Technician Agriculturist Office or Livestock Inspector Agriculturist Office
	2.3 Livestock inspector back to office and advise breeding center caretaker to get semen	None	5 minutes	Livestock Technician Agriculturist Office or Livestock Inspector Agriculturist Office
3. Assists livestock inspector	3. Conduct artificial insemination	None	2 hours	Livestock Technician Agriculturist Office or Livestock Inspector Agriculturist Office
4. Sign the record book of AT as proof of the services rendered.	4. Keep the Logbook for Office records.	None	5 minutes	Livestock Technician Agriculturist Office or Livestock Inspector Agriculturist Office
TOTAL:		None	4 hours & 20 minutes	

4. TECHNICAL ASSISTANCE TO FARMERS/FISHERMEN

Provide technical assistance to farmers, fishermen and anyone who are interested to learn new skills and knowledge on livestock, crop and fishery production.

Office or Section	Office of the Municipal Agriculturist			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	All interested constituents of Maco.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		Client Request Letter		
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up the request form.	1. Interview the customer, record all the information and advice to proceed to responsible personnel/ Agricultural Technician	None	10 minutes	Agricultural Technician Agriculturist Office
2. Proceed to concerned personnel that can provide the services requested	2. Conduct lectures as requested	None	1 hour	Agricultural Technician Agriculturist Office
. Sign the record book of AT as proof of the services rendered.	3. Keep the Logbook for Office records.	None	5 minutes	Agricultural Technician Agriculturist Office
TOTAL:		None	1 hour & 15 minutes	



**Office of the Municipal Environment and Natural
Resources Officer
External Services**

1. DISTRIBUTION OF FOREST TREE SEEDLINGS

Provision of forest tree seedlings to individual who is interested to plant trees.

Office or Section	Municipal Environment and Natural Resources Office			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	Anyone interested to plant trees within the municipality.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Certification (proof of the existence of area planted with trees)		Concerned Barangay		
2. Any proof of ownership over the land (Certificate of Stewardship Contract or Land Title).		Client should bring this instrument.		
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill - up request form and submit to MENRO.	1. Receive the request form and record it in the logbook.	None	5 minutes	Administrative Aide MENRO Office
2. Wait for the Approval and confirmation of the filed request.	2. Approved and confirm the availability of the seedlings.	None	5 minutes	MGDH/MENRO MENRO Office
3. Proceed to nursery for the withdrawal of seedlings.	3. Facilitate the distribution and withdrawal of seedlings.	None	10 minutes per 100 seedlings	EMS I MENRO Office or Laborer II MENRO Office or Administrative Aide MENRO Office
4. Receive the seedlings.	4. Record the number of seedlings distributed.	None	5 minutes	Administrative Aide MENRO Office
TOTAL:		None	25 minutes	

2. ISSUANCE OF CERTIFICATION FOR CARBON IMPOUNDING PLANT (CIP), BALLMILL AND TUNNEL OPERATION

Certification issued to Small Scale Mining Operators for regulation of their operation. from the CENRO.

Office or Section	Municipal Environment and Natural Resources Office		
Classification	Simple		
Type of Transaction	G2B – Government to Business Entity		
Who may Avail	CIP, Ball Mill and Tunnel Operators.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Barangay Clearance (as to residency)		Concerned Barangay	
2. Certification Fee		Office of the Municipal Treasurer	
3. Inspection Fee within shoreline Easterline Barangay/Masaralines			
4. Barangay Certification (as to location &		Concerned Barangay	

proof of ownership of CIP, Ballmill and Tunnel)				
5. Certification from the Cooperative (if area of operation is within the Minahang Bayan)		Coop Officials (Minahang Bayan)		
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill-up request form and submit letter request for inspection.	1.Receive the request form, acknowledge receipt of the letter request & record it in the logbook.	None	10 minutes	<i>Administrative Aide MENRO Office</i>
2. Undergo orientation and submit requirements for verification to the MENRO.	2. Conduct orientation and verification, re: location, land, business type and set schedule for site inspection.	None	15 minutes	<i>MGDH/MENRO MENRO Office</i>
2.1 Wait for the schedule date of the inspection.	2.1 Inform the client and Conduct actual site inspection.	None	6 hours	<i>Inspectorate Team MENRO Office or MGDH/MENRO MENRO Office or EMS I MENRO Office</i>
2.2 Ask the Certificate of Inspection.	2.2 Prepare the Certificate for Inspection.	None	10 minutes	<i>Administrative Aide MENRO Office</i>
3. Pay the required fees at Municipal Treasurer's Office by showing the Order of Payment. *Make sure to secure Official Receipt that will be issued upon payment.	3. Accept the Payment based on the Order of Payment 3.1 Issue Official Receipt	Certification Fee – P 75.00 Inspection Fee within Shorelines/ Easterlines – P 300.00 Masaralines – P 800.00	10 minutes	<i>Revenue Collection Clerk Treasurer's Office</i>
4. Back to MENRO Office and Present the Official Receipt and wait for the Approval of the Certification of Inspection.	4. Check the Official Receipt. 4.1 Approved the Certificate of Inspection to client.	None	5 minutes	<i>MGDH/MENRO MENRO Office</i>
TOTAL:		PHP 375.00 PHP 875.00	6 hours and 50 minutes	

3. ISSUANCE OF CERTIFICATION FOR PERMIT TO CUT PLANTED SPECIE

Certification issued to individual prior to application for a permit to cut planted tree specie from the CENRO.

Office or Section	Municipal Environment and Natural Resources Office			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	Anyone applying for a permit to cut trees within the municipality.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Barangay Clearance (as to residency)		Concerned Barangay		
2. Barangay Certification (proof of the existence of area planted with trees applied for cutting)		Concerned Barangay		
3. Latest Tax Clearance		Office of the Municipal Treasurer		
4. Any proof of ownership over the land (Certificate of Stewardship Contract or Land Title)		Client should bring this instrument.		
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill-up request form and submit to MENRO for inspection of trees to be cut.	1. Receive the request form, acknowledge receipt of the letter request & record it in the logbook.	None	10 minutes	Administrative Aide MENRO Office
	1.1 Inform the client about the services and its requirements.	None	10 minutes	Administrative Aide MENRO Office
2. Take note of the set schedule given by the MENRO	2. Set schedule in coordination with the DENR and MAGRO personnel if the trees to cut are fruit bearing trees and advise the client of the schedule of inspection	None	10 minutes	Administrative Aide MENRO Office
2.1 Wait for the result of the actual inspection.	2.1 Conduct actual site inspection and advice client on the result of the inspection.	None	6 hours	Inspectorate Team MENRO Office or MGDH/MENRO MENRO Office or EMS I MENRO Office

3. Pay the required fees at Municipal Treasurer's Office by showing the Order of Payment. *Make sure to secure Official Receipt that will be issued upon payment.	3. Accept the Payment based on the Order of Payment 3.1 Issue Official Receipt	Certification Fee – P 75.00 Inspection Fee within Shorelines/ Easterlines – P 300.00 Masaralines – P 800.00	10 minutes	Revenue Collection Clerk Treasurer's Office
4. Back to MENRO Office and Ask the Office in-charge to issue Certification after payment.	4. Check the Official Receipt and Prepare the certification and signed by the MENRO for endorsement by the Municipal Mayor.	None	10 minutes	Administrative Aide MENRO Office
4.1 Proceed to Mayor's Office to claim the endorsement.	4.1 Release the Certificate which approved by the Municipal Mayor.	None	5 minutes	Administrative Aide Mayor's Office
TOTAL:		PHP 375.00 PHP 875.00	6 hours and 55 minutes	



Office of the Municipal Engineer External Services

1. ISSUANCE OF BUILDING/ ELECTRICAL/ MECHANICAL/ PLUMBING PERMIT

Issuance of Building/Electrical/Mechanical/Plumbing Permit

Office or Section	Office of the Municipal Engineer			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	Any persons who want to get building/sanitary/plumbing permit for the construction structure within the jurisdiction of the municipality of Maco.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application of Building Permit Forms		Signed and Sealed by the Civil Engineer		
2. Standard Plan - 5 sets with 5 pcs. Blue print		Signed and Sealed by the Civil Engineer		
3. Building Estimate of Bill of Materials		Signed by the Civil Engineer		
4. Application of Plumbing Permit Form		Signed and Sealed by the Master Plumber		
5. Zonification Clearance		Municipal Planning Development Office		
6. Locational Clearance		Municipal Planning Development Office		
7. Fire Code Clearance		Bureau of Fire Office		
8. Authorization –if the applicant is not the landowner – duly notarized				
9. Deed of Sale/Subdivision plan – (If any)				
10. Service Contract		Signed by the Applicant/Accredited Electrician		
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present himself/herself to the application receiving area for checking of application and other documentary requirements.	1.Receives and checks application form and documentary requirement.	None	20 minutes	Building Inspector Engineering Office or Const. & Maint. Gen. Foreman Engineering Office or Electrician Foreman Engineering Office or Engineer II Engineering Office
2. Receives the return date claim stab.	2. If submission is complete, issue claim stab indicating the return date of applicant for status application.	None	* Standard processing time is 5 days and may vary in some cases up to 1 month.	Building Inspector Engineering Office or Const. & Maint. Gen. Foreman Engineering Office or Electrician Foreman Engineering Office or Engineer II Engineering Office

	2.1 If submission is incomplete, returns the application and documents to the applicant together with the compliant requirements sheet. (End of processing)	None	5 minutes	Building Inspector Engineering Office or Const. & Maint. Gen. Foreman Engineering Office or Electrician Foreman Engineering Office or Engineer II Engineering Office
3. Receive the order of payment to be paid at Treasurer's Office	3. Release order of payment to the applicant	Tariff of National Building Code of the Philippines attached at the back.	10 minutes	Revenue Collection Clerk Treasurer's Office
3.1 If paid, the applicant will sign the applicant logbook for signifying the issuance of official receipt.	3.1 Prepare the applicant logbook and control.	None	10 minutes	Municipal Engineer Engineering Office or Building Inspector Engineering Office or Const. & Maint. Gen. Foreman Engineering Office or Electrician Foreman Engineering Office or Engineer II Engineering Office
4. The applicant received the approved building permit and other documents upon receipt and validation of claim stab.	4. Request applicant to signed the OBO logbook, upon releasing of the approved building permit.	None	10 minutes	Municipal Engineer Engineering Office or Building Inspector Engineering Office or Const. & Maint. Gen. Foreman Engineering Office or Electrician Foreman Engineering Office or Engineer II Engineering Office
TOTAL:			55 minutes * Standard processing time is 5 days and may vary in	

		some cases up to 1 month.	
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2. ISSUANCE OF CERTIFICATE OF OCCUPANCY

Issuance of Certificate of Occupancy

Office or Section	Office of the Municipal Engineer			
Classification	Simple			
Type of Transaction	G2C-Transacting Public			
Who may Avail	Any persons who want to secure certificate of occupancy.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Building Completed (Approved Building Permit forms)		Office of the Municipal Engineer		
2. Application of Occupancy Form		Office of the Municipal Engineer		
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present himself/herself to the application receiving.	1.Receives and checks application form and documentary requirement.	None	20 minutes	Building Inspector Engineering Office or Const. & Maint. Gen. Foreman Engineering Office or Electrician Foreman Engineering Office or Engineer II Engineering Office
2. Receives the return date claim stab.	2.1 If submission is complete, issue claim stab indicating the return date of applicant for status application.	None	* Standard processing time is 5 days and may vary in some cases up to 1 month.	Building Inspector Engineering Office or Const. & Maint. Gen. Foreman Engineering Office or Electrician Foreman Engineering Office or Engineer II Engineering Office
	2.2 If submission is incomplete, returns the application and documents to the applicant together with the compliant requirements sheet. (End of processing)	None	5 minutes	Building Inspector Engineering Office or Const. & Maint. Gen. Foreman Engineering Office or Electrician Foreman Engineering Office or Engineer II Engineering Office

3. Receive the order of payment to be paid at Treasurer's Office	3. Release order of payment to the applicant	Tariff of National Building Code of the Philippines attached at the back.	10 minutes	Revenue Collection Clerk Treasurer's Office
3.1 If paid, the applicant will sign the applicant logbook for signifying the issuance of official receipt.	3.1 Prepare the applicant logbook and control.		10 minutes	Municipal Engineer Engineering Office or Building Inspector Engineering Office or Const. & Maint. Gen. Foreman Engineering Office or Electrician Foreman Engineering Office or Engineer II Engineering Office
4. The applicant received the approved certificate of occupancy and other documents upon receipt and validation of claim stab.	4. Request applicant to signed the OBO logbook, upon releasing of the approved Occupancy permit.		10 minutes	Municipal Engineer Engineering Office or Building Inspector Engineering Office or Const. & Maint. Gen. Foreman Engineering Office or Electrician Foreman Engineering Office or Engineer II Engineering Office
TOTAL:			55 minutes * Standard processing time is 5 days and may vary in some cases up to 1 month.	

3. ISSUANCE OF ELECTRICAL PERMIT (STANDARD PLAN)

Issuance of Electrical (standard plan) Mechanical Permit

Office or Section	Office of the Municipal Engineer			
Classification	Simple			
Type of Transaction	G2C-Transacting Public			
Who may Avail	Any persons who want to secure electrical permit (standard) within the jurisdiction of the municipality of Maco.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Land Title – 3 copies Xerox – Authenticated by the Registry of Deeds (If the original copy is not presented by our office).				
2. Tax Declaration - 3 copies xerox		Assessor's Office		
3. Tax Clearance		Treasurer's Office		
4. Standard Plan - 5 sets with 25 pcs. Blue print.				
a. Building Permit with Completion		Signed by the Civil Engineer		
b. Plumbing with Completion		Signed by the Master Plumber		
c. Electrical with Completion		Signed by the Private Electrical Engineer		
5. Building Estimated or Bills of Materials		Signed by the Civil Engineer		
6. Authorization - if the applicant is not the landowner – duly notarized				
7. Deed of Sale or Subdivision plan (if any)				
8. Zonification Clearance		Municipal Planning Development Office		
9. Locational Clearance		Municipal Planning Development Office		
10. Fire Code Clearance		Bureau of Fire		
11. Cedula		Municipal Treasurer's Office/Barangay Treasurer		
12. Site Development Plan		Signed by the Applicant		
13. Service Contract		Accredited Electrician		
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present himself/herself to the application receiving area for checking of application and other documentary requirements.	1.Receives and checks application form and documentary requirement	None	20 minutes	Building Inspector Engineering Office or Const. & Maint. Gen. Foreman Engineering Office or Electrician Foreman Engineering Office or Engineer II Engineering Office
2. Receives the return date claim stab	2.1 If submission is complete, issue claim stab indicating the return date of applicant for status application.	None	* Standard processing time is 5 days and may vary in some cases up to 1 month.	Building Inspector Engineering Office or Const. & Maint. Gen. Foreman Engineering Office or Electrician Foreman Engineering Office

				or Engineer II Engineering Office
	2.2 If submission is incomplete, returns the application and documents to the applicant together with the compliant requirements sheet. (End of processing)	None	5 minutes	Building Inspector Engineering Office or Const. & Maint. Gen. Foreman Engineering Office or Electrician Foreman Engineering Office or Engineer II Engineering Office
3. Receive the order of payment to be paid at Treasurer's Office	3. Release order of payment to the applicant	Tariff of National Building Code of the Philippines attached at the back.	10 minutes	Revenue Collection Clerk Treasurer's Office
3.1 If paid, the applicant will sign the applicant logbook for signifying the issuance of official receipt.	3.1 Prepare the applicant logbook and control.	None	10 minutes	Municipal Engineer Engineering Office or Building Inspector Engineering Office or Const. & Maint. Gen. Foreman Engineering Office or Electrician Foreman Engineering Office or Engineer II Engineering Office
4. The applicant received the approved building permit and other documents upon receipt and validation of claim stab.	4. Request applicant to signed the OBO logbook, upon releasing of the approved building permit.	None	10 minutes	Municipal Engineer Engineering Office or Building Inspector Engineering Office or Const. & Maint. Gen. Foreman Engineering Office or Electrician Foreman Engineering Office or Engineer II Engineering Office

TOTAL:		55 minutes * Standard processing time is 5 days and may vary in some cases up to 1 month.	
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4. ISSUANCE OF ELECTRICAL PERMIT (SUB-STANDARD PLAN)

Issuance of Electrical (Sub-standard plan) Mechanical Permit

Office or Section	Office of the Municipal Engineer			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	Any persons who want to secure Electrical permit (Sub-standard) for the construction structure within the jurisdiction of the municipality of Maco.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Land Title – 3 copies Xerox – Authenticated by the Registry of Deeds (If the original copy is not presented by our office.) / Approved survey		Signed and Sealed by the Civil/Geodetic Engineer		
2. Tax Declaration - 3 copies xerox		Municipal Assessor’s Office		
3. Tax Clearance		Municipal Treasurer’s Office		
4. Vicinity Map		Signed by landowner, Applicant and Barangay Captain		
5. Building Sketch-Scale (Front, Rear, Left, Right and Floor Plan)		Signed by the Applicant/Civil Engineer		
6. Building Application with completion		Signed by the Civil Engineer		
7. Building Estimates or Bills of Materials		Signed by the Civil Engineer		
8. Electrical Application, Completion & Lay-out		Signed by the Civil Engineer		
9. Authorization- if the applicant is not the landowner- duly notarized		Signed and Sealed by the Private Electrical Engineer		
10. Deed of Sale/Subdivision plan – (if any)				
11. Zonification Clearance		Municipal Planning Development Office		
12. Cedula		Municipal Treasurer’s Office/Barangay Treasurer		
13. Site Development Plan		Signed by the Applicant		
14. Barangay Clearance		Concerned Barangay		
15. Service Contract		Accredited Electrician		
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present himself/herself to the application receiving area for checking of application and other documentary requirements.	1.Receives and checks application form and documentary requirement	None	20 minutes	Building Inspector Engineering Office or Const. & Maint. Gen. Foreman Engineering Office or Electrician Foreman Engineering Office or Engineer II

				Engineering Office
2. Receives the return date claim stab	2.1 If submission is complete, issue claim stab indicating the return date of applicant for status application.	None	* Standard processing time is 5 days and may vary in some cases up to 1 month.	Building Inspector Engineering Office or Const. & Maint. Gen. Foreman Engineering Office or Electrician Foreman Engineering Office or Engineer II Engineering Office
	2.2 If submission is incomplete, returns the application and documents to the applicant together with the compliant requirements sheet. (End of processing)	None	5 minutes	Building Inspector Engineering Office or Const. & Maint. Gen. Foreman Engineering Office or Electrician Foreman Engineering Office or Engineer II Engineering Office
3. Receive the order of payment to be paid at Treasurer's Office	3. Release order of payment to the applicant	Tariff of National Building Code of the Philippines attached at the back.	10 minutes	Revenue Collection Clerk Treasurer's Office
3.1 If paid, the applicant will sign the applicant logbook for signifying the issuance of official receipt.	3.1 Prepare the applicant logbook and control.	None	10 minutes	Municipal Engineer Engineering Office or Building Inspector Engineering Office or Const. & Maint. Gen. Foreman Engineering Office or Electrician Foreman Engineering Office or Engineer II Engineering Office
4. The applicant received the approved building permit and other documents upon receipt	4. Request applicant to signed the OBO logbook, upon	None	10 minutes	Municipal Engineer Engineering Office or Building Inspector

and validation of claim stab.	releasing of the approved building permit.			Engineering Office or Const. & Maint. Gen. Foreman Engineering Office or Electrician Foreman Engineering Office or Engineer II Engineering Office
TOTAL:			55 minutes * Standard processing time is 5 days and may vary in some cases up to 1 month.	

5. ISSUANCE OF ELECTRICAL PERMIT (TEMPORARY-FORESTAL)

Issuance of Electrical Permit (Temporary-Forestal)

Office or Section	Office of the Municipal Engineer			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	Any persons who want to secure Electrical permit (Temporary-Forestal) for the construction structure within the jurisdiction of the municipality of Maco.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certification by the Barangay Captain – Certifies that the land is forestal.		Signed by the Barangay Captain		
2. Vicinity Map		Signed by the Applicant and Barangay Captain		
3. Building Sketch - Scale (Front, Rear, Left, Right and Floor Plan)		Signed by the Applicant		
4. Electrical Application, Completion, Lay-out & Temporary.		Signed by the Private Electrical Engineer		
5. Community Tax Certificate (Cedula)		Treasurer’s Office/ Barangay Treasurer		
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present himself/herself to the application receiving area for checking of application and other documentary requirements.	1.Receives and checks application form and documentary requirement	None	20 minutes	Building Inspector Engineering Office or Const. & Maint. Gen. Foreman Engineering Office or Electrician Foreman Engineering Office or Engineer II Engineering Office

2. Receives the return date claim stab	2.1 If submission is complete, issue claim stab indicating the return date of applicant for status application.	None	* Standard processing time is 5 days and may vary in some cases up to 1 month.	<i>Building Inspector Engineering Office or Const. & Maint. Gen. Foreman Engineering Office or Electrician Foreman Engineering Office or Engineer II Engineering Office</i>
	2.2 If submission is incomplete, returns the application and documents to the applicant together with the compliant requirements sheet. (End of processing)	None	5 minutes	<i>Building Inspector Engineering Office or Const. & Maint. Gen. Foreman Engineering Office or Electrician Foreman Engineering Office or Engineer II Engineering Office</i>
3. Receive the order of payment to be paid at Treasurer's Office	3. Release order of payment to the applicant	Tariff of National Building Code of the Philippines attached at the back.	10 minutes	<i>Revenue Collection Clerk Treasurer's Office</i>
3.1 If paid, the applicant will sign the applicant logbook for signifying the issuance of official receipt.	3.1 Prepare the applicant logbook and control.		10 minutes	<i>Municipal Engineer Engineering Office or Building Inspector Engineering Office or Const. & Maint. Gen. Foreman Engineering Office or Electrician Foreman Engineering Office or Engineer II Engineering Office</i>

4. The applicant received the approved temporary electrical permit and other documents upon receipt and validation of claim stab.	4. Request applicant to signed the OBO logbook, upon releasing of the approved temporary electrical permit.		10 minutes	Municipal Engineer Engineering Office or Building Inspector Engineering Office or Const. & Maint. Gen. Foreman Engineering Office or Electrician Foreman Engineering Office or Engineer II Engineering Office
TOTAL:			55 minutes * Standard processing time is 5 days and may vary in some cases up to 1 month.	

6. ISSUANCE OF ELECTRICAL PERMIT (TEMPORARY-PUBLIC LAND)

Issuance of Electrical Permit (Temporary- Public Land)

Office or Section	Office of the Municipal Engineer			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	Any persons who want to secure electrical (Temporary-Public land) permit within the jurisdiction of the municipality of Maco.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Waiver/Affidavit (Public land)		Signed by the Applicant and the Municipal Mayor		
2. Vicinity Map		Signed by the Applicant and Barangay Captain		
3. Building Sketch - Scale (Front, Rear, Left, Right and Floor Plan)		Signed by the Applicant		
4. Electrical Application, Completion, Lay-out & Temporary.		Signed by the Private Electrical Engineer		
5. Community Tax Certificate (Cedula)		Treasurer's Office/ Barangay Treasurer		
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present himself/herself to the application receiving area for checking of application and other documentary requirements.	1.Receives and checks application form and documentary requirement	None	20 minutes	Building Inspector Engineering Office or Const. & Maint. Gen. Foreman Engineering Office or Electrician Foreman Engineering Office or Engineer II Engineering Office

2. Receives the return date claim stab	2.1 If submission is complete, issue claim stab indicating the return date of applicant for status application.	None	* Standard processing time is 5 days and may vary in some cases up to 1 month.	<i>Building Inspector Engineering Office or Const. & Maint. Gen. Foreman Engineering Office or Electrician Foreman Engineering Office or Engineer II Engineering Office</i>
	2.2 If submission is incomplete, returns the application and documents to the applicant together with the compliant requirements sheet. (End of processing)	None	5 minutes	<i>Building Inspector Engineering Office or Const. & Maint. Gen. Foreman Engineering Office or Electrician Foreman Engineering Office or Engineer II Engineering Office</i>
3. Receive the order of payment to be paid at Treasurer's Office	3. Release order of payment to the applicant	Tariff of National Building Code of the Philippines attached at the back.	10 minutes	<i>Revenue Collection Clerk Treasurer's Office</i>
3.1 If paid, the applicant will sign the applicant logbook for signifying the issuance of official receipt.	3.1 Prepare the applicant logbook and control.		10 minutes	<i>Municipal Engineer Engineering Office or Building Inspector Engineering Office or Const. & Maint. Gen. Foreman Engineering Office or Electrician Foreman Engineering Office or Engineer II Engineering Office</i>

4. The applicant received the approved temporary electrical permit and other documents upon receipt and validation of claim stab.	4. Request applicant to signed the OBO logbook, upon releasing of the approved temporary electrical permit.		10 minutes	Municipal Engineer Engineering Office or Building Inspector Engineering Office or Const. & Maint. Gen. Foreman Engineering Office or Electrician Foreman Engineering Office or Engineer II Engineering Office
TOTAL:			55 minutes * Standard processing time is 5 days and may vary in some cases up to 1 month.	

7. ISSUANCE OF EQUIPMENT RENTAL REQUEST ORDER (ERRO)

Issuance of Equipment Rental Request Order to any person/establishments

Office or Section	Office of the Municipal Engineer (Motor pool Section)			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	Any person who wants to get aggregates.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form		Office of the Municipal Engineer – Motorpool Section		
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present himself/herself to the Motor pool personnel for interview.	1.1 Interview the client.	None	10 minutes	Administrative Aide Motor pool Supervisor Motor pool Office or Administrative Aide Motor pool Office or Administrative Aide
	1.2 Endorse to the Motor pool Supervisor for approval			
	1.3 If approved Serve ERRO and proceed to step 2.			
	1.4 If not approved or no equipment available (end of transaction).			
RENTAL RATE OF HEAVY EQUIPMENT				
Type Of Equipment	Bare Rental	Operated Rental	P/Hour	
SHANTUI DOZER	14,000/day	23,000/day	2,875.00	

CASE DOZER #2	14,000/day	23,000/day	2,875.00	
VOLVO LOADER	10,000/day	18,000/day	2,250.00	
VOLVO COMPACTOR	11,000/day	18,000/day	2,250.00	
VOLVO BACKHOE	12,000/day	20,000/day	2,500.00	
KOBELCO BACKHOE	15,000/day	25,000/day	3,125.00	
BACKHOE-LOADER	12,000/day	18,000/day	2,250.00	
VOLVO GRADER	12,500/day	17,500/day	2,187.50	
MANLIFT	3,700/day	5,500/day	687.50-2,750 minimum/hour	
SELFLOADER SJN505	11,000/day	18,500/day	2,312.50-9,250 minimum/ 4 hours	
SELFLOADER#2 NEW	13,000/day	20,000/day	2,500.00	
WATER TRUCK	2,500/day	3,500/day	437.50-1,750 minimum/ hour	
DUMPTRUCK 10W	7,000/day	14,000/day	1,750/hour	
a. Earth-fill	2,500/load			
b. Mix Sand	2,500/load			
c. Washed Sand	3,000/load			
DUMPTRUCK 6W	6,000/day	11,200/day	1,400/hour	
a. Earth-fill	1,500/day			
b. Mix Sand	1,500/load			
c. Wash Sand	1,900/load			
FARM TRACTOR	5,000/ hectares	7,500/ hectares	937.50/ hour	
PRIME MOVER		19,000	2,375/hr-9,500 minimum/ 4 hours	
2.Proceed to Treasurers Office for payment.	Issue Official Receipt.	* Varies in Equipment Rental Request Order (ERRO)	10 minutes	Revenue Collection Clerk Treasurer's Office
3. Proceed to Motor pool Office for control.	3.1Prepare the applicant logbook and control.	None	10 minutes	Administrative Aide Motor Pool Office
	3.2 Scheduling the date for the approved ERRO.			
TOTAL:		* Varies in Equipment Rental Request Order (ERRO)	30 minutes	

8. ISSUANCE OF FENCING PERMIT

Issuance of Fencing Permit

Office or Section	Office of the Municipal Engineer			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	Any persons who wants to secure fencing permit for the construction structure within the jurisdiction of the municipality of Maco.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Land Title – 3 copies Xerox – Authenticated by the Registry of Deeds (If the original copy is not presented by our office.) / Approved survey				
2. Standard Plan Signed and Sealed – 5 sets with 5 pcs. Blue print		Signed and Sealed by the Civil Engineer		
3. Application of Fencing Permit Forms		Signed by the Civil Engineer/Building Official		
4. Fencing Estimate of Bill of Materials		Signed by the Private Electrical Engineer		
5. Zonification Clearance		Municipal Planning Development Office		
6. Locational Clearance		Municipal Planning Development Office		
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present himself/herself to the application receiving area for checking of application and other documentary requirements.	1.Receives and checks application form and documentary requirement	None	20 minutes	Building Inspector Engineering Office or Const. & Maint. Gen. Foreman Engineering Office or Electrician Foreman Engineering Office or Engineer II Engineering Office
2. Receives the return date claim stab	2.1 If submission is complete, issue claim stab indicating the return date of applicant for status application.	None	* Standard processing time is 5 days and may vary in some cases up to 1 month.	Building Inspector Engineering Office or Const. & Maint. Gen. Foreman Engineering Office or Electrician Foreman Engineering Office or Engineer II Engineering Office

	2.2 If submission is incomplete, returns the application and documents to the applicant together with the compliant requirements sheet. (End of processing)	None	5 minutes	Building Inspector Engineering Office or Const. & Maint. Gen. Foreman Engineering Office or Electrician Foreman Engineering Office or Engineer II Engineering Office
3. Receive the order of payment to be paid at Treasurer's Office	3. Release order of payment to the applicant	Tariff of National Building Code of the Philippines attached at the back.	10 minutes	Revenue Collection Clerk Treasurer's Office
3.1 If paid, the applicant will sign the applicant logbook for signifying the issuance of official receipt.	3.1 Prepare the applicant logbook and control.		10 minutes	Municipal Engineer Engineering Office or Building Inspector Engineering Office or Const. & Maint. Gen. Foreman Engineering Office or Electrician Foreman Engineering Office or Engineer II Engineering Office
4. The applicant received the approved temporary electrical permit and other documents upon receipt and validation of claim stab.	4. Request applicant to signed the OBO logbook, upon releasing of the approved temporary electrical permit.		10 minutes	Municipal Engineer Engineering Office or Building Inspector Engineering Office or Const. & Maint. Gen. Foreman Engineering Office or Electrician Foreman Engineering Office or Engineer II Engineering Office
TOTAL:			55 minutes * Standard processing time is 5 days and may vary in some cases up to 1 month.	



Office of the Municipal Economic Enterprise Officer External Services

1. APPLICATION FOR LEASE OF CEMETERY NICHE

Application for lease of cemetery niches at Maco Public Cemetery.

Office or Section	Office of the Economic Enterprise			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	All residents of Maco who wants to lease niches at Maco Public Cemetery for their dead loved ones.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Community Tax Certificate - current		Office of the Municipal Treasurer		
2. Death Certificate		Owner's copy		
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply for lease of cemetery niche	1. Interview client and verify the required documents.	None	5 minutes	Administrative Aide EEO's Office
2. Pay the required fees by showing the Order of Payment. *Make sure to secure Official Receipt that will be issued upon payment.	2. Accept the Payment based on the Order of Payment and Issue Official Receipt	Tomb Niche P 4,300.00 Bone Niche P 2,500.00	5 minutes	Administrative Aide EEO's Office
3. Waiting time.	3. Print Cemetery Lease Contract in duplicate copies.	None	10 minutes	Administrative Aide EEO's Office
4. Signed the Cemetery Lease Contract.	4. Forward document to Economic Enterprise Manager for signature.	None	3 minutes	MGDH/EEO EEO's Office
	4.1 Mayor's Office for approval.	None	1 day	Municipal Mayor Mayor's Office
4.2 Receives the Cemetery Lease Contract.	4.2 Release the Cemetery Lease Contract to the client.	None	5 minutes	Administrative Aide EEO's Office
TOTAL:		PHP 4,300.00/ 2,500.00	1 day and 28 minutes	

2. APPLICATION FOR LEASE OF MARKET STALL

Application for lease of stall at Maco Public Market.

Office or Section	Office of the Economic Enterprise			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	All residents of Maco who wants to lease stall at Maco Public Market.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Community Tax Certificate - current		Office of the Municipal Treasurer		
2. Barangay Clearance		Owner's copy		
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply for lease of Market Stall	1. Interview client and verify the required documents.	None	5 minutes	Administrative Aide EEO's Office
2. Pay the required fees by showing the Order of Payment. *Make sure to secure Official Receipt that will be issued upon payment.	2. Accept the Payment based on the Order of Payment and Issue Official Receipt	Php 150.00	5 minutes	Administrative Aide EEO's Office
3. Waiting time.	3. Print Market Stall Lease Contract in duplicate copies.	None	10 minutes	Administrative Aide EEO's Office
4. Signed the Market Stall Lease Contract.	4. Forward document to Economic Enterprise Manager for signature.	None	3 minutes	MGDH/EEO EEO's Office
	4.1 Mayor's Office for approval.	None	1 day	Municipal Mayor Mayor's Office
4.2 Receives the Market Stall Lease Contract.	4.2 Release the Market Stall Lease Contract to the client.	None	5 minutes	Administrative Aide EEO's Office
TOTAL:		PHP 150.00	1 day and 28 minutes	

3. APPLICATION FOR WATER SERVICE CONNECTION

Application of water service connection by qualified applicants of Maco Waterworks System.

Office or Section	Office of the Economic Enterprise			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	All qualified residents and commercial establishments within the service area of Maco Waterworks System			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Community Tax Certificate - current		Office of the Municipal Treasurer		
2. Barangay Clearance		Concerned Barangay		
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply for water service connection and present the required documents.	1. Interview applicant then fill-up automated application form, Terms and Conditions and print in duplicate copies.	None	20 minutes	Administrative Aide EEO's Office
2. Signed the application form and Terms and Conditions.	2. Conduct ocular inspection and plot location sketch map then signed the inspection portion.	None	2 hours	Plumber EEO's Office
3. Waiting time.	3. Review application and signed recommending approval.	None	5 minutes	MGDH/EEO EEO's Office
	3.1 Forward application to Mayor's Office for approval.	None	1 day	Administrative Aide EEO's Office
4. Attend orientation seminar	4. Conduct orientation on Maco Waterworks policies.	None	45 minutes	MGDH/EEO EEO's Office
4.1 Pay the required fees by showing the Order of Payment. *Make sure to secure Official Receipt that will be issued upon payment.	4.1 Accept the Payment based on the Order of Payment and Issue Official Receipt	PHP 1,025.00	5 minutes	Administrative Aide EEO's Office

4.2. Signed the consent portion and received copy of approved application.	4.2. Tapping of water service connection.	None	4 hours	Plumber EEO's Office
TOTAL:		PHP 1,025.00	1 day, 7 hours and 15 minutes	

4. RENEWAL OF LEASE CONTRACT OF MARKET STALL

Renewal of Lease Contract to all renters of Public Market Stalls.

Office or Section	Office of the Economic Enterprise			
Classification	Simple			
Type of Transaction	G2C – Government to Business Entity			
Who may Avail	Renters of Maco Public Market Stalls			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Community Tax Certificate - current		Office of the Municipal Treasurer		
2. Barangay Clearance		Concerned Barangay		
3. Market Clearance		Office of the Economic Enterprise		
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply for renewal of Lease Contract of market stall.	1.Verify the required documents.	None	5 minutes	Administrative Aide EEO's Office
2. Pay the required fees by showing the Order of Payment. *Make sure to secure Official Receipt that will be issued upon payment.	2. Accept the Payment based on the Order of Payment and Issue Official Receipt	PHP 75.00	5 minutes	Administrative Aide EEO's Office
3. Waiting time.	3. Printing of Lease Contract in triplicate copies	None	10 minutes	Administrative Aide EEO's Office
	3.1 Forward documents to Economic Enterprise Manager for signature	None	3 minutes	MGDH/EEO EEO's Office
4. Receives the Lease Contract.	4. Release the Lease Contract to the client.	None	5 minutes	Administrative Aide EEO's Office
TOTAL:		PHP 75.00	28 minutes	



Office of the Maco de Oro College External Services

1. BORROWING/CHECK-OUT OF LIBRARY BOOKS

Borrowing/ Check-out pf library books

Office or Section	MDOC/ Library Section			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	Bona fide students of Maco de Oro College			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 1X1 ID Picture With White Background		Student		
2. Certificate of Registration/ COR		Student		
3. Borrowers Card		Library		
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the required documents for borrowing/returning of books.	1. The following documents were presented by the stakeholder to the Circulation Librarian when borrowing a material: validated ID/Certificate of Registration Form and accomplished book card.	None	5 minutes	College Librarian I Library Section
2. Go to the shelves and select the book that you want to borrow, and process at the circulation counter.	2. All transactions were recorded by the CL in the corresponding due date was indicated in the record.	None	5 minutes	College Librarian I Library Section
3. The client will get the processed book at the circulation counter	3. Librarian/ Library personnel will notify the client if the book/s ready for home use.	None	3 minutes	College Librarian I Library Section
TOTAL:		None	13 inutes	

2. ENTRANCE EXAMINATION

A test administered to aspiring first-year students.

Office or Section	MDOC/ Guidance and Counselling Section			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	Aspiring first-year students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Pre-registration form		College Registrar’s Office		
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure a pre-registration form at the Registrar’s Office.	1. Receive the form and encode the student’s personal details.	None	2 minutes	Guidance Personnel Guidance Section
2. Proceed to the testing room and wait for instructions.	2. Provide testing materials and give out instructions for the exam.	None	5 minutes	Guidance Personnel Guidance Section
2.1 Take the exam.	2.1 Monitor the exam.	None	2 hours	Guidance Personnel Guidance Section
3. Submit the test booklet and answer sheet.	3. Receive/ examine the testing materials.	None	1 minute	Guidance Personnel Guidance Section
3.1 Wait for the results.	3.1 Calculate/ assess the results and give examination certificate.	None	1 hour	Guidance Personnel Guidance Section
TOTAL:		None	3 hours, 8 minutes	

3. ENROLLMENT

The Registration

Office or Section	MDOC/ College Registrar Section			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	Aspiring first-year students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Report Card or Form 138 - Original Copy		Former School of the Applicant		
2. Good Moral Certificate – Original Copy		Former School of the Applicant		
3. Honorable Dismissal Certificate – Original Copy		Former School of the Applicant		
4. Transcript of Record (TOR)		Former School of the Applicant		
5. 2x2 I.D Picture with white background – 5pcs		Applicant		
6. PSA Birth Certificate-Original Copy		Applicant/Municipal Civil Registrar’s Office		
7. PSA Marriage Certificate (if married)- Original Copy		Applicant/Municipal Civil Registrar’s Office		

CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Upon completion of the requirements, student-applicant will proceed to the Registrar's Office for submission of original copies of Entrance Credentials and the result of the Entrance Examination.	1. Check the requirements submitted then give the Enrolment Form to the student-applicant.	None	5 minutes	College Registrar Registrar's Section
2. Fill out necessary forms provided by the Registrar's Office for the enrollment	2. Evaluate the forms submitted by the student-applicant	None	7 minutes	College Registrar Registrar's Section
2.1 Proceed to the Program Head for evaluation and subject advising	None	None	10 minutes	Program Head Program Head Office
3. Student-applicant will submit the Enrolment forms at the Registrar's Office	3. Encoding of student's registration and subjects	None	7 minutes	College Registrar Registrar's Section
3.1 Proceed to cashier's office for the initial payment	None	1,000.00 Php	7 minutes	College Registrar Registrar's Section
3.2 Student-applicant should submit the Official Receipt to the Registrar's Office	3.1 Upon receiving the Official Receipt issued by the Cashier's Office, the Certificate of Registration (COR) will be released to the student as proof that he/she has been officially enrolled for the semester.	None	7 minutes	College Registrar Registrar's Section
TOTAL:		PHP 1,000.00	43 minutes	

4. PRE-REGISTRATION

To schedule aspiring first-year students for the Entrance Examination.

Office or Section	MDOC/ College Registrar Section			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	Aspiring first-year students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Pre-registration Form		College Registrar’s Office		
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure a pre-registration form at the Registrar’s Office.	1. Give the student-applicant the pre-registration form and advise him/her to go to the Guidance Office for the Examination Schedule.	None	1 minute	College Registrar Registrar’s Section
TOTAL:		None	1 minute	

5. RELEASING OF DOCUMENTS

Bona fide students at Maco de Oro College can claim the requested academic credentials subject to the processing days per document.

Office or Section	MDOC/ College Registrar Section			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	Bona fide students of Maco de Oro College			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Claim Slip		Student-Applicant		
2. Authorization Letter (if claimed by any representative)		Student-Applicant		
3. Valid I.D of the student and the representative – Photocopy		Student-Applicant		
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Claim Slip to the Registrar’s Office. If in any case, the student has a representative, present Authorization Letter and photocopy of Valid I.D	1. Check the Claim Slip and release the document	None	7 minutes	College Registrar Registrar’s Section
TOTAL:		None	7 minutes	

6. REQUISITION OF DOCUMENTS

Bona fide students at Maco de Oro College can request any document related to his/ her academic credentials subject to the processing days per document.

Office or Section	Office of the Registrar			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	Bona fide students of Maco de Oro College			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Clearance Form		College Registrar’s Office		
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure a student clearance form from the Registrar’s Office.	1. Give the student a clearance form	None	1 minute	College Registrar Registrar’s Section
2. Student shall fill out and process the Clearance Form and submit it to the Registrar’s Office	2. Check the clearance form and give the Request Slip to the student	None	5 minutes	College Registrar Registrar’s Section
3. Student shall request the academic credentials	3. Check and approved the request slip then advise the student to pay for the fees at the cashier’s office	None	5 minutes	College Registrar Registrar’s Section
3.1 Proceed to the Cashier’s Office and present the approved Request Slip	None	Fees depend on what document he/she requested	7 minutes	Cashier Cashier’s Section
3.2 Proceed to the Registrar’s Office and present the Official Receipt and the Request Slip	3.2 Give the student the Claim Slip for his/her request	None	3 minutes	College Registrar Registrar’s Section
TOTAL:		Fees depend on what document he/ she requested	21 minutes	

7. RETURNING/ CHECK-IN OF LIBRARY BOOKS

Returning/ Check-in of library books

Office or Section	MDOC/ Library Section			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	Bona fide students of Maco de Oro College			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 1X1 ID Picture With White Background		Student		
2. Certificate of Registration/Cor		Student		
3. Borrowers Card		Library Section		
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the borrowed books at the circulation counter	1. The Circulation Librarian will check if the book/s are overdue	None	1 minute	College Librarian / Library Section
2. The client will get the notification slip.	2. Librarian/ Library personnel will notify the client if he/she has a pending overdue or penalty.	None	3 minutes	College Librarian / Library Section
TOTAL:		None	4 minutes	



**Office of the Municipal Disaster Risk Reduction
Management Officer
External Services**

1. AMBULANCE SERVICES

Response services/ mobilization of patients on any untoward incidents going to the nearest hospital.

Office or Section	Office of the Municipal Disaster Risk Reduction Management Officer			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. No Requirements		Office of the Municipal Disaster Risk Reduction Management Officer		
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Dial Emergency Hotline Numbers	1. Verify the Emergency through calls.	None	1 minute	MGDH/MDRRMO MDRRMO Office or Dispatcher MDRRMO Office
	2. If the call is legit: asked the caller What Happened, Location, How Many Persons Injured, Status of the Patient and Caller Information.	None	3 minutes	MGDH/MDRRMO MDRRMO Office or Dispatcher MDRRMO Office
	3. Dispatch for response.	None	2 minutes	Ambulance Driver MDRRMO Office or EMT MDRRMO Office or Responders MDRRMO Office
	4. Manage Patient if the Patient's status is Manageable "Stay and Play, if not Load and Go.	None	20 minutes * Depending on the patient's status	EMT MDRRMO Office or Responders MDRRMO Office
	5. Refer to the nearest hospital.	None	15 minutes	EMT MDRRMO Office or Responders MDRRMO Office
TOTAL:		None	41 minutes * Depending on the patient's status	

2. INCIDENT ASSESSMENT

Issuance of Incident Assessment Report to clients who’s in need of cash assistance on damaged properties.

Office or Section	Office of the Municipal Disaster Risk Reduction Management Officer			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	All qualified residents of Maco.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Certification of client		Office of the Municipal Disaster Risk Reduction Management Officer		
2. Assessment Report from concerned agencies.				
3. Picture of Incident (if available)				
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring the necessary requirements to Municipal Disaster Risk Reduction and Management Office.	1. Interview the Client.	None	10 minutes	Administrative Assistant II MDRRMO Office or Administrative Aide MDRRMO Office
2. Proceed to waiting area.	2. Encode and print the Incident Assessment Report.	None	10 minutes	Administrative Assistant II MDRRMO Office or Administrative Aide MDRRMO Office
	2.1 Sign the Documents.	None	2 minutes	MGDH/MDRRMO MDRRMO Office
3. Received the incident assessment.	3. Release the incident assessment to the client.	None	1 minute	Administrative Assistant II MDRRMO Office or Administrative Aide MDRRMO Office
TOTAL:		None	23 minutes	

Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback	<p>Answer the client feedback form and drop it at the designated drop box per Office concerned or scan the QR code per office concerned and answer it online via google forms.</p> <p>Contact Information: citizenscomplainsmaco@gmail.com</p>
How feedback are processed	<p>Every Friday, the focal of each office will consolidate and compiles and records all feedback submitted to HR office.</p> <p>Feedback requiring answer to the relevant offices will be required to answer within three (3) days of the receipt of the feedback copy furnished the HR Office.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups clients may contact the following mobile number: 0908-8206101 or email at citizenscomplainsmaco@gmail.com.</p>
How to file a complaint	<p>Answer the client Complaint Form and drop it at the designated drop box near the Public Assistance and Complaint Desk officer table at the Ground floor lobby area of the Municipal Hall Building.</p> <p>Complaints can also be filed via mobile phone.</p> <p>Make sure to provide the following information:</p> <ul style="list-style-type: none"> - Full name and contact information of the complainant - Name of person being complained - Narrative of the complain - Evidences <p>For inquiries and follow-ups clients may contact the following mobile number: 0908-8206101 or email at citizenscomplainsmaco@gmail.com.</p>
How complaints are processed	<p>The Complaints officer opens the complaints drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the Complaints officer shall start the investigation and forwarded the complaint to the relevant office of their explanation.</p> <p>The Complaints officer will create a report after the investigation and shall submit it to the Head of Agency for appropriate action.</p> <p>The Complaints officer will give the feedback to the client.</p> <p>For inquiries and follow-ups clients may contact the following mobile number: 0908-8206101.</p>
Contact Information of Presidential Complaint Center (PCC), Contact Center ng Bayan (CCB), HR Office	<p>E- mail add: citizenscomplainsmaco@gmail.com</p> <p>HR Office: 0908-8206101</p> <p>Presidential Complaint Center (PCC): pcc@malacanang.gov.ph 8888</p> <p>Contact Center ng Bayan (CCB): email@contactcenterngbayan.gov.ph</p>

List of Offices

Office	Address	Contact Information
Office of the Municipal Mayor	2 nd Floor Municipal Hall Main Building	09178661664/ 09177715810
Office of the Municipal Vice-Mayor	2 nd Floor Municipal Hall Main Building	09088206068
Office of the Sangguniang Bayan	2 nd Floor Municipal Hall Main Building	09088206068
Office of the Secretary to the Sangguniang Bayan	2 nd Floor Municipal Hall Main Building	09088206068
Office of the Municipal Administrator	2 nd Floor Municipal Hall Main Building	09989515924
Office of the Municipal Human Resource Management Officer	2 nd Floor Municipal Hall Main Building	09088206101
Office of the Municipal Tourism and Promotions Officer	Inside ABC Hall Building	09651072426
Office of the Municipal Planning & Development Coordinator	At the Back of the Municipal Hall Main Building	09178802516
Office of the Municipal Civil Registrar	1 st Floor Municipal Hall Main Building	09399235323
Office of the Municipal General Services Officer	At the Back of the Municipal Hall Main Building	09989710054
Office of the Municipal Budget Officer	1 st Floor Municipal Hall Main Building	09178586071
Office of the Municipal Accountant	1 st Floor Municipal Hall Main Building	09176374933/ (084) 810-0122
Office of the Municipal Treasurer	1 st Floor Municipal Hall Main Building	09088206070
Office of the Municipal Assessor	1 st Floor Municipal Hall Main Building	09171551864
Office of the Municipal Health Officer	Near in front of AOSR National High School, Binuangan, Maco	09451455053
Office of the Municipal Social Welfare & Development Officer	At the back of Covered Court Gym, Municipal Hall Ground	09388550188/ 09171381942
Office of the Municipal Agriculturist	At the back of Covered Court Gym, Municipal Hall Ground	09985392303/ 09487959783
Office of the Municipal Environment & Natural Resources Officer	At the back of Covered Court Gym, Municipal Hall Ground	09989700049/ 09090730311
Office of the Municipal Engineer	Ernand Compound, Binuangan, Maco	09175538367
Office of the Municipal Economic Enterprise Officer	2 nd Floor Maco Overland Transport Terminal, Poblacion	09985356144/ 09399244009
Office of the Maco de Oro College	Near the Maco Municipal Gymnasium	09688859832
Office of the Municipal Risk Reduction Management Officer	Ernand Compound, Binuangan, Maco	09058178059

ANNEX “B”

Public Assistance Form

PUBLIC ASSISTANCE FORM

Name of Complainant: _____	Date Filed: _____
Address: _____	
E-mail address: _____	Contact No.: _____

DATA PRIVACY STATEMENT	DATA PRIVACY CONTENT
<p>The Local Government Unit of Maco recognized its responsibilities under Republic Act No. 10173, also known as the Data Privacy Act (DPA) with respect to the data it collects, records, organizes, update, use, consolidate or destruct from the public. The personal data obtained is entered and stored within LGU – MACO authorized information and communication system and shall be accessed by LGU – MACO authorized personnel.</p> <p>The information collected and stored in LGU – MACO system shall only be used the following purposes:</p> <ol style="list-style-type: none"> 1. Evaluation of possible violation of RA 11032 and other laws; 2. Exercise of fact-finding investigation of LGU – MACO; 3. Reporting to other government agencies in case of referral; 4. Other actions necessary for the exercise of LGU – MACO mandate under the law. 	<p>I have read and understood the foregoing Data Privacy Statement and express my consent for LGU – MACO to collect, record, organize, update or modify, retrieve, use, consolidate, block, erase, or destruct my personal data as part of my information purpose above stated.</p> <p>I affirm my right to be informed, object to processing, access and rectify, suspend or withdraw my personal data, and be indemnified in case of damage pursuant to the provisions of Republic Act No. 10173 or Data Privacy Act 2012.</p> <p>_____</p> <p>Signature over printed name</p>

Office/ Department Complained of:	Government Official/ Employee Involved:

Nature of Complaint: *(Please check all that applies)*

- ☐ Failure to set-up the most current and updated Citizen’s Charter;
(Kabiguang I set-up ang pinakabago at updated na Citizens Charter);
- ☐ Violation of the Zero-Contact Policy;
(Paglabag sa Zero-Contact Policy);
- ☐ Failure or refusal to issue official receipts;
(Pagkabigo ug pagtanggap na mag-isyu ng mga opisyal na resibo);

- ☐ Selling, offering to sell, or recommending specific brands or fire extinguishers and other fire safety equipment to any applicant or requesting party or business entity by the Bureau of Fire Protection or any of its official or employees;
(Nagbebenta, nag-aalok upang magbenta, o magrekomenda ng mga tukoy na tatak or fire extenguishers at iba pang kagamitan sa kaligtasan ng sunog sa sinumang aplikante or humiling ng Partido o Samahan ng Negosyo ng Bureau of Fire Protection or alinman sa opisyal or empleyado nito);
 - ☐ Refusal to accept application or request with complete requirements being submitted by an applicant or requesting party without due cause;
(Ang pagtanggì na tanggapin ang aplikasyon o kahilingan na may kumpletong mga kinakailangan na isumite ng isang aplikante o humiling ng Partido nang walang angkop na kadahilanan);
 - ☐ Imposition of additional requirements other than those listed in the Citizen's Charter;
(Pagpataw ng mga karagdagang kinakailangan maliban sa nakalista sa Citizen's Charter);
 - ☐ Imposition of additional costs not reflected in the Citizen's Charter;
(Pagpataw ng mga karagdagang gastos na hindi nakasaad sa Citizen's Charter);
 - ☐ Failure to give the application or requesting party a written notice on the disapproval of an application or request;
(Ang kabiguang bigyan ang aplikante o humiling na Partido ng isang nakasulat na abiso sa hindi pagsang-ayon sa isang aplikasyon or kahilingan);
 - ☐ Failure to render government services within the prescribed processing time on any application or request without due cause;
(Pagkabigo na makapagbigay ng mga serbisyo ng gobyerno sa loob ng nakatakdang oras ng pagproseso sa anumang aplikasyon or kahilingan nang walang angkop na kadahilanan);
 - ☐ Failure to attend to applicants or requesting parties who are within the premises of the office or agency concerned prior to the end of official working hours and during lunch break;
(Ang kabiguan na dumalo sa mga aplikante or humiling ng mga Partido na nasa loob ng lugar ng tanggapan o ahensya na nababahala bago ang pagtatapos ng opisyal na oras ng pagtatrabaho at sa oras ng pahinga ng tanghalian);
 - ☐ Fixing and/ or collusion with fixers in consideration of economic and/ or other gain or advantage;
(Fixing at pakikipagsabwatan sa mga fixer kapalit upang isaalang-alang ang pang-ekonomiya o iba pang pakinabang or kalamangan) and
 - ☐ Other acts in violation of the provisions of RA No. 9485, as amended by RA No. 11032.
(Iba pang paglabag sa mga probisyon ng RA No. 9485, as amended by RA No. 11032)
-
-
-

Narration of Facts. Please state the events leading to the filling of this complaint.
(Pagsasalaysay ng mga pangyayari. Mangyaring sabihin ang mga kaganapan na humantong sa pagsampa ng iyong reklamo)



(Listahan ng mga dokumento na isinumite)

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- ☐ The above facts are not the subject of a pending case or complaint with any government agency.
(Ang mga pangyayari sa itaas ay hindi paksa ng isang nakabinbing kaso or reklamo sa anumang ahensya ng gobyerno)

- ☐ The above facts are the subject of a pending case or complaint with _____ with last known status as _____.
- (Ang mga pangyayari sa itaas ay paksa ng isang nakabinbing kaso or reklamo sana may huling status na)*

The allegations stated above are true and correct based on my personal knowledge or based on authentic documents and that this is not filed to harass any person complained of.

(Ang mga paratang na nabanggit sa itaas ay totoo at tama batay sa aking personal na kaalaman or batay sa mga tunay na dokumento at hindi ito isinampa upang manggulo o i-harras ang inirereklamo)

Signature over printed name

[illegible]

Complaints Officer: _____ Date Assigned: _____

Preliminary Evaluation:

☐ Complete in substance and in form _____

☐ For completion _____

Referred to CART on

☐ Conduct of Fact-finding investigation

☐ For issuance of Compliance Order

☐ For issuance of Request for Comment