



MUNICIPAL GOVERNMENT OF SAN VICENTE

CITIZEN'S CHARTER

LIST OF SERVICES

| | |
|---|----|
| LOCAL CIVIL REGISTRAR’S OFFICE | 6 |
| Registering Births and Issuance of Certificate of Live Birth | 6 |
| Registering Foundlings | 8 |
| Registering/Issuance of Death Certificates | 9 |
| Issuance of a Marriage License | 11 |
| Registering Marriage Certificates | 14 |
| Issuance of Certified True Transcriptions/Photocopies of Birth, Death and Marriage Certificates | 16 |
| Processing Petitions Under Republic Act 9048..... | 17 |
| Registration of Legal Instruments | 20 |
| Endorsement of Birth, Marriage and Death Certificate to PSA-OCRG | 22 |
| Registration of Court Orders | 24 |
| OFFICE OF THE SANGGUNIANG BAYAN SECRETARIAT | 26 |
| Issuance of Certified Copies of Legislative Documents, Certifications, Minutes, Affidavits, etc..... | 26 |
| MUNICIPAL AGRICULTURE OFFICE | 27 |
| Distribution of Vegetable Seeds..... | 27 |
| Anti-Rabies Vaccination..... | 28 |
| Conduct of Technical Assistance on The Monitoring, Prevention, Diagnosis, Treatment And Control of Animal Diseases..... | 29 |
| Conduct of Technical Assistance on The Identification Prevention and Control of Plant Pests and Diseases..... | 30 |
| Conduct Of Extension Services To Office Callers..... | 31 |
| Issuance Of Non-Objection Certificate..... | 32 |
| Issuance Of Certification..... | 33 |
| Conduct Of Farmers Registration In Registry System For Basic Sector In Agriculture..... | 34 |
| Conduct Of Technical Assistance On The Availment Of Palay Seeds And Fertilizer..... | 35 |
| Municipal Environmental and Natural Resource Office | 36 |
| Research/Interview Request..... | 36 |
| Waste to Goods Program..... | 37 |
| MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE | 39 |
| Issuance Of Certificate Of Indigency | 39 |
| Issuance Of Person With Disability Identification Card (Pwd Id And Purchase Booklet)..... | 40 |
| (Senior Citizen Id And Purchase Booklet) | 41 |
| Issuance Of Solo Parent Identification Card (Solo Parent Id) | 42 |
| Scholarship Program | 43 |
| Early Childhood Care And Development (Daycare Service) | 44 |
| Social Case Study Report..... | 45 |
| Philhealth Ng Masa..... | 46 |
| Violence Against Womens and Children | 47 |

| | |
|--|-----|
| Children In Conflict With The Law (CICL) | 48 |
| OFFICE OF THE MUNICIPAL ASSESSOR | 53 |
| Issuance Of Revised Tax Declarations | 55 |
| Issuance of a Certified Computer Print-out of the Tax Declaration | 56 |
| Provision of Re-Assessment / Revision / Cancellation of Assessment of Real Properties..... | 58 |
| Assessment of Newly Discovered Property (Land); Newly Constructed Building / Machineries and Issuance of updated Tax Declaration..... | 60 |
| Verification of History of Real Property Assessment / Tax Declaration | 62 |
| Verification of Property Location and Vicinity | 64 |
| MUNICIPAL HEALTH OFFICE | 67 |
| Provision Of Medical Consultation | 67 |
| Maternal/Child Health Care Service..... | 71 |
| Family Planning Services (Barangay Health Station) | 73 |
| Bemonc (San Vicente Birthing Home) | 76 |
| Issuance Of Medical Certificate / Medico Legal Certificate | 77 |
| Issuance Of Sanitary Permit | 80 |
| Issuance Of Health Certificate | 82 |
| Provision Of The National Tb Program | 84 |
| Provision Of The Leprosy Program..... | 86 |
| Availment Of Laboratory Services | 89 |
| Laboratory Services For Tb Patients | 93 |
| Availing Of New Born Screening..... | 95 |
| Availing Animal Bite Service | 97 |
| Adolescence Health Youth Development Program..... | 99 |
| MUNICIPAL TOURISM OFFICE | 101 |
| Research/Interview Request..... | 101 |
| Tour Coordination | 102 |
| Municipal Property and Supply Office | 104 |
| Receipt And Issuance Of Office Supplies & Equipment To Requesting Officer/End User Of Local Government Unit And Other Government Agencies/Entities..... | 104 |
| Rental Fee..... | 105 |
| Rentals on Real Property Owned by the Municipality | 106 |
| Municipal Treasurers Office | 109 |
| Collection of Business Tax..... | 109 |
| Collection of Community Tax Certificate (CTC)- Individual | 109 |
| Collection of Community Tax Certificate (CTC)- Corporation..... | 111 |
| Collection of Regulatory Fees and Charges | 112 |
| Collection of Real Property Taxes (RPT) | 113 |
| Issuance of Tax Clearance | 114 |
| Registration of Large Cattle | 116 |
| Transfer of Large Cattle | 117 |

| | |
|--|-----|
| Issuance of Treasury Certification..... | 118 |
| MUNICIPAL ENGINEERING OFFICE | 119 |
| Building Permits | 119 |
| Ancillary Permits | 118 |
| Accessory Permits | 119 |
| MUNICIPAL ACCOUNTING OFFICE | 152 |
| Issuance Of Certificate Of Premium Contribution And Or Certificate Of Loan Payment | 152 |
| BUSINESS PERMITS AND LICENSING OFFICE | 154 |
| Motorized Tricycle Operator’s Permit (MTOP) New or Renewal | 154 |
| Motorized Tricycle Operator’s Permit (Mtop) | 153 |
| Cessation of Business..... | 157 |
| Issuance Of Mayor’s Clearance | 158 |
| Issuance Of Business Permits | 160 |
| Permit On Hauling And Trucking Services | 167 |
| MUNICIPAL HUMAN RESOURCE OFFICE | 169 |
| Request for Issuance of Official Documents. | 169 |
| The Release Or Official Turn-Over Of 201..... | 170 |
| Feedback And Redress Mechanism | 173 |
| Complaint Mechanism | 173 |
| Feedback Form..... | 176 |
| Complaint Form | 176 |
| Directory of Frontline Services | 177 |

MANDATE

To serve primarily as a general-purpose government for the coordination of effective and efficient delivery of basic and regular governance of the inhabitants within its territorial jurisdiction.

VISION

San Vicente is a center for agriculture, sustainable agro-processing, eco-tourism and hydrothermal energy and the first walkable municipality in the province of Camarines Norte, where responsible and self-reliant men and women live and enjoy safe and quality life in an efficiently managed environment and community vested with rich heritage and culture under a transparent and innovative leadership.

MISSION

The Municipal Government shall spearhead the implementation of various development programs, projects and activities through people empowerment, efficient and effective utilization of resources, committed public servants with strong political will.

GOALS AND OBJECTIVES

1. Provide broader opportunities and increase particularly by the marginalized sector, to educational, health care, welfare and protective services and facilities
2. Increase agricultural productivity by the marginalized sector, to educational, health care, welfare and protective services and facilities.
3. Improve the efficiency of the local government to respond to the needs of the population
4. Promote the full participation of the citizens in the local development efforts.

SERVICE PLEDGE

We, the officials and employees of the Municipal Government of San Vicente, in upholding the dignity of efficient service to our constituents, pledge and commit to do our sworn duties as civil servants to the best of our abilities as embodied in this Citizens' Charter.

LOCAL CIVIL REGISTRAR’S OFFICE

Frontline Service

Registering Births and Issuance of Certificate of Live Birth

ABOUT THE SERVICE: The birth of a child shall be registered with in (30) days from the time of birth at the Office of the Civil Registrar of the city/municipality where the birth occurred.

| | | | | |
|---|--|---|------------------------|--|
| Office or Division: | Local Civil Registrar’s Office | | | |
| Classification | Simple | | | |
| Type of Transaction | G2C - Government to Citizen | | | |
| Who may avail | Parents/guardians/attendant at birth/hospital and clinic authorities and persons who have reached legal age but whose facts of births have not been reported at the Civil Registrar’s Office. | | | |
| Checklist of Requirements | | Where to Secure | | |
| 1. Accomplished MF Form No. 102 Certificate of Live Birth 2.Marriage Contract of parents (1 copy) 3. Affidavit of two disinterested persons 4. Affidavit of mother 5. Affidavit to use the surname of father (if parents are not married) 6. Baptismal Certificate 7. School Records (Elementary) | | Municipal Health Office Philippine Statistics Authority or personal file Municipal Civil Registrar Office Office of the Municipal Mayor/Notary Public Office of the Municipal Mayor/Notary Public Civil Registrar’s Office Church where baptism takes place Elementary Schools where the child study | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Secure information sheet, checklist of requirements and the accomplished MF Form 102 from MHO | 1. Received the MF Form 102 and review completeness of data in the form and requirements 2. Provide Registry Number and signs the birth certificate. 3. Record documents to registry books | None | 5 minutes | Municipal Civil Registrar/Registration Officer I |

| | | | | |
|--|---|---|------------|--|
| 2. Proceed to the designated payment window of the Municipal Treasury for payment. | 5. Received payment and issued Official Receipt | Php 100.00 For late registration 18yrs and above- 200.00 13 yrs.-17 yrs- 100.00 1yr-12 yrs 70.00 Less than 1 year 50.00 | 3 minutes | Revenue Collection Officer |
| 3.Claim the registered documents. | 7. Issues COLB and advise client to safe keep the original copy and photocopy document when needed. | | 1 minute | Municipal Civil Registrar/Registration Officer I |
| | Total: | | 10 minutes | |

Registering Foundlings

ABOUT THE SERVICE: A foundling is a deserted or abandoned infant/ child whose relatives are unknown or a child committed in an orphanage or similar institution and whose facts of birth and parentage are unknown.

The civil Registry Law provides that the registration of foundling in the city/municipality where the child was found shall be made by the finder/charitable institution within thirty (30) days from the date of finding/commitment of the child.

| | | | | |
|--|---|--|-----------------|---|
| Office or Division: | Local Civil Registrar's Office | | | |
| Classification | Simple | | | |
| Type of Transaction | G2C - Government to Citizen | | | |
| Who may avail | Finder or Charitable Institution | | | |
| Checklist of Requirements | | Where to Secure | | |
| <ul style="list-style-type: none">• Certificate of foundling (4 copies)• Affidavit of the finder (2 copies)• Certification of the barangay captain or police authority regarding the report made by the finder. (2 copies) | | Municipal Civil Registrar Notary Public Barangay where the child was found | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Inquire about the service, secure checklist of requirements at the Mun. Civil Registrar's office. | 1. Explains and gives briefing about the service and provides checklist to client and other instructions. | None | 10 minutes | Registration Office/Admin. Assistant Local Civil Registrar |
| 2. Submit the requirements for registration and provide the necessary information during the interview. | 2. Conducts interview and prepares Certificate of Foundling MCR signs the document | None | 10 minutes | Registration Office/Admin. Assistant Local Civil Registrar |
| 3. Wait for the release of the document. | 3. Records the document. | None | 5 minutes | Registration Office/Admin. Assistant |

| | | | | |
|--|------------------------------------|------|------------|--------------------------------------|
| 4. Claim registered Certificate of Foundling | 4. Issues Certificate of Foundling | None | 2 minutes | Registration Office/Admin. Assistant |
| | Total: | none | 27 minutes | |

Registering/Issuance of Death Certificates

ABOUT THE SERVICE: It shall be the responsibility of the nearest relative or spouse who has knowledge of the death to report the same within forty-eight (48) hours if the deceased died without medical assistance.

The Health Officer shall examine the deceased and shall certify as to the cause of death and direct the registration of death certificate to the Local Civil Registrar within the reglementary period of thirty (30) days.

| | | |
|---|--|-------------------------|
| Office or Division: | Local Civil Registrar’s Office | |
| Classification | Simple | |
| Type of Transaction | G2C - Government to Citizen | |
| Who may avail | Spouse/Children/Relatives of the deceased or the nearest kin or barangay official as the case may be | |
| Checklist of Requirements | | Where to Secure |
| a. If death occurred at home (on-time registration) <ul style="list-style-type: none"> Accomplished MF Form 103 Certificate of Death | | Municipal Health Office |

| | | | | |
|--|----------------|--|-----------------|--------------------|
| b. If death occurred in the hospital (on-time registration) <div> <input type="checkbox"/> Death Certificate prepared by the Municipal Health Center (4 copies) </div> | | Municipal Health Office where the deceased transpire | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |

| | | | | |
|---|---|---|------------|---|
| 1. Secure information sheet, checklist of requirements and the accomplished MF Form 103 from MHO | 1. Interviews client and reviews the completeness of filled-up information sheet. | None | 5 minutes | Registration Office/Admin. Assistant |
| 5. Pay the corresponding fees at the Mun. Treasurer's Office | 5. Issues official receipt | Php 500.00 Private Public Cemetery Php 200.00 Transfer Fee | 3 minutes | Revenue Officer/Collection Clerk |
| 6. Return to the Civil Registrar's Office and submit the death certificate and official receipt. Wait as the staff records the documents. | 6. Check for completeness, sign on the prepared certificate of death and received by the Civil Registrar. Records and assigns registry number to the Certificate of Death. | None | 10 minutes | Registration Office/Admin. Assistant Local Civil Registrar |
| 7. Claim the duly registered Death Certificate | 7. Issues the duly registered death certificate and records issuance. | None | 2 minutes | Registration Office/Admin. Assistant |
| | Total: | Php 500.00 Private Public Cemetery Php 200.00 Transfer Fee | 20 minutes | |

Issuance of a Marriage License

ABOUT THE SERVICE: Where a marriage license is required, each of the contracting parties shall file separate sworn application for such license with the proper local civil registrar of the place where either or both of the contracting parties reside.

The local civil registrar concerned shall enter all applications for marriage license filed in a registry book strictly in the order in which the same are received.

When the license is issued, the same shall be valid in any part of the Philippines for a period of one hundred twenty (120) days from the date of issue, and shall be deemed automatically cancelled at the expiration date of the said period if the contracting parties have not made use of it.

| | | | | |
|---|--|--|-----------------|--------------------|
| Office or Division: | Local Civil Registrar's Office | | | |
| Classification | Simple | | | |
| Type of Transaction | G2C - Government to Citizen | | | |
| Who may avail | A man and a woman, of legal age, and with no legal impediments to marry, who wish to enter into a special contract of permanent union for the establishment of conjugal family life. | | | |
| Checklist of Requirements | | Where to Secure | | |
| <ul style="list-style-type: none">Pre-marital Counseling Certificates (1 copy)Community tax certificate of applicants/parents/guardian who will sign the advice/consentBirth/Baptismal Certificates of contracting parties (1 copy each both party)Parental Consent (18-20) (2 copies) Parental advice (21-24) (2 copies) Certificate of No Marriage (CENOMAR) 18 yrs and above (1 copy each both party)Duly Notarized Affidavit of Marriage Between Man and Woman who have lived together as Husband and Wife for at least Five Years (if living in together for more than 5 years) Article 34 of the Family code (4 copies) | | Municipal Population Office | | |
| | | Office of the Municipal Treasurer's Office | | |
| | | Personal Copy/PSA/Church | | |
| | | Local Civil Registrar Local Civil Registrar Philippine Statistic Authority | | |
| | | Notary Public/Office of the Municipal Mayor | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |

| | | | | |
|---|---|---|------------|--------------------------------------|
| 1. Proceed to the Office of the Civil Registrar inquire about the service and secure checklist of requirements and information sheet. | 1. Explains and gives briefing about the service, issues information sheet and provides checklist to client and gives other instructions. 2. Prepare the Application for marriage license, Advice and Consent. 3. Instruct parties to go to MSWDO and MHO for pre-marriage counseling seminar (scheduled 2nd and last Tuesday of the month) | none | 30 minutes | Registration Office/Admin. Assistant |
| 2. Submit all the required documents and fill up the application form (both parties). Wait as the staff prepares the documents and give instructions. | 2. Reviews documents submitted. Issues order of payment form to MTO. | none | 5 minutes | Registration Office/Admin. Assistant |
| 3. Pay the corresponding fees at Municipal Treasurer's Office. | 3. Issues official receipt | Php 320.00 Application Fee Php 500.00 solemnization fee Issuance of Marriage Certificate 100.00 Cost of Form 20.00 Preparation of Marriage Certificate 100.00 | 10 minutes | Revenue Officer/Collection Clerk |

| | | | | |
|---|---|--|----------------------|--|
| | | Php 300.00 for the release of Marriage license | | |
| | | | | |
| 5. Return to the LCRO and present the official receipt to the staff and entrust all the required documents for the 10-day posting period. | 5. Receives and reviews documents for completeness. 5.1 Informs clients on the date of release of the marriage license. | none | 10 minutes | Registration Office/Admin. Assistant |
| 6. Return to LCRO as instructed and claim the marriage license. | 6. Review again the application for completeness. Prepares the marriage license, the MCR signs the license. Issues Marriage License. | None | 10 minutes | Registration Office/Admin. Assistant Local Civil Registrar |
| | Total: | Php 800.00 | 1 hour and 5 minutes | |

Registering Marriage Certificates

ABOUT THE SERVICE: In ordinary marriage, the time of submission of the Certificate of Marriage is within fifteen (15) days following the solemnization of marriage but in marriage exempt from license requirement, the prescribed period is thirty (30) days, at the place where the marriage was solemnized.

| | | | | |
|--|---|--|------------------------|--------------------------------------|
| Office or Division: Classification | Local Civil Registrar's Office | | | |
| | Simple | | | |
| Type of Transaction | G2C - Government to Citizen | | | |
| Who may avail | Secretaries of Parish Church | | | |
| | Court's Liaison officer | | | |
| | Local Chief's Executive's (mayor's staff) | | | |
| | Owners of the Document | | | |
| Checklist of Requirements | | Where to Secure | | |
| o Marriage Certificates (4 copies) | | Church/Office of the Mayor/Office of the Solemnizing Officer | | |
| o Photocopy of the Certificate to solemnize Marriage of the solemnizing Officer (for churches only) (1 copy) | | Philippine Statistic Office/Personal Copy of the Solemnizing Officer | | |
| o Notarized Permission and Approval of the Solemnizing Officer in case the Marriage is to be held outside the church/chapel or garden wedding (2 copies) | | Notary Public | | |
| o Sworn statement of the applicant duly notarized (for delayed registration) | | Notary Public | | |
| o Negative result from NSO (for delayed registration) (4 copies) | | Philippine Statistic Authority | | |
| o Old copy of the unregistered document (for delayed registration) (4 copies) | | Personal Copy | | |
| o Birth Certificate of Children showing the date of marriage (for delay registration) (4 copies) | | Personal Copy/Local Civil Registrar/Philippine Statistic Authority | | |
| o Affidavit of Delayed Registration | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Proceed to the Office of the Civil Registrar and submit duly | 1. Reviews for completeness and receives the documents. | none | 2 minutes | Registration Office/Admin. Assistant |

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| accomplished Marriage Certificate in quadruplicate copies and the photocopy of the Certificate to solemnize Marriage of the solemnizing Officer. | | | | |
| 2. Wait as the Mun. Civil Registrar signs the document. | 2. Signs the Certificate of Marriage, records the document and assigns registry number. | none | 5 minutes | Registration Office/Admin. Assistant |
| 3. Pay the corresponding fees at Municipal Treasurer's Office. | 3. Receive payment and issues official receipt | <p>For late registration</p> <p>18yrs and above- 200.00</p> <p>13 yrs.-17 yrs- 100.00</p> <p>1yr-12 yrs 70.00</p> <p>Less than 1 year 50.00</p> | 5 minutes | Revenue Officer/Collection Clerk |
| 4. Return to MCRO and present the official receipt. | 4. Informs the client of the date of release of the documents in compliance with the 10-day posting period. | | 2 minutes | Registration Office/Admin. Assistant |
| 5. Return to LCRO and claim the registered marriage Contract on the date scheduled. | <p>5. Signs the Certificate of Marriage, records the document and assigns registry number</p> <p>5.1 Issues the registered marriage contract.</p> | | 2 minutes | <p>Registration Office/Admin. Assistant</p> <p>Local Civil Registrar</p> |
| | Total: | | 16 minutes | |

Issuance of Certified True Transcriptions/Photocopies of Birth, Death and Marriage Certificates

ABOUT THE SERVICE: Civil registry documents such as birth, marriage and death certificates may be availed of by securing certified true transcription/photocopies from the office.

| | | | | |
|--|---|---|------------------------|---|
| Office or Division: | Local Civil Registrar's Office | | | |
| Classification | Simple | | | |
| Type of Transaction | G2C - Government to Citizen | | | |
| Who may avail | Owner or relatives of those whose births, deaths and marriages happened in the municipality of San Vicente, Camarines Norte | | | |
| Checklist of Requirements | | Where to Secure | | |
| Letter of Authorization (1 copy) ID (Xerox and Original) | | Owner of the document Owner of the document and representative | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Fill-out request form and submit to the receiving clerk or researcher | 1. Checks the availability of the document and informs client of the status of the requested document. | none | 5 minutes | Registration Office/Admin. Assistant |
| 2. Wait while the clerk checks the status of the document | 2. Photocopy the said document if available. Issues order of payment form and instruct client to pay fees. | none | 2 minutes | Registration Office/Admin. Assistant |
| 3. Pay the corresponding fees at the Municipal Treasurer's Office | 3. Issues official receipt | Php 280.00 | 3 minutes | Revenue Officer / Collection Clerk |
| 4. Return to MCRO and present the official receipt to the clerk/staff | 4. Records the official receipt and stamps the document. MCR will sign the document. | none | 2 minutes | Registration Office/Admin. Assistant Local Civil Registrar |
| 5. Claim the certified photocopy of the document. | 5. Issues document. | none | 2 minutes | Registration Office/Admin. Assistant |
| | Total: | Php 280.00 | 14 minutes | |

Processing Petitions Under Republic Act 9048 (Correction of Clerical Error and Change of Name or Nickname) and Republic Act 10172 (Correction of Clerical Error in the day and month (date of birth) and sex/gender in the COLB.

ABOUT THE SERVICE: Republic Act No. 9048 authorizes the city or municipal civil registrar or the consul general to correct a clerical or typographical error in an entry and/or change of first name or nickname in the civil register without need of a judicial order.

Republic Act No. 10172 authorizes the city/municipal civil registrar including the consul general, in accordance with the provisions of existing laws, to correct clerical or typographical errors in the day and month (date of birth) or sex of a person in the civil register of birth, without the need of judicial order.

An administrative remedy in nature, it is a departure from the usual judicial process in correcting clerical errors of changing an entry in civil registry documents. It is aimed at according petitioners an expeditious and cheaper way of correcting errors found in her/his record.

| | | |
|---------------------------|---|-----------------|
| Office or Division: | Local Civil Registrar’s Office | |
| Classification | Simple | |
| Type of Transaction | G2C - Government to Citizen | |
| Who may avail | Whether it is for correction of clerical or typographical error, or for change of first name, or change in gender and date of birth, the petition may be filed by a person of legal age who must have direct personal interest in the correction of the error or in the change of first name in the civil | |
| | register. (Document owner, owner’s spouse children, parents, brothers, sisters, and grandparents, guardian or any other person duly authorized by law or by the owner of the document.) | |
| Fees: | Correction of Clerical Error | Php1,000.00 |
| | Change of First Name/Gender/Date of Birth | Php3,000.00 |
| Checklist of Requirements | | Where to Secure |

| <ul style="list-style-type: none"> <input type="checkbox"/> Birth Certificate on Security Paper (2 copies) <input type="checkbox"/> Voter's Registration Record (2 copies) <input type="checkbox"/> Employment Record (2 copies) ▪ SSS/GSIS Record (2 copies) ▪ School Records/Diploma (2 copies) ▪ Driver's License (2 copies) ▪ NBI/Police Clearance (2 copies) ▪ Baptismal Certificate (2 copies) ▪ Marriage Certificate if married/parents (2 copies) ▪ Birth Certificate of brothers/sisters (2 copies) ▪ Current community tax certificate (1 copy) ▪ Affidavit of Non-employment of Certificate of employment and other documentary evidences (For Change of Name, Change of Sex/Gender and Date of Birth) (2 copies each) ▪ Newspaper clippings Publication – local newspaper for 2 consecutive weeks (For Change of Name, Change of Sex/Gender and Date of Birth) (2 copies) ▪ Duly notarized Special Power of Attorney (SPA) if the Petitioner is not the owner of the document (2 copies) | | <p>Philippine Statistic Authority</p> <p>COMELEC</p> <p>Agency concerned</p> <p>SSS/GSIS</p> <p>Personal Copy</p> <p>Personal Copy</p> <p>NBI/PNP</p> <p>Personal Copy/Church</p> <p>Personal Copy/LCR Concerned/PSA</p> <p>Personal Copy/LCR Concerned/PSA</p> <p>Municipal Treasurer's Office</p> <p>Notary Public</p> <p>Newspaper store</p> <p>Notary Public</p> | | |
|--|---|--|-----------------|--------------------------------------|
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Inquire about the service and secure checklist of requirements at LCRO. | 1. Gives a briefing about the service. | none | 20 minutes | Registration Office/Admin. Assistant |
| 2. Submit all the required documents and provide the necessary information during the interview. | 2. Reviews documents for completeness and undertakes an interview. | none | 10 minutes | Local Civil Registrar |
| 3. Wait as the Civil Registrar prepares the petition. | 3. Prepares the Application for Petition. Issues order of payment form and instruct client to pay fees. | none | 2 hours | Local Civil Registrar |

| | | | | |
|---|---|---------------------------|-----------------------|------------------------------------|
| 4. Pay the corresponding fee at Mun. Treasurer's Office | 4. Issues Official Receipt | Please see the fees above | 10 minutes | Revenue Officer / Collection Clerk |
| 5. Return to LCRO and submit the official receipt | 5. Informs client to follow-up after 2 weeks on the date of release of Certificate of Finality in conformity with the required ten days posting and five days for the decision. Submits to the PS Legal Office. | none | 5 minutes | Local Civil Registrar |
| 6. Return to the LCRO and follow-up results for the issuance of finality. | 6. Informs client on the date of release of certificate of finality. | none | 5 minutes | Local Civil Registrar |
| 7. If the Petition is affirmed by the Civil Registrar General. Return to LCRO to claim the certificate of finality. | 7. If Civil Registrar General affirms the petition, issues the certificate of finality, record sheet and annotated documents. | none | 30 minutes | Local Civil Registrar |
| 8. If the petition is impugned, file through the LCRO within 15 | 8. If the petition is impugned, receives the motion for | none | 30 minutes | Local Civil Registrar |
| days from the receipt of the Impugned Petition a motion for reconsideration to OCRG and wait for the approval of the impugned petition. | reconsideration and transmits to OCRG. | | | |
| | Total: | Please see the fees above | 1 hour and 50 minutes | |

Registration of Legal Instruments

ABOUT THE SERVICE: Similar to court orders/decrees, legal instruments are also registrable in the civil registrar where the birth certificate of the child is registered.

The following are considered legal instruments:

- Affidavit of Acknowledgement/Admission of paternity – a public document executed by the biological father establishing paternal relationship with the child.
- Legitimation – is a remedy by means of which those in fact were not born in wedlock and should, therefore, be considered illegitimate, are, by fiction, considered legitimate, it being supposed that they were born when their parents were already validly married.
- Affidavit to Use the Surname of the Father – under RA 9255, it is a public instrument executed by the father giving the child the privilege to use his surname.

| | |
|---------------------|--------------------------------|
| Office or Division: | Local Civil Registrar’s Office |
| Classification | Simple |
| Type of Transaction | G2C - Government to Citizen |

| | | |
|--|----------------------------------|-----------------|
| Who may avail | Parents of illegitimate children | |
| Checklist of Requirements | | Where to Secure |
| <input type="checkbox"/> Registered Certificate of Live Birth of the child (4 copies) | Philippine Statistic Authority | |
| <input type="checkbox"/> Duly notarized affidavit of acknowledgement/admission of paternity (4 copies) | Notary Public | |
| <input checked="" type="checkbox"/> Baptismal Certificate (4 copies) | Personal Copy/Church | |
| <input checked="" type="checkbox"/> Proof of paternal filiation (if the child is not acknowledged upon registration) (4 copies) | Personal Files | |
| <input checked="" type="checkbox"/> Duly notarized affidavit of legitimation executed by both parents (if Legitimation) (4 copies) | Notary Public | |
| <input checked="" type="checkbox"/> Marriage contract of parents (Legitimation) (4 copies) | Philippine Statistic Authority | |
| <input checked="" type="checkbox"/> Certificate of No Marriage Record (CENOMAR) to other person (Legitimation) (4 copies) | Philippine Statistic Authority | |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--|---|--|-----------------------|---|
| 1. Secure checklist of requirements at LCRO. | 1. Gives a briefing about the service. | none | 10 minutes | Registration Office/Admin. Assistant |
| 2. Submit requirements and provide the needed information during the interview. | 2. Reviews requirements and interviews the client. Issues order of payment form and instructs client to pay fees. | none | 5 minutes | Registration Office/Admin. Assistant |
| 3. Pay the corresponding fees at the Municipal Treasurer's Office. | 3. Issues official receipt | Certified Photocopy of documentsPhp 280.00 Registration of Legal Instrument Php 200.00 | 10 minutes | Revenue Officer / Clerk |
| 4. Return to LCRO and present the Official receipt. Wait as the staff/clerk annotated the documents. | 4. Annotates documents and records the documents and the official receipt. MCR signs the annotated documents. | | 10 minutes | Local Civil Registrar Registration Office/Admin. |
| | | | | Assistant |
| 5. Claim the annotated Certified Copies of the COLB of the child. | 5. Releases the annotated Certified copies of the COLB. | none | 2 minutes | Registration Office/Admin. Assistant |
| | Total: | Php 480.00 | 1 hour and 50 minutes | |

Endorsement of Birth, Marriage and Death Certificate to PSA-OCRG

ABOUT THE SERVICE: A document issued to client if they request for the Security Paper of their documents to National Statistics office but the result is negative or no record and the Office of the Municipal Civil Registrar or the person has the copy of the registered document. The Municipal Civil Registrar will issue the endorsement of the said document to the National Statistics Office.

| | | | | |
|--|--|---|-----------------|--------------------------------------|
| Office or Division: | Local Civil Registrar’s Office | | | |
| Classification | Simple | | | |
| Type of Transaction | G2C - Government to Citizen | | | |
| Who may avail | Relative or the person themselves whose record at National Statistics Office is negative. | | | |
| Checklist of Requirements | | Where to Secure | | |
| <input type="checkbox"/> Negative Result/Certification of the Documents (2 copies) <input type="checkbox"/> Registered Copy of the Documents (if available) (2 copies) | | Philippine Statistic Authority Personal Copy/Municipal Civil Registrar | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Inquire about the service and secure checklist of requirements. | 1. Gives a briefing about the service. | none | 5 minutes | Registration Office/Admin. Assistant |
| 2. Submit all the necessary documents and provide the needed information during the interview. | 2. Reviews the documents for completeness and prepares the endorsement paper. Issues order of payment form and instructs client to pay fees. | none | 5 minutes | Registration Office/Admin. Assistant |
| 3. Pay the corresponding fees at the Mun. Treasurer’s Office. | 3. Issues official receipt. | Php 100.00 Certified Copy | 10 minutes | Revenue Officer/Clerk |

| | | | | |
|--|--|------------|------------|--------------------------------------|
| 4. Return to LCRO and present the Official receipt | 4. Prepares documents and records the documents and the official receipt. Informs the client to mail the documents. | none | 5 minutes | Registration Office/Admin. Assistant |
| | Total: | Php 200.00 | 25 minutes | |

Registration of Court Orders

ABOUT THE SERVICE: All amendments in the civil registry entries requiring court orders should be registered within 30 days after finality of the court decision has been received.

| | | | | |
|---|---|---|-----------------|-----------------------|
| Office or Division: Classification Type of Transaction Who may avail | Local Civil Registrar's Office | | | |
| | Simple | | | |
| | G2C - Government to Citizen | | | |
| | Parents / guardians / relatives / parties or owner of the documents | | | |
| Checklist of Requirements | | Where to Secure | | |
| <ul style="list-style-type: none"> ▪ Certified True Copy of Court Decision (4copies) ▪ Certified True Copy of Certificate of Finality (4 copies) ▪ Certified True Copy of the Civil Registry Document to be amended (4 copies) ▪ Certification from the Civil Registry Office where the court is located (4 copies) ▪ Certificate of Authenticity (4 copies) | | Municipal/Regional Trial Court Municipal/Regional Trial Court Philippine Statistics Authority/Local Civil Registrar Municipal Civil Registrar where the court is located Municipal Civil Registrar where the court is located | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Inquire about the service. Secure checklist of requirements | 1. Gives briefing about the service. | none | 2 minutes | Registration Officer |
| 2. Submit all the needed documents. Provide information during the interview. | 2. Reviews the submitted documents for completeness, approves the documents for annotation, issues order of payment form and instruct client to pay fees. | none | 5 minutes | Registration Officer |
| 3. Pay the corresponding fees at the Mun. Treasurer's Office | 3. Issues official receipt | Php 1,000.00 | 10 minutes | Revenue Officer/Clerk |

| | | | | |
|--|--|-----------------|------------|---|
| 4. Return to LCRO and present the Official receipt. Wait as the staff records and annotates the documents. | 4. Records the Official Receipt and causes the annotation on the documents to be amended. The MCR signs the document | none | 10 minutes | Local Civil Registrar Registration Officer |
| 5. Claims the amended document. | 5. Releases, records and endorses the amended document to NSO-OCRG. Instructs client to claim the documents at PSA-Quezon City after 3 days. | none | 5 minutes | Registration Officer |
| | | Php 1,000.00 | 32 minutes | |

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OFFICE OF THE SANGGUNIANG B AYAN SECRETARIAT

Frontline Service

Issuance of Certified Copies of Legislative Documents, Certifications, Minutes, Affidavits, etc.

ABOUT THE SERVICE: Issuance of vital documents on the basis of resolutions and ordinances adopted and enacted which belong of right and benefits to the people, as well as the abstract of legislative appropriations authorized, and all such non-legislative nature such as concurrence of appointments, authorization and empowerment contracts, and the awarding of legislative franchise.

| | | | | |
|---|--|--|------------------------|--|
| Office or Division: Classification | Office of the Sangguniang Bayan Secretariat | | | |
| | Simple | | | |
| Type of Transaction | G2C - Government to Client | | | |
| Who may avail | Interested individuals, parties and clients | | | |
| Checklist of Requirements | | Where to Secure | | |
| 1. Letter-request 2. Proof of Payments | | From requesting individual/entity/office Municipal Treasury Office | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Present a letter-request 2. Pay, secure and present Official Receipt from Municipal Treasury Office | 1. Research and prepare the requested documents and ask the client to pay the fees due. 2. Acknowledge the Official Receipt from the MTO and release the requested documents. | As per assessment from the Municipal Treasury Office based on the Municipal Revenue Code | 5 minutes | Secretary to the SB LLSO II Private Secretary II |

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MUNICIPAL AGRICULTURE OFFICE

Frontline Services

DISTRIBUTION OF VEGETABLE SEEDS

ABOUT THE SERVICE: Food Always Available in the Home (FAITH) simply to ensure that farmers need not to buy their vegetable daily needs. The Local Government Unit in partnership with Office of the Provincial Agriculturist and the Department of Agriculture provides continues assistance by providing free vegetable seeds to our walk-in backyard vegetable raisers. Theses assorted vegetable seeds are in packet form (*repacked*) enough to cultivate in their backyards and container plants. Semi-commercial vegetable growers can also avail provided that they already have ready area to be planted subject to seeds availability and site validation.

| | | | | |
|--|--|-----------------|---------------------------------------|--|
| Office or Division: | Office of the Municipal Agricultural Officer | | | |
| Classification | Simple | | | |
| Type of Transaction | G2C - Government to Client G2G – Government to Government | | | |
| Who may avail | Walk-in Farmer Client Schools Coordinator Brgy Committee on Agriculture | | | |
| Checklist of Requirements | | Where to Secure | | |
| Personal appearance to the Office Letter requests | | Farmer clients | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| Request vegetable seeds at MAO Office | - Interview farmers | None | 3 minutes | MAO personnel |
| <i>In case for institution:</i> - Submit letter requests | Interview requesting institutions | None | 3 minutes | MAO personnel |
| - Received vegetable seeds - Signed at the logbook | Logbook quantity and kind of vegetable provided | None | 2 minutes | MAO personnel |
| <i>In case of semi-commercial farmers:</i> - Request vegetable seeds - Client must be RSBSA registered - Fill up CSF form | - Interview farmers - Validate area to be planted - Take photograph while giving vegetable seeds | None | 3 minutes 2 hours 2 minutes | MAO personnel in charge for High Value Crops |
| | Total: | | 5 minutes or 2 hours & 5 minutes | |

ANTI-RABIES VACCINATION

ABOUT THE SERVICE: Rabies is a deadly viral infection that is spread by infected animals caused by a rabies virus that infects the central nervous system. Rabies can be transferred by bites or scratches from rabid animal like dogs. Rabies has no cure but can be prevented through dog vaccination. Anti-rabies mass dog vaccination is scheduled on the requesting barangay to provide a system for the control, prevention of the spread and eventual eradication of human and animal rabies. In coordination and partnership with the Provincial Veterinary Office, every Wednesday is anti-rabies vaccination on the requesting barangay with the vaccinator from the ProVet and the anti-rabies vaccine from the MAO.

| | | | | |
|---|---|---------------------|----------------------|--------------------|
| Office or Division: | Office of the Municipal Agricultural Officer | | | |
| Classification | Simple | | | |
| Type of Transaction | G2G - Government to Government | | | |
| Who may avail | Barangay Council | | | |
| Checklist of Requirements | | Where to Secure | | |
| Letter request for the conduct of anti-rabies vaccination addressed to the Provincial Veterinary Office - Updated dog population inventory | | Requesting Barangay | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| Submit letter request to the MAO | - Endorse and transmit letter request to ProVet | none | 5 minutes | MAO |
| Wait for the vaccination schedule | - Coordinate schedule to Provet and requesting barangay - Ensure availability of vaccine | none | 5 minutes | MAO |
| Guide, Assist and provide meals for the vaccinators | Conduct house to house dog vaccination and profiling/recording | none | 1 day | Provet Vaccinators |
| | Total: | | 1 day and 10 minutes | |

CONDUCT OF TECHNICAL ASSISTANCE ON THE MONITORING, PREVENTION, DIAGNOSIS. TREATMENT AND CONTROL OF ANIMAL DISEASES

ABOUT THE SERVICE: Technical assistance on livestock and poultry are rendered to ensure and promote animal health as well as the owner’s welfare. These services include frequent farm household monitoring for vitamin supplementation, iron injection, castration, deworming, diagnosis and treatment of common diseases. Vaccination against hemorrhagic septicemia, hog cholera, & other common diseases is also conducted as preventive measures. This activity is in partnership with Provincial Veterinary Office.

| | | | | |
|---|--|--|--|--------------------|
| Office or Division: | Office of the Municipal Agricultural Officer | | | |
| Classification | Simple | | | |
| Type of Transaction | G2C - Government to Citizen | | | |
| Who may avail | Livestock and Poultry Farmers | | | |
| Checklist of Requirements | | Where to Secure | | |
| Basic information on farmers and subject animal | | Client | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| Report animal case at MAO Office | - Conduct interview to the farmer/caller | None | 3 minutes | MAO personnel |
| | - Conduct telephone referral to Provet personnel assigned in the municipality | None | 3 minutes | MAO personnel |
| For preventive: Wait for the Provet technician | - Provet conduct on-site animal diagnostic and treatment on the affected livestock and poultry | Cost of biologics; if none in MAO office | half day | Provet personnel |
| In case of emergency: Pick up ProVet Livestock personnel | - Respond to client’s request - Conduct animal treatment | Cost of biologics if none in MAO office | 2 hours | ProVet personnel |
| | Total: | | Half- day & 6 minutes or 2 hours & 6 minutes | |

CONDUCT OF TECHNICAL ASSISTANCE ON THE IDENTIFICATION PREVENTION AND CONTROL OF PLANT PESTS AND DISEASES

ABOUT THE SERVICE: Technical assistance on plant pests and diseases are rendered to ensure healthy crops for maximize production. These services include on-site field monitoring for plant inspection, analysis, and gathering of plant specimen; in case need of laboratory analysis. Proper crop care management including vine training and trimming, fertilizer recommendation, pest and disease identification and management, water management, maturity indices and also harvesting techniques.

| | | | | |
|---|--|-----------------|-----------------------------------|--------------------------------------|
| Office or Division: | Office of the Municipal Agricultural Officer | | | |
| Classification | Simple | | | |
| Type of Transaction | G2C - Government to Citizen | | | |
| Who may avail | Rice Farmers, Vegetable Farmers, Pineapple Farmers , Rootcrops Farmers and other Fruit-Bearing Trees Farmers | | | |
| Checklist of Requirements | | Where to Secure | | |
| Basic profile of farmers and information on the affected plants | | Client | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| Report plant pests / diseases at MAO Office | - Conduct interview to the farmer | None | 5 minutes | MAO personnel |
| | - Recommend control measures and management to farmers | None | 5 minutes | MAO personnel in charge of commodity |
| <i>In case in need of field inspection:</i> Assist the MAO personnel on their farm | - Conduct field visit/ on-site inspection and monitoring - Conduct plants pest/disease investigation and analysis - Recommend control measures and management to farmers | None | 2 hours | MAO Personnel in charge of commodity |
| | Total: | | 10 minutes or 2 hours & 5 minutes | |

CONDUCT OF EXTENSION SERVICES TO OFFICE CALLERS ON 4-BANNER PROGRAMS, ORGANIC, INLAND FISHERIES & MULTI-SECTORAL PROGRAM OF THE DEPARTMENT OF AGRICULTURE AND ITS ATTACHED AGENCIES:

ABOUT THE SERVICE: Due to devolution, Agricultural Extension Services was been handled now to the Agricultural Extension Workers of the LGU. This agri-extension service is an on-site activity which provided our farmer clienteles with different farming techniques and technologies with the aim of improving their production not only in crops but also in livestock and fisheries. It also includes farm home management and agricultural livelihood. On-site demo on food processing, crop productions, fertilizer concoctions and animal and fish feed formulation is also being undertaken.

| | | | | |
|--|--|-----------------|-------------------|--------------------|
| Office or Division: | Office of the Municipal Agricultural Officer | | | |
| Classification | Simple | | | |
| Type of Transaction | G2C - Government to Citizen | | | |
| Who may avail | 4H Club, RIC's; Farm Family, Rural-Based Organizations and Commodity Associations, | | | |
| Checklist of Requirements | | Where to Secure | | |
| Letter request for the requested services/ assistance | | Clients | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| - Submit letter request on the details of the services | - Received request and discuss the desired activity | None | 25 minutes | MAO personnel |
| | - Prepare activity proposal for logistical support | | 2 hours | |
| - Inform their members on the incoming activity | -Schedule the activity | None | 5 minutes | MAO personnel |
| - Ensure active participation of the members | Facilitate the conduct of the activity | none | 1 day | MAO personnel |
| | Total: | | 1 day & 2.5 hours | |

ISSUANCE OF NON-OBJECTION CERTIFICATE

ABOUT THE SERVICE: Non-Objection Certificate is pre-requisite prior the issuance of Certification Interposes No Objection from the Municipal Mayor to those who wish to apply for coconut cutting permit to PCA. These services ensure that all cutting permit endorsed by the Municipal Mayor to the PCA had undergone field inspection and validation.

| | | | | | |
|---|--|------------------------|--|---------------------------|--|
| Office or Division: | Office of the Municipal Agricultural Officer | | | | |
| Classification | Simple | | | | |
| Type of Transaction | G2C - Government to Citizen | | | | |
| Who may avail | Coconut Farmers | | | | |
| Checklist of Requirements | | | Where to Secure | | |
| <ul style="list-style-type: none"> - Brgy certification - Proof of ownership - Updated Tax Declaration | | | <ul style="list-style-type: none"> - Concerned barangay - Client - Mun. Assessor Office | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE | |
| - Submit requirements to the MAO Office | <ul style="list-style-type: none"> - Received and evaluate the submitted requirements - Schedule field visit | None | 5 minutes | MAO personnel | |
| - Assists / Guide the field validator | <ul style="list-style-type: none"> - Conduct field visitation and markings of coco trees applied for cutting | None | 4 hours | MAO personnel | |
| - Proceed to MTO for payment | <ul style="list-style-type: none"> - Received payment and Issue Official Receipt | P105.00 | 5 minutes | MTO personnel | |
| - Proceed to Mayors Office for the Issuance of Certification Interposes No Objection | <ul style="list-style-type: none"> - Issuance of Certificate of Non-Objection and provide additional instruction to the clients | None | 2 minutes | MAO personnel | |
| | Total: | P105.00 | 4 hours & 12 minutes | | |

ISSUANCE OF CERTIFICATION (Animal Inspection Certificate / Certificate of Ownership / Farmers Certification)

ABOUT THE SERVICE: Certification is being issued by this office upon request of the farmer clientele in order to provide them documents for the purposes not limited to transporting animals from our place to another, proof of ownership once they were fully paid on animal dispersal; and those requiring certification as registered farmers.

| | | | | |
|--|---|------------------------------|-----------------|--------------------|
| Office or Division: | Office of the Municipal Agricultural Officer | | | |
| Classification | Simple | | | |
| Type of Transaction | G2C - Government to Citizen | | | |
| Who may avail | Farmers | | | |
| Checklist of Requirements | | Where to Secure | | |
| - Official Receipt of Payment | | Municipal Treasurer’s Office | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| - Proceed to MAO Office to request for certification | - Conduct interview on the purpose of certification | None | 5 minutes | MAO |
| - Proceed to MTO for payment | - Received payment and issue Official Receipts | P105.00 | 5 minutes | MTO personnel |
| - Present OR to MAO Office | - Issue certificate and logbook | none | 2 minutes | MAO personnel |
| | Total: | P 105.00 | 12 minutes | |

CONDUCT OF FARMERS REGISTRATION IN REGISTRY SYSTEM FOR BASIC SECTOR IN AGRICULTURE (RSBSA)

ABOUT THE SERVICE: Registry System for Basic Sector in Agriculture (RSBSA) is a nationwide electronic compilation of basic information on farmers, farm laborers, and fishermen; the target beneficiaries of agriculture-related programs and services. It also serves as a requirement and basis for providing financial assistance, subsidiary funding, and insurance services for farmers and fisherfolks such that those registered in RSBSA are given priority in the targeting and implementation of the respective programs of the Department of Agriculture and its attached agencies.

| | | | | |
|--|---|--|-----------------|--------------------|
| Office or Division: | Office of the Municipal Agricultural Officer | | | |
| Classification | Simple | | | |
| Type of Transaction | G2C - Government to Citizen | | | |
| Who may avail | Farmers / Farm Workers / Fisher folks | | | |
| Checklist of Requirements | | Where to Secure | | |
| <ul style="list-style-type: none"> - Latest 2x2 ID picture - Valid government issued ID - Proof of land ownership | | <ul style="list-style-type: none"> - Client - Any government agency - Appropriate government agency | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| - Report to MAO office and present the above requirements | - Verify submitted documents | None | 2 minutes | MAO personnel |
| - Fill –up RSBSA Enrollment Form and let signed-in the required signatories | - Assists the client in answering the enrollment form | None | 5 minutes | MAO personnel |
| - Submit to MAO together with the attachments | - Issued RSBSA Reference Control Number | None | 3 minutes | MAO personnel |
| - Received Enrollment stub | - Compile and submit to Department of Agriculture | None | 10 minutes | MAO personnel |
| | Total: | | 20 minutes | |

CONDUCT OF TECHNICAL ASISTANCE ON THE AVAILMENT OF PALAY SEEDS AND FERTILIZER

ABOUT THE SERVICE: Palay production is still the primary focus commodity of the office considering its relevance to the everyday needs of the constituents. Rice is still irreplaceable by any crops like corn, banana, cassava, sweet potato, and the like. The Department of Agriculture doesn’t ceases to provide production inputs to rice production like seeds, and fertilizers in a varying scheme. These services provide technical assistance to farmers to ensure that all rice farmers in the locality can receive the input subsidy from the Department of Agriculture.

| | | | | |
|--|---|--|-----------------|---------------------------------|
| Office or Division: | Office of the Municipal Agricultural Officer | | | |
| Classification | Simple | | | |
| Type of Transaction | G2C - Government to Citizen | | | |
| Who may avail | Rice Farmers with area within the municipality | | | |
| Checklist of Requirements | | Where to Secure | | |
| <ul style="list-style-type: none"> - Must be enrolled in RSBSA - Must be in the municipal masterlist of rice farmers | | <ul style="list-style-type: none"> - MAO Office - MAO Office | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| <ul style="list-style-type: none"> - Request palay seeds and fertilizers | Interview farmers on: <ul style="list-style-type: none"> - Production data - Rice Crop Manager - PCIC Insurance | None | 10 minutes | MAO personnel in charge of Rice |
| <ul style="list-style-type: none"> - Signed all the required documents | Filled up Forms on: <ul style="list-style-type: none"> - Masterlist of Farmers - Liquidation Report Form - Acknowledgement Receipt | None | 5 minutes | MAO personnel in charge of Rice |
| <i>Depending upon the scheme and availability:</i> <ul style="list-style-type: none"> - Received Seeds and Fertilizers | <ul style="list-style-type: none"> - Take photos with name tag using DA Geotagging camera | None | 5 minutes | MAO personnel in charge of Rice |
| | Total: | | 20 Minutes | |

Municipal Environment and Natural Resources Office

Frontline Services

Research/Interview Request

ABOUT THE SERVICE: MENRO offers research and interview to any individuals/ groups private and public. Gives update to other government offices, private individuals, organization and other sectors the ongoing activities and any information regarding environmental concerns within the municipality. It helps improve environmental awareness to all sectors especially among residents.

| | | | | |
|--|---|--|------------------------|---------------------------|
| Office or Division: | | Municipal Environment and Natural Resources Office | | |
| Classification | | Simple | | |
| Type of Transaction | | G2C – Government to Client | | |
| Who may avail | | Government offices, Pupils, Students, Researchers, Media , NGO and | | |
| Checklist of Requirements | | Where to Secure | | |
| Original Copy of Request Letter (2 copies) | | Researcher/Interviewer | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Provide letter addressed to the Municipal Mayor Provide 1 copy to the Mayor’s Office and 1 copy to the MENR office | 1. Receive/Print letter request. If letter was directed to the MENRO, endorsed copy to Mayor’s Office. | none | 5 minutes | MENRO officer/MENRO staff |
| 2. Research and Interviews | 2. Guide the researchers’ and answer inquiries | none | 1-2 hours | MENRO officer/MENRO staff |
| 3. Submit to the MENRO the copy of the final output of research and interview | 3. Should the researchers need other information not available at the MENR office, endorsed them to other offices such as the MPDC (Comprehensive Land Use Plan, etc.), Tourism office(Metafor) or Sangguniang Bayan Office (Ordinances, resolutions, etc.) | none | 10 minutes | MENRO officer/MENRO staff |
| | Total: | none | 1 hour & 15 minutes | |

Waste to Goods Program

ABOUT THE SERVICE: Plastic wastes inserted and compacted in a plastic bottle of coke or pepsi also known as Eco-bottle is an environmentally friendly project of the municipality to reduce plastic litters along walkways and bodies of water thus making the surrounding clean and healthy to live in. This also helps provide alternative source of food(rice) among residents and providing school supplies to students who exchange or redeemed their Eco-bottles to MENR office.

| | | | | |
|--|--|---|------------------------|---------------------------|
| Office or Division: | | Municipal Environment and Natural Resources Offices | | |
| Classification | | Simple | | |
| Type of Transaction | | G2C – Government to Client | | |
| Who may avail | | Local residents, students, pupils | | |
| Checklist of Requirements | | Where to Secure | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Bring Eco-bottles to MENRO | 1. Received, weighed and record the eco-bottles | none | 10 minutes | MENRO officer/MENRO staff |
| 2. Client signature in the record/monitoring book. | 2. Give client goods (rice or school supplies) equivalent to eco-bottles they bring. | none | 5 minutes | MENRO officer/MENRO staff |
| | Total | none | 15 minutes | |

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 MENRO Designate
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MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE

Frontline Service

ISSUANCE OF CERTIFICATE OF INDIGENCY

ABOUT THE SERVICE:

Certificate of Indigency is issued to indigent residents of the municipality of San Vicente, Camarines Norte who want to avail assistance such as educational, medical, financial, burial and free legal assistance to Public Attorney’s Office (PAO).

| | | | | |
|---|--|---|-----------------|--------------------|
| Office or Division | | Office of the Municipal Social Welfare and Development | | |
| Classification | | Simple | | |
| Type of Transaction | | G2C – Government to Client | | |
| Who may avail? | | Bonafide indigent residents of San Vicente, Camarines Norte | | |
| Checklist of Requirements | | Where to secure | | |
| Barangay Indigency (Indicating family income not exceeding family consumption) | | Barangay Hall | | |
| Certificate of None Property | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| APPEAR in person and REQUEST for Certificate | INTERVIEW and ASSESS client requesting for Certificate | | 3 minutes | MSWDO/MSWD STAFF |

| | | | |
|--|---|--|-----------|
| PRESENT the required documents. | REVIEW documents presented | | 3 minutes |
| CLAIM Certificate of Indigency | RELEASE the Certificate of Indigency | | 1 minute |

ISSUANCE OF PERSON WITH DISABILITY IDENTIFICATION CARD (PWD ID and PURCHASE BOOKLET)

ABOUT THE SERVICE:

Purchase Booklet is issued to all Persons with Disability who wants to avail of the benefits and privileges under RA No. 9442 such as free medical/ dental diagnostic & laboratories in all government facilities, 20% discounts in purchase of medicines, in hotels, restaurants, recreation centers, theaters, cinema houses and concert halls, and in fare for domestic air, sea travel and public and transportation, 20% for selected food commodities.

| | | | | |
|---|---|-----------------------------|-----------------|--------------------|
| Office or Division | Office of the Municipal Social Welfare and Development | | | |
| Classification | Simple | | | |
| Type of Transaction | G2C – Government to Client | | | |
| Who may avail? | Bonafide indigent residents of San Vicente, Camarines Norte | | | |
| Checklist of Requirements | | Where to secure | | |
| Barangay Indigency (Indicating family income not exceeding family consumption) | | Barangay Hall | | |
| Medical Abstract/Certificate of the Client | | Medical Doctor/Physician | | |
| Picture of the client (2pcs 1x1, 1pc 2x2) | | Photo Studio/Rush ID stores | | |
| Duly Accomplished PWD Form | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |

| | | | | |
|--|--|--|-----------|--------------|
| APPEAR in person and REQUEST for PWD Id and Purchase Booklet | INTERVIEW and ASSESS client requesting for Purchase Id and Booklet | | 3 minutes | MSWDO/ STAFF |
| PRESENT the required documents. | REVIEW documents presented | | 3 minutes | MSWDO STAFF |
| Bring the accomplished Form to Health Office | Perform the diagnosis and signed the form for submission to MSWD | | 3 minutes | MHO |
| CLAIM PWD Id and Purchase Booklet | RELEASE ID and Booklet and Orient the benefits and Privileges | | 5 minutes | MSWDO/ STAFF |

ISSUANCE OF SENIOR CITIZEN IDENTIFICATION CARD (SENIOR CITIZEN ID and PURCHASE BOOKLET)

ABOUT THE SERVICE:

Senior Citizen Id and Purchase Booklet is issued to citizen ages 60 years old and up who wants to avail of the benefits and privileges under RA No. 9994 such as free medical/ dental diagnostic &laboratories in all government facilities, 20% discounts in purchase of medicines, purchases of selected food commodities, in hotels, restaurants, recreation centers, theaters, cinema houses and concert halls, and in fare for domestic air, sea travel and public and transportation.

| | | | | |
|--|--|--|------------------------|---------------------------|
| Office or Division | Office of the Municipal Social Welfare and Development | | | |
| Classification | Simple | | | |
| Type of Transaction | G2C – Government to Client | | | |
| Who may avail? | Bonafide indigent Senior Citizen residents of San Vicente, Camarines Norte ages 60 and above | | | |
| Checklist of Requirements | | Where to secure | | |
| Barangay Residency (Indicating age and complete address of the client) | | Barangay Hall | | |
| Picture of the client (1pc 1x1, 1pc 2x2) | | Photo Studio/Rush ID stores | | |
| Duly Accomplished PWD Form | | Municipal Social Welfare and Development | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |

| | | | | |
|---|--|--|-----------|--------------------|
| APPEAR in person and REQUEST for SENIOR CITIZEN Id and Purchase Booklet | INTERVIEW and ASSESS client requesting for Purchase Id and Booklet | | 3 minutes | MSWDO/ STAFF/ OSCA |
| PRESENT the required documents. | REVIEW documents presented | | 3 minutes | MSWDO/ STAFF/ OSCA |
| CLAIM Senior Citizen Id and Purchase Booklet | RELEASE ID and Booklet and Orient the benefits and Privileges | | 5 minutes | MSWDO/ STAFF/ OSCA |

ISSUANCE OF SOLO PARENT IDENTIFICATION CARD (SOLO PARENT ID)

ABOUT THE SERVICE:

Solo Parent Identification as mandated by RA 8972 can be availed by solo parents who have been qualified as such by the MSWD shall likewise be entitled to avail of any benefits/services provided in the law. Solo parent shall be issued upon approval by any local government unit as recommended by the Social Worker of the Municipality.

| | |
|---------------------|--|
| Office or Division | Office of the Municipal Social Welfare and Development |
| Classification | Simple |
| Type of Transaction | G2C – Government to Client |
| Who may avail? | Any bonafide citizen of San Vicente, Camarines Norte who falls to any of the Following categories: <div> <input type="checkbox"/> A woman who gave birth as a result of rape and other crimes against chastity. Provided, that the mother keeps and raises the child; </div> |

| | | | | |
|--|---|--|------------------------|---------------------------|
| | <ul style="list-style-type: none"> ➤ Parent left solo due to death of spouse; ➤ Parent left solo while the spouse is detained or serving a sentence for a criminal conviction for at least one (1) year; ➤ Parent left solo due to spouse physical/mental incapacity as certified by a public medical practitioner; ➤ Parent left solo due to legal separation wherein he/she entrusted with custody of the child/children; ➤ Parent left solo due to annulment of marriage as he/she is entrusted with the custody of the child/children; ➤ Parent left solo due to abandonment of spouse at least one (1) year; ➤ Unmarried mother/father who has preferred to keep & rear her/his child/children; ➤ Any other person who solely provides parental care and support to child/children; and ➤ Any family member who assumes the responsibility of head of family. | | | |
| Checklist of Requirements | | Where to secure | | |
| Barangay Certificate as Solo Parent stating the reason | | Barangay Hall | | |
| Picture of the client (2pcs 1x1) | | Photo Studio/Rush ID stores | | |
| Photocopy of Birth Certificate of minor children (ages 0-18 years old) | | Municipal Social Welfare and Development (PDAO Office) | | |
| Photocopy of Partner's Death Certificate (if partner was deceased) | | Client | | |
| Certificate of Detention (if partner is detained) | | Bureau of Jail Management and Penitentiary | | |
| Medical Certificate of Partner (if partner is bedridden) | | Health Physician/Medical Doctor | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| APPEAR in person and REQUEST for SOLO PARENT ID | INTERVIEW and ASSESS client requesting for SOLO PARENT ID | | 10 minutes | MSWDO/ FOCAL PERSON |
| PRESENT the required documents. | REVIEW documents presented | | 5 minutes | MSWDO/ FOCAL PERSON |
| CLAIM SOLO PARENT ID* <i>*6 months if separated</i> | RELEASE ID and Orient the benefits and Privileges | | 10 minutes | MSWDO/ FOCAL PERSON |

SCHOLARSHIP PROGRAM

ABOUT THE SERVICE:

The objective of this Program is to encourage and assists deserving student in the Municipality of San Vicente to attain quality education and contribute towards community building and helps attain national economic prosperity.

| | | | | |
|---|--|-----------------------------|-----------------|---------------------|
| Office or Division | Office of the Municipal Social Welfare and Development | | | |
| Classification | Simple | | | |
| Type of Transaction | G2C – Government to Client | | | |
| Who may avail? | Bonafide indigent student residents of Municipality of San Vicente | | | |
| Checklist of Requirements | | Where to secure | | |
| Photocopy of Form 137/Card/COG | | School, University, College | | |
| Certificate of Good Moral Character | | School, University, College | | |
| Brgy. Indigency (indicating family income not exceeding family consumption) | | Barangay Hall | | |
| Weighted average of 80% for Category C (High School Level), 85%Category A (College Level) students belonging to Top Five Ranks of the School/University. | | School, University, College | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| APPEAR in person and REQUEST for Scholarship Application Form | INTERVIEW and ASSESS client requesting for Scholarship Program | none | 3 minutes | MSWDO/ FOCAL PERSON |
| PRESENT the required documents | REVIEW documents presented | none | 3 minutes | MSWDO/ FOCAL PERSON |
| FOLLOW-UP status of scholars | PREPARE communication letter to selected scholars | none | 2days | MSWDO/ FOCAL PERSON |

EARLY CHILDHOOD CARE AND DEVELOPMENT (DAYCARE SERVICE)

ABOUT THE SERVICE:

This program provides and defends the right of children to assistance, including proper care and nutrition, provide them with special protection against all forms of neglect, abuse, cruelty, exploitation and other condition prejudicial to their development and opportunities for the total development of the child through various early childhood care and development activities. The MSWD supervised and monitors all daycare centers in Barangay.

| | | | | |
|---|---|--|-----------------|--------------------------|
| Office or Division | Office of the Municipal Social Welfare and Development | | | |
| Classification | Simple | | | |
| Type of Transaction | G2C – Government to Client | | | |
| Who may avail? | Children who are 3 to 4.8 years old, from indigent family and residents of San Vicente, Camarines Norte | | | |
| Checklist of Requirements | | Where to secure | | |
| Child's Birth Certificate | | Client | | |
| Marriage Contract of parents | | Client | | |
| Health Record of the child | | Client | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| Personal appearance of the beneficiary | Interview client and fill-up Intake form | none | 20 minutes | Child Development Worker |
| PRESENT the required documents/ Requirements | REVIEW documents presented | none | 10 minutes | Child Development Worker |
| PREPARE registration fee and monthly participation | PREPARE needed materials for Day Care improvement | One Time Registration Fee – Php 50.00 Monthly Fee – Php 30.00 | 5 minutes | Child Development Worker |

SOCIAL CASE STUDY REPORT

ABOUT THE SERVICE:

Social Case Study Report is issued to residents of San Vicente who wants to avail assistance to other agencies such as medical, financial, burial and educational as part of the Expanded Assistance to Individuals/Families in Crisis situation program and services of this municipality.

| | |
|---------------------|--|
| Office or Division | Office of the Municipal Social Welfare and Development |
| Classification | Simple |
| Type of Transaction | G2C – Government to Client |

| | | | | |
|--|---|------------------------------------|------------------------|---------------------------|
| Who may avail? | Children who are 3 to 4.8 years old, from indigent family and residents of San Vicente, Camarines Norte | | | |
| Checklist of Requirements | | Where to secure | | |
| Medical Certificate or Medical Abstract | | Medical Doctor or Health Physician | | |
| Updated Hospital Bill or latest doctor's Prescription with amount indicate | | Hospital or Medical Doctor | | |
| Barangay Indigency (indicating family income not exceeding family consumption) | | Client /Barangay Hall | | |
| Valid Identification Card | | Client | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| APPEAR in person and REQUEST for case Study | INTERVIEW and ASSESS client for Preparing the case Study | none | 1-2 Hrs | MSWDO/ MSWD STAFF/ |
| PRESENT the required documents. | REVIEW documents presented | none | 3 minutes | MSWDO/ MSWD STAFF/ |
| CLAIM Social Case Study | RELEASE the Case study report | none | 1 minute | MSWDO/ MSWD STAFF/ |

PHILHEALTH NG MASA

ABOUT THE SERVICE:

This program funded by the Local Government Unit of San Vicente which provides access to health care services for identified indigent families with one-year coverage and renewable.

| | | | | |
|-----------------------------------|---|------------------------|------------------------|---------------------------|
| Office or Division | Office of the Municipal Social Welfare and Development | | | |
| Classification | Simple | | | |
| Type of Transaction | G2C – Government to Client | | | |
| Who may avail? | This service is only for indigent citizens of San Vicente | | | |
| Checklist of Requirements | | Where to secure | | |
| Barangay Certificate of Indigency | | Barangay Hall | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |

| | | | | |
|---|--|--|--------------|-------------|
| Personal appearance of the beneficiary | Interview client and fillup PMRF (PhilHealth Member Registration Form) | | 5-10 minutes | MSWDO/Staff |
| PRESENT the required documents/ Requirements | REVIEW documents presented | | 3 minutes | MSWDO/Staff |
| FOLLOW-UP application | ENCODE Masterlist of PhilHealth beneficiaries for submission/issue certificate of financial incapable | | 3 minutes | MSWDO/Staff |

VIOLENCE AGAINST WOMEN AND THEIR CHILDREN (VAWC) WELFARE PROGRAM

ABOUT THE SERVICE:

This program aims to assist support women and their children who are victims of Domestic Violence such as:

- 1. Physical Abuse*
- 2. Sexual Abuse*
- 3. Psychological Abuse*
- 4. Financial Abuse*

| | |
|---------------------|--|
| Office or Division | Office of the Municipal Social Welfare and Development |
| Classification | Simple |
| Type of Transaction | G2C – Government to Client |

| | | | | |
|--|--|----------------|-------------------------|---------------------|
| Who may avail? | <ul style="list-style-type: none">➤ Woman who is a wife or live-in partner➤ Former wife➤ Woman with whom the person has or had a sexual or dating relationship➤ Woman whom he has a common child, or against her child whether legitimate or illegitimate, inside or outside the family residence | | | |
| | Checklist of Requirements | | Where to secure | |
| | Endorsement Letter from Barangay VAWC with attached blotter, if available | | Barangay Hall | |
| | CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME |
| Appearance of client | Interview, assessment of client Advice/explain to client to present supporting documents | none | 15 minutes | MSWDO/Focal person |
| Present supporting documents | Review documents presented | none | 10 minutes | MSWDO/Focal Person |
| Client willing to file a case | Refer/Assists client to PNP-WCPD/PAO | none | 15 minutes | MSWDO/Focal Person |
| Client seeking counseling assistance or Requesting case conference | Provide counseling to VAWC victim | none | 30 minutes – 45 minutes | MSWDO/ Focal person |

CHILDREN IN CONFLICT WITH THE LAW (CICL)

ABOUT THE SERVICE:

Child in conflict with the law is usually referred by Department of Justice who has cases needed for assessment if acted with discernment or without discernment. This is to determine if minor will undergo intervention program based on the assessment. The Municipal Social Welfare and Development Office (MSWDO) is the forefront to assist minors who are physically abuse and other related abuses as referred by PNP, Barangay Officials and other concerned citizens.

| | | | | |
|---|--|---|------------------------|---------------------------|
| Office or Division | Office of the Municipal Social Welfare and Development | | | |
| Classification | Simple | | | |
| Type of Transaction | G2C – Government to Client | | | |
| Who may avail? | 17 years old and below (minor CICL) | | | |
| Checklist of Requirements | | Where to secure | | |
| <i>For CICL Requirements:</i> | | | | |
| Endorsement/referral from Prosecutor's Office/DOJ | | Prosecutor's Office/DOJ | | |
| PNP Blotter/Report | | PNP Station | | |
| Minors Birth Certificate | | Client | | |
| <i>For Physical Abuse:</i> | | | | |
| Barangay Certificate | | Barangay Hall | | |
| Barangay/Police Blotter and medical Certificate | | Barangay Hall, PNP, Attending Physician | | |
| Medico Legal Report | | Medico Legal Officer, Attending Physician | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| Appearance of client / Registration as endorsed by Brgy Officials, DOJ, PNP, Womens Desk for Concerned Citizen | Interview , assessment of client | | 20 minutes | MSWDO/ Focal person |
| Prepare letter of case conference invitation to PNP (Women's Desk), PAO, Brgy. Official, minor parents | Distribute letters to concerned officials and offices | | 10 minutes | Focal Person/ MSWD Staff |

| | | | | |
|--|--|--|------------------------------|---------------------|
| Gather information regarding the minors background | Conduct home visit and collateral interview | | 1-2 hours | MSWDO/Focal Person |
| Submit assessment *of with or without discernment | Prepares Social Case Study Report | | 2 days | MSWDO/ Focal person |
| Monitor client and terminate case after diversion contract | Coordinate with the program officials and call the parents for case conference if case is without discernment re: fill up diversion program contract | | 1 day (depends on the place) | Focal Person |

EMELIA D. ANGELES
MSWDO- Designate
mswdo.sanvicente@gmail.com

Municipal Traffic and Public Safety Office

Frontline Services

HOTLINE NO. TNT: 09636581056 / GLOBE: 09165562504
EMAIL ADDRESS: mtpsosanvicente@gmail.com

| | | | |
|---------------------|--|-----------------------------------|--------------------|
| Office or Division: | Public Safety Office | | |
| Classification | Simple | | |
| Type of Transaction | G2C - Government to Citizen | | |
| Who may avail | Tricycle, Motorcycle, Private and Public Utility Vehicle | | |
| | MALAKING PAGLABAG (MAJOR VIOLATION) | | |
| Fees: | MGA PAGLABAG SA ORDINANSANG BATAS TRAPIKO | MULTA AT PARUSA SA LALABAG | |
| | Pagbalewala sa Pulis Trapiko/MTPSO (Disregard of traffic enforcer) | Unang paglabag | Mulang 1000 Php at |

| | | | |
|--|---|-------------------------|---|
| | Walang habas na pagmamaneho (Reckless Driving) | | pagkumopiska ng lisensya/ behikulo |
| | Pagmamaneho ng walang lesensya, walang bisa ang lisensya,delingkwennteng lisensya (Driving without license, expired license, delinquent driver's license) | Pangalawang paglabag | Multang 1500 Php at pagkumpiska ng lisensya at behikulo |
| | Hindi rehistradong sasakyan, walang plaka/sticker/colorum (Unregistered vehicle, no plate no./sticker/ colorum) | Pangatlong paglabag | Multang 2500 Php at pagkumpiska ng lisensya at behikulo |
| | Walang bisang rehistro/ suspendihidong rehistro/delingkwenteng rehistro(OR&CR) | | |
| | Walang bias ang prankisa (Out of line) | | |
| | Walang lisensya (No license) | | |
| | Mayabang walang modo/ugali (Disrespectful driver) | | |
| | Nagsakay ng lampas sa nararapat (overloading) | | |
| | Hindi awtorisadong pagbabago sa motorsiklo/behikulo (Unauthorized modification of motorcycle/ vehicle) | | |
| | Trip cutting | | |
| | Pagmamaneho ng nakainom ng alak o nasa impluwensya ng bawal na gamot (Driving under influence of alcohol/illegal drugs) | | |
| | Pagsakay ng mga kontrabando (loading of Contrabands) | | |
| | Iba pang paglabag (Other violation) | | |

| | | | |
|--|--|---------------------------------------|--|
| | MALIIT NA PAGLABAG (MINOR VIOLATION) | | |
| | MGA PAGLABAG SA ORDINANSANG BATAS TRAPIKO | MULTA AT PARUSA SA LALABAG | |
| | Pagbalewala sa trapik sign (Disregarding of traffic sign) | Unang paglabag | Multang 500 Php at pagkumpiska ng lisensya at behikulo |
| | Maling pagpaparking (Wrong parking) | | |
| | Sira /maingay /mausok na tambutso,o kaya may sira ang bahagi/parte o accessories | Pangalawang paglabag | Multang 1000 Php at pagkumpiska |

| | | | |
|--|--|---------------------|--|
| | (dilapidated parts and accessories/noisy muffler/ smoke belching) | | ng lisensya at behikulo |
| | Nakaharang/ sagabal sa daan (obstruction) | Pangatlong paglabag | Multang 1500 Php at pagkumpiska ng lisensya at behikulos |
| | Magbaba /magsakay sa maling babaan/ sakayan (illegal loading and unloading) | | |
| | Hindi naka-uniporme at / o nakasapatos/ Madungis o nakahubad/ walang damit (Not wearing uniform/ shoes/ untidy driver/ driving without shirt) | | |
| | Pagmamaneho ng motorsiklo ng walang protective o standard helmet "driver at angkas" (Driving without helmet) | | |
| | Hindi pagtakip sa kargamento ng truck (Not covering the load of truck) | | |
| | Pagpayag sa pasahero na sumakay sa mudguard, stepboard o running board | | |
| | Hindi pag-dim ng headlight kung may kasalubong | | |
| | Hitching | | |
| | Walang signboard | | |
| | Walang fire extinguisher/ basurahan sa loob ng pampublikong sasakyan | | |
| | Paninigarilyo sa loob ng pampublikong sasakyan (Smoking inside the public transportation) | | |
| | Walang nakadikit na fare matrix. | | |

OFFICE OF THE MUNICIPAL ASSESSOR

Frontline Service

ISSUANCE OF REVISED TAX DECLARATIONS

ABOUT THE SERVICE: The existing tax declaration or previous tax receipt is required from real property owners when paying their Real Property Tax. A new tax declaration is issued when there is a transfer of ownership and / or amendment of value.

| | |
|---------------------|----------------------------------|
| Office or Division: | Office of the Municipal Assessor |
| Classification | Simple |
| Type of Transaction | G2C - Government to Citizen |

| | | | | |
|--|---|---|------------------------|-------------------------------|
| Who may avail | | Real property owners or any Authorized Representative (with Authorization of the owner) | | |
| Checklist of Requirements | | Where to Secure | | |
| <i>Certified True Copies of the following: (single copy)</i> | | | | |
| Deed of Sale / Deed of Donation / Transfer of rights / Extra Judicial Settlement etc. | | Registry of Deeds | | |
| Registry of Deeds (RD) Registration (For Un-Titled Properties) | | Registry of Deeds | | |
| BIR Clearance or Certificate Authorizing Registration (CAR) | | Bureau of Internal Revenues | | |
| DAR Clearance for Agricultural Properties. | | Department of Agrarian Reform | | |
| Real Property Tax Clearance / Latest Tax Receipt. | | Municipal Treasurer's Office | | |
| Official Receipt of Transfer Tax Payment and Service Fee (Transfer tax is computed fifty (50%) of one percent of the total consideration involved in the acquisition of the property or the Fair Market Value whichever is higher. | | Municipal Treasurer's Office | | |
| Title (for titled properties) | | Registry of Deeds | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. If availing of the service for the first time proceed to the Assessor's Office secure application form (2 copies) checklists of requirements, and make clarificatory inquiry (if there is any) | 1. Provide the client application form and checklist. Provide the client a short briefing on the checklist of requirements. | none | 5 Minutes | Municipal Assessor |
| | 1.1 Accept and Review Documents, Prepare Field Appraisal & Assessment Sheet type Tax Declaration Check, Sign and Approve. | none | 1 day | Provincial/Municipal Assessor |
| 2. Submit requirements for verification and New Field Appraisal & Assessment Sheet & Tax Declaration Approval | 2. Record Tax Assessment & Stamps FAAS, Tax Declaration & Other Supporting Papers. | none | 10 Minutes | Municipal Assessor |
| | 2.1 Advise the client to pay Filing of Sworn Statement at the Treasurer's Office. | none | 5 Minutes | Municipal Assessor |

| | | | | |
|---|--|------------|--------------------|----------------------------------|
| 3. Proceed to the designated payment window of the Municipal Treasurer for payment | 3. Received payment and issued official receipt | 200.00 | 10 Minutes | Revenue Collection Clerk/Officer |
| 4. Back to Record's Officer. Assessor's Office present the O.R. Receive the approved owner's copy of Tax Declaration (TD) and Sign the Logbook (date and time received) | 4. Release Owner's Copy of Tax Declaration 4.1 Encode database of New Tax Declaration | none | 10 Minutes | Encoder |
| | Total: | PHP 200.00 | 1 day & 40 Minutes | |

Issuance of a Certified Computer Print-out of the Tax Declaration

ABOUT THE SERVICE: The Tax Declaration serves as a period-covered record of a real property unit (Land, Building and Machinery) and as basis for payment of real property taxes. Real Property owners or any authorized representative can be provided computer print-outs of their tax declaration/s for their own records.

| | | |
|---|---|------------------------------|
| Office or Division: | Office of the Municipal Assessor | |
| Classification | Simple | |
| Type of Transaction | G2C - Government to Citizen | |
| Who may avail | Real property owners or any Authorized Representative (with Authorization of the owner) | |
| Checklist of Requirements | | Where to Secure |
| Please Provide Single Copy for the following Requirements | | |
| Request Form | | Municipal Assessor's Office |
| Tax Receipt | | Municipal Treasurer's Office |
| Authorization Letter or any valid documents of inheritance or documents of heirship | | From the Owner |

| CLIENTS STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|-----------------|----------------------------------|
| 1. Proceed to Assessor's Office and secure Request Form and Fill-up | 1. Issue a client a request form | none | 2 Minutes | Municipal Assessor |
| 2. Submit accomplished Request Form for Certified Print-out copy of Tax Declaration | 2. Receive request form, issue order of payment and instruct the client to proceed to the Treasurer's Office and pay corresponding fees | | 5 Minutes | Municipal Assessor |
| 3. Proceed to the designated payment window of the Municipal Treasury and present Tax Order Payment (TOP) | 3. Received payment and issued Official Receipt | Php 100.00 per Tax Declaration on w/ Doc. stamp | 10 minutes | Revenue Collection Clerk/Officer |
| 4. Proceed to Assessor's Office and present the official receipt | 4. Review and Approve the print-out copy and records particulars in logbook | none | 5 Minutes | Municipal Assessor |
| 5. Receive the requested certified print copy of Tax Declaration and sign Logbook of receipt. | 5. Release certified printout copy of Tax Declaration | none | 5 Minutes | Municipal Assessor |
| | Total: | Php 100.00 per Tax Declaration on w/ Doc. stamp | 27 Minutes | |

Issuance of Certification of No-Improvement / Certificate of No-Property and other Certifications.

ABOUT THE SERVICE: Certified True Copies Certifications of Various Property Holdings or non-improvements and other certifications may be obtained from this office.

| | | |
|---|---|-----------------------------|
| Office or Division: | Office of the Municipal Assessor | |
| Classification | Simple | |
| Type of Transaction | G2C - Government to Citizen | |
| Who may avail | Real property owners or any Authorized Representative (with Authorization of the owner) | |
| Checklist of Requirements | | Where to Secure |
| Please Provide Single Copy for the following Requirements | | |
| Request Form | | Municipal Assessor's Office |
| Affidavit of Non-Improvement duly notarized by a lawyer | | Lawyer |

| Certificate of Indigency | | Brgy Concerned | | |
|---|---|--|-----------------|----------------------------------|
| Authorization Letter or any valid documents of inheritance or documents of heirship | | From the Owner | | |
| CLIENTS STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1.Proceed to Assessor's Office and secure Request Form and Fill-up | 1. Provide a client with a request form | none | 15 Minutes | Municipal Assessor |
| 2.Submit duly accomplish form | 2. Receives accomplish request form and Verifies Records and Print-out / type the documents. Issues order of payment and instruct the client to proceed to the Treasurer's Office and pay corresponding fees. | none | 10 Minutes | Municipal Assessor |
| 3. Proceed to the designated payment window of the Municipal Treasury and present Tax Order Payment (TOP) | 3. Received payment and issued Official Receipt | Php 100.00 per Tax Declaration w/ Doc. stamp | 10 minutes | Revenue Collection Clerk/Officer |

| | | | | |
|---|---|---|------------|--------------------|
| 4. Proceed to Assessor's Office and present the official receipt. | 4. Records the Official Receipt and approves the print-out copy | none | 5 Minutes | Municipal Assessor |
| 5.Receive the requested certification and sign Logbook, (Date and Time) | 5. Issued the certification | none | 3 Minutes | Municipal Assessor |
| | Total: | Php 100.00 per Tax Declaration on w/ Doc. stamp | 43 Minutes | |

Provision of Re-Assessment / Revision / Cancellation of Assessment of Real Properties

ABOUT THE SERVICE: The Assessment Records at the Municipal Assessor’s Office serve as a basis for computing the Annual tax dues from the owners of Land and Buildings.

Property owners occasionally request the cancellation or dropping of the assessment of their property/ies from the Assessment Roll for Building and Machineries or for the adjustment or correction of the assessment of their real property.

| | | |
|---|---|-----------------|
| Office or Division: | Office of the Municipal Assessor | |
| Classification | Simple | |
| Type of Transaction | G2C - Government to Citizen | |
| Who may avail | Real property owners or any Authorized Representative (with Authorization of the owner) | |
| Checklist of Requirements | | Where to Secure |
| Please Provide Single Copy for the following Requirements | | |
| Letter Request | | From the Owner |

| | |
|---|---|
| Application Form (Land / Bldg. / Machinery) | Municipal Assessor's Office |
| For Land - Approved Plan or Sketch Plan | Geodetic Engineer |
| Affidavit duly Notarized | Lawyer |
| For Building - Building Plan / Certificate of Occupancy | Municipal Engineering Office |
| Building Permit | |
| Affidavit Duly Notarized | Lawyer |
| Sworn Statement | Municipal Assessor's Office / From the Owner duly Notarized |

| CLIENTS STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSIN G TIME | PERSON RESPONSIBLE |
|---|--|-----------------|------------------|--------------------|
| 1.Proceed to the Municipal Assessor’s Office secure application form and checklist of requirements and attends / listen to the briefing of the concerned personnel. | 1. Provide checklist of requirements and application form conduct briefing | none | 5 minutes | Municipal Assessor |
| 2.Submits duly accomplished form and requirements and receives notice of actual inspection schedule. | 2. Receives and reviews accomplished form and requirements | none | 5 minutes | Municipal Assessor |
| | 2.1 Assigns an inspection team and sets the schedule of the ocular inspection. | none | 5 minutes | Municipal Assessor |
| | 2.2 Gives the client schedule of actual inspection slip. | none | 2 minutes | Clerk |
| | 2.3 Briefing of the inspection team. | none | 5 minutes | Municipal Assessor |

| | | | | |
|---|--|---|---|---|
| 3. Guide the team during the inspection | 3. Conducts actual inspection and accomplishes preliminary Field Appraisal & Assessment Sheet | none | Depends on the distance and location of the property 5 minutes | Inspection Team with Municipal Assessor |
| | 3.1 Notifies the client when to get the corrected assessment | none | 30 minutes | |
| | 3.2 Prepares Field Appraisal & Assessment Sheet typed Tax Declaration, check, sign and approved. | none | 1 day | Provincial/Municipal Assessor |
| | 3.3 Records Stamp Field Appraisal Assessment Sheet & Tax Declaration & other supporting papers. | none | 5 minutes | Municipal Assessor |
| | 3.4 Prepares Notice of Cancellation and Notice of Assessment | none | 10 minutes | |
| | 3.5 Advise the client to pay the Filing of Sworn Statement at the Treasurer's Office | none | | |
| 4. Proceed to the designated payment window of the Municipal Treasury and present Tax Order Payment (TOP) | 4. Received payment and issued Official Receipt | Php 200.00 Filing of Sworn Statement/ IT Fee | 10 minutes | Revenue Collection Clerk/Officer |
| 5. Proceed to the Municipal Assessor's Office, present the Official Receipt and receive the requested document Sign the Logbook | 5. Encode New Tax Declaration | none | 3 minutes | Encoder |
| | 5.1 Issues requested documents (Tax Declaration) | none | | Municipal Assessor |
| | Total: | Php 200.00 Filing of Sworn Statement/ IT Fee | 1 day, 1 hour and 25 minutes | |

Assessment of Newly Discovered Property (Land); Newly Constructed Building / Machineries and Issuance of updated Tax Declaration

ABOUT SERVICE: New Tax Declaration is needed by the owners of newly declared property/ies Land / Building and newly installed Machinery to determine the value of the Real Property.

| | | |
|--|---|-----------------|
| Office or Division: | Office of the Municipal Assessor | |
| Classification | Simple | |
| Type of Transaction | G2C - Government to Citizen | |
| Who may avail | Real property owners or any Authorized Representative (with Authorization of the owner) | |
| Checklist of Requirements | | Where to Secure |
| Please Provide Single Copy for the following Requirements | | |
| For Land - Approved Plan/ Special Sketch Plan | Geodetic Engineering | |
| Affidavit of Ownership/Possession/Occupancy | Lawyer | |
| Affidavit of Two (2) Adjoining Owners | Lawyer | |
| Certification from Barangay Captain | Barangay Concerned | |
| Certification that the land falls within Alienable / Disposable area | DENR/ Bureau of Forestry/Bureau of Land/Land Management Office / Service | |
| LRA Certificate / Clearance | LRA | |
| Sworn Statement | Municipal Assessor's Office / From the Owner duly Notarized | |
| Picture of the Subject Property | From the Owner | |
| Letter Request | From the Owner | |
| Certified True Copy of Title (if) | Registry of Deeds | |
| For Building - Letter Request | From the Owner | |
| Building Permit | Municipal Engineering Office | |
| Certificate of Occupancy | Municipal Engineering Office | |
| Building Plan | Municipal Engineering Office | |
| Sworn Statement | Municipal Assessor's Office / From the Owner duly Notarized | |
| For Machinery - Letter Request | From the Owner | |
| Book Value | From the Owner | |
| Sworn Statement | Municipal Assessor's Office / From the Owner duly Notarized | |

| CLIENTS STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|--|---|----------------------------------|
| 1.Proceed to the Municipal Assessor's Office, secure application forms and checklist requirements, attends / listen to the briefing of the concerned personnel. | 1. Provide checklist of requirements and application form and conduct briefing on the service and its requirements. | Php 150.00 Filing of Sworn Statement / IT Fee | 5 Minutes | Revenue Collection Clerk/Officer |
| 2.Submit duly accomplished form and requirements and receives notice of actual inspection schedule. | 2. Receives and reviews accomplished form and requirements. | | 5 Minutes | Municipal Assessor |
| | 2.1 Assigns an inspection team and sets the schedule of the ocular inspection. | | 5 Minutes | Municipal Assessor |
| | 2.2 Gives the client schedule of actual inspection slip. | | 2 Minutes | Municipal Assessor |
| | 2.3 Briefing of the inspection team. | | 5 Minutes | Municipal Assessor |
| 3. Guide the team during the inspection | 3. Conduct actual inspection and accomplishes Preliminary Field Appraisal & Assessment Sheet | | Depends the distance and location of the property | Municipal Assessor |
| | 3.1 Notifies the client when to get the corrected assessment. | | 5 Minutes | Municipal Assessor |
| | 3.2 Evaluate all physical characteristics / Attributes of property against given data requirements. | | | Municipal Assessor |
| | 3.3 Prepare Field Appraisal and Assessment Sheet using the corresponding schedule of Market Values and sets the Assessed Value. | | 30 Minutes | Municipal Assessor |

| | | | | |
|---|--|--|-----------------------|----------------------------------|
| | 3.4 Type Tax Declaration, check sign and make endorsement to the Provincial Assessor for Approval (Note: after approval) | | | Clerk |
| | 3.5 Records & Stamps Approved FAAS & Tax Declarations and other supporting papers. | | 15 Minutes | Municipal Assessor |
| 4.Receive the approved owner's copy of Tax Declaration with Sworn Statement and sign the Logbook | 4. Release owner's copy of tax declaration with sworn statement. | | 2 Minutes | Municipal Assessor |
| | 4.1 Encode at database New Tax Declaration | | 10 Minutes | Encoder |
| | 4.2 Advise the client to pay the Filing Fee of Sworn Statement and realty taxes at the Treasurer's Office. | | | Municipal Assessor |
| 5. Proceed to the designated payment window of the Municipal Treasury and present Tax Order Payment (TOP) | 5. Received payment and issued Official Receipt | Php 100.00 Filing of Sworn Statement/ IT Fee | 10 minutes | Revenue Collection Clerk/Officer |
| 6.Back to Assessor's Office and present the Official Receipt | 6. Records the Official Receipt No. on Logbook Amount Paid, Date & Time | | 5 Minutes | Municipal Assessor |
| | Total: | Php 250.00 Filing of Sworn Statement/ IT Fee | 1 hour and 39 minutes | |

Verification of History of Real Property Assessment / Tax Declaration

ABOUT THE SERVICE: Real Property Owners & Authorized Representatives Require Verification & Examination of Superseded (Cancelled) Tax Declaration on file for New Titling Procedures, court Cases and other Legal Processes.

| | |
|---------------------|----------------------------------|
| Office or Division: | Office of the Municipal Assessor |
|---------------------|----------------------------------|

| | | | | |
|--|--|---|------------------------|---------------------------|
| Classification | | Simple | | |
| Type of Transaction | | G2C - Government to Citizen | | |
| Who may avail | | Real property owners or any Authorized Representative (with Authorization of the owner) | | |
| Checklist of Requirements | | Where to Secure | | |
| Please Provide Single Copy for the following Requirements | | | | |
| Letter Request | | From the Owner | | |
| Latest Tax Declaration | | Municipal Assessor's Office | | |
| Tax Receipt | | Municipal Treasurer's Office | | |
| Any related reference documents | | From the Owner | | |
| CLIENTS STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1.Proceed to Assessor’s Office and secure the request form | 1. Provide client with a request form | none | 2 Minutes | Municipal Assessor |
| 2.Submit accomplish request from for history of the property | 2. Receive the request form forwarded to Municipal Assessor for a validation of the request | none | 3 Minutes | Clerk |
| | 2.1 Assigns the task to the personnel concern. | none | 5 Minutes | Municipal Assessor |
| | 2.2 Advise client to wait | none | | |
| | 2.3 Verifies and Researches the history of the Real Property or Tax Declaration | Php 50.00 per revision | 60 Minutes | Municipal Assessor |
| | 2.4 When finished presents / show to the client the history of the Real Property | none | 10 Minutes | Municipal Assessor |
| 3.Records all pertinent data produced by the Research and Signs the appropriate completion space in the Application Form with the corresponding Date & Time. | 3. Acknowledges the end of the service by countersigning on the space provided for in the Application Form for the completion of the process | none | 10 Minutes | Municipal Assessor |

| | | | | |
|--|--------|------------------------------|--------------------------|--|
| | Total: | Php 50.00 per revision | 1 hour and 39 minutes | |
|--|--------|------------------------------|--------------------------|--|

Verification of Property Location and Vicinity

ABOUT THE SERVICE: Persons with legal interest in a Real Property / ies require verification of the Location / Vicinity of such with available data of the OMASS, for various personal or legal uses.

| | | | |
|---|---|-----------------|--|
| Office or Division: | Office of the Municipal Assessor | | |
| Classification | Simple | | |
| Type of Transaction | G2C - Government to Citizen | | |
| Who may avail | Real property owners or any Authorized Representative (with Authorization of the owner) | | |
| Checklist of Requirements | | Where to Secure | |
| Please Provide Single Copy for the following Requirements | | | |

| Letter Request | | From the Owner | | |
|--|--|-----------------------------|-----------------|--------------------|
| Latest Tax Declaration | | Municipal Assessor's Office | | |
| Photo Copy of Title | | From the Owner | | |
| CLIENTS STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1.Proceed to Assessor’s Office and secure the request form | 1. Provide a client a request form | none | 2 Minutes | Municipal Assessor |
| 2.Submit accomplished request form for Vicinity Location of Property | 2. Receive the request form and forwarded to Municipal Assessor for validation of the request. | none | 5 Minutes | Municipal Assessor |
| | 2.1 Assigns the task to the Tax Mapper | none | 3 Minutes | Municipal Assessor |
| | 2.2 Advice client to wait | none | | |

| | | | | |
|---|---|---|------------|----------------------------------|
| | 2.3 Verifies & Researches the location of the property in the Tax Map of Cadastral Map | none | 10 Minutes | Municipal Assessor |
| | 2.4 When located presents / show to the client the position / location of the property | none | 5 Minutes | Municipal Assessor |
| 3. Proceed to the designated payment window of the Municipal Treasury | 3. Received payment and issued Official Receipt | Php 100.00 per section map (if requested by the client) | 10 minutes | Revenue Collection Clerk/Officer |
| 4.Records all Pertinent Data produced by the Research and Signs the appropriate completion space in the Application Form with the | 4. Acknowledges the end or the service by countersigning on the space provided for in the Application Form for the completion of the process. | none | 5 Minutes | Municipal Assessor |
| corresponding Date & Time | | | | |
| | Total: | Php 100.00 per section map (if requested by the client) | 40 minutes | |

MUNICIPAL HEALTH OFFICE

Frontline Service

PROVISION OF MEDICAL CONSULTATION

ABOUT THE SERVICE:

Among the service of the Municipal Health Office is to provide preventive services, diagnose and give appropriate medical services to any individual who need medical assistance .Refer complicated cases to higher facility.

There is leveling of patients from Barangay to Midwife to Nurse and to Municipal Health Officer. Referral form is a prerequisite.

| | | | | | |
|---|----------------|---|-----------------|--------------------|--|
| Office Division or | | Municipal Health Office | | | |
| Classification | | Simple | | | |
| Type of Transaction | | G2C – Government to Client | | | |
| Who may avail? | | Individuals | | | |
| Checklist of Requirements | | Where to secure | | | |
| Referral Slip | | Barangay Health Station | | | |
| Identification Card | | Philhealth, Senior Citizen Card , PWD card, Drivers license | | | |
| Laboratory Results as referred by the Physician | | Municipal Health Laboratory | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE | |

| | | | | |
|---|---|------|--|--------------------------|
| 1. Go first to your respective Barangay Health Center Secure referral slip Present MDR / 4P'S / PhilHealth card | 1.Data gathering / recording / for records keeping on clients' individual envelope History taking Vital signs taking Issues referral slip to MHO | none | 15 minutes | Midwife/ DOH HRH |
| 2.Present referral slip at the Municipal Health Center to the Midwife on duty/ HRH | 2.Assess / receives referral slip 2.1Conducts interview 2.2Assess complain 2.3History taking 2.4Vital Signs taking | | 15 minutes | Midwife/ DOH HRH |
| 3.Proceed to the Municipal Health Officer | 3.Reviews history/vital signs Do Physical Examination Initial assessment Request for laboratory examinations | none | Physical Exam 10 minutes. Simple 15 minutes. Complex Immediate Emergency -refer to hospital | Municipal Health Officer |

| | | | | |
|---|--|------|----------------|-----------------------------|
| 4.Pre sent all labor atory / other result s to MHO | 4.Eval uates, final asses sment with Labor atory results Prescribes / treatment / Health education | none | 4-5 minutes | Municipal Health Officer |
| 5.Go back at the infor matio n Prese nt your referr al slip to the Nurs e | 5.Dispense available medicines/inst ructions Record all the medicines given to the client on dispensing log-book Instruct for follow-up check-up | none | 5 minutes | Nurse |

EXPANDED PROGRAM IN IMMUNIZATION (OPV, BCG, DPT, Hepa Measles)

ABOUT THE SERVICE:

To ensure that infants/children and mothers have access to routinely recommended infant/childhood vaccines. Six vaccine-preventable diseases were initially included in the EPI: tuberculosis, poliomyelitis, diphtheria, tetanus, pertussis and measles. BCG birth dose, Hepatitis B birth dose, Oral Poliovirus Vaccine, Pentavalent Vaccine, Measles Containing Vaccines (Antimeasles Vaccine, Measles, Mumps, Rubella) and Tetanus Toxoid.

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| | |
|--------------------|-------------------------|
| Office or Division | Municipal Health Office |
|--------------------|-------------------------|

| | | | | | |
|--|---|-------------------------------|------------------------|---------------------------|--|
| Classification | | Simple | | | |
| Type of Transaction | | G2C – Government to Client | | | |
| Who may avail? | | Infants from 0 – 11-month old | | | |
| Checklist of Requirements | | Where to secure | | | |
| Early Child Care Development Card | | Barangay Health Station | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEE TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE | |
| 1.Go to your respective Barangay Health Station for information on EPI / schedule | 1.Midwife/ HRH/ provides checklist and other information about EPI/health teaching | no ne | 2 minutes | Midwife/ DOH HRH | |
| 2.Come back on the schedule date for registration a) give data of your child with no previous immunization b) those with previous immunization - Present your child ECCD card | 2.Fills up ECCD card 2.1Weighs infant 2.2Updates records 2.3Immunization/ Vit. A supplementation given | no ne | 15 minutes | Midwife/ DOH HRH | |

| | | | | |
|--|--|-------|------------|------------------|
| - Submit your child for weighing | | | | |
| 3.Wait for Post immunization instruction | 3.instruction given observe for adverse reaction next schedule given | no ne | 3 minutes | Midwife/ DOH HRH |
| | Total: | no ne | 20 minutes | |

MATERNAL/CHILD HEALTH CARE SERVICE

ABOUT THE SERVICE:

To achieve Low Maternal Mortality and Morbidity Rates and to fully carry out the implementation of a comprehensive MATERNAL CARE PROGRAM for Pregnant and lactating women.

| | | |
|---------------------------|---|--|
| Office or Division | Municipal Health Office | |
| Classification | Simple | |
| Type of Transaction | G2C – Government to Client | |
| Who may avail? | All pregnant/lactating women | |
| Checklist of Requirements | Where to secure | |
| Identification Card | Philhealth, SSS, GSIS, BIR, Other agencies issued valid Identification Card | |

| CLIENT STEPS | AGENCY ACTIONS | FE ES T O B E P A I D | PROCE SSIN G TIME | PERSON RESPONSI BLE |
|--|---|--|-------------------------|--|
| 1. Go to your respective Brgy. Health Center Give all details | 1.Accommo dates all clients /residents Log-in clients details on their HBMR card Medical history Computation of AOG- (age of gestation EDC (expected date of confineme nt) | no ne | 10 minutes | Midwife/ DOH HRH |
| 2.For all pregnant women Submit yourself for pre-natal examination | 2.Performs physical examination that includes screening for any medical problems/dan ger signs Initiates first aid measures if manageable; If not refer to MHO for further evaluation / management Provides routine maternal care Refer to laboratory for routine examinations | no ne | 20 minutes | Midwife/DO H HRH MHO/Nurs e |

| | | | | | |
|--|--|--|----------|---------------------------------------|---------------------|
| | | (CBC,Blood Typing, | | | |
| | | Urinalysis, HBs AG) VDRL/Ultras ound if deemed necessary Give iron / vitamin A Administere d tetanus toxoid vaccine Accomplishm ent of birth plan | | | |
| 3.Counselin g / Health Education Ask your follow up visits For lactating mothers, visit your midwife for regular check-up at least 2-3 X within 4 - 6 weeks upon delivery to ensure proper and adequate post partum care | | 3.Conducts counseling / health education DO's and DON"TS (10 danger signs of pregnancy) Fertility awareness Family Planning Method Instruct s to come back on their follow- up visits Conducts regular checkup | no ne | 5 minutes 15 minutes | Midwife/ DOH HRH |

| | | | | |
|--------------------------------|---|----------|---------------|---------------------|
| 4. Inquire for follow-check-up | 4. Instruct for their monthly visits until 7 th month Every 2 weeks until 8 th month then weekly until delivery for normal cases | no ne | 2 minutes | Midwife/ DOH HRH |
| | Total: | no ne | 52 minutes | |

FAMILY PLANNING SERVICES (Barangay Health Station)

ABOUT THE SERVICE:

The Municipal Health office provides Family Planning to promote proper child spacing and birth control

| | | | | |
|---------------------------|---------------------------------------|------------------|-----------------|--------------------|
| Office or Division | Municipal Health Office | | | |
| Classification | Simple | | | |
| Type of Transaction | G2C – Government to Client | | | |
| Who may avail? | Couples and women of reproductive age | | | |
| Checklist of Requirements | | Where to secure | | |
| None | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEE STOP BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |

| | | | | |
|---|--|------|------------|----------------------------|
| Go to your respective Barangay Health Center for inquiry about Family planning methods that will fit to you | Interviews client and make family planning record assess clients reproductive health needs and information about Family Planning | none | 2 minutes | Midwife/ DOH HRH |
| Submit yourself for Physical Examination | conducts physical examination refers client to MHO for obstetrical/gynecological examination Give health education and provision of family planning asks about Pap's Smear | none | 20 minutes | Midwife/ DOH HRH Nurse MHO |
| For clients who experienced adverse reaction to a particular Family Planning | For any medical management of problems resulting from the method used Advice to shift to other methods susceptible to the client | none | 15 minutes | MHO |
| Go back to your Midwife for availment of Family Planning | Administer the appropriate Family planning method Issue the FP card Instructs for follow-up visits | none | 3 minutes | Midwife/ DOH HRH |
| | Total: | none | 40 minutes | |

| | | | | |
|--|--|--------|--|--|
| | | n e | | |
|--|--|--------|--|--|

BEmONC (San Vicente Birthing Home)

ABOUT THE SERVICE: To achieve low maternal mortality and morbidity rates. The Municipal Health Office of San Vicente implements / provides comprehensive maternal care program for pregnant and lactating women.
 Ensures that all deliveries are handled by trained health personal on BemONC.

| | | | |
|-----------------------------|----------------------------------|--|--|
| Office or Division | Municipal Health Office | | |
| Classification | Simple | | |
| Type of Transaction | G2C – Government to Client | | |
| Who may avail? | Individuals | | |
| Checklist of Requirements | Where to secure | | |
| Home-based Maternal Records | | | |
| PhilHealth Card (if any) | PhilHealth Insurance Corporation | | |

| CLIENT STEPS | AGENCY ACTION S | FE ES TO BE PAI D | PROCES SIN G TIME | PERSON RESPONSIB LE |
|--|---|--------------------------------|---|---------------------|
| Pre-natal/Postnatal (OLD & NEW /referrals from Barangay | <ul style="list-style-type: none"> - assess /reviews records/Vital signs - assess PhilHealth records/card | Php 2,000.00 if w/o Philhealth | 15 minutes | Midwife on duty |
| Walk-in <ul style="list-style-type: none"> - get your number from reception/ - information section - records section - admission - check-up / treatment/ - follow up | (if any) | | 5 minutes | In-Charge |
| Admissions of Clients presents your : <ul style="list-style-type: none"> - Laboratory results - Birth plan - Proceed to examination room - Proceed to delivery room (if fully dilat ed) - Recovery room - Prepares all pertinent documents/ prior to discharge | <ul style="list-style-type: none"> - Only normal pregnancy is allowed <p>Monitor progres s of labor thru partogra ph</p> | | <p>It depends upon the progressi on of labour</p> <p>it depends upon the condition of mother/c hild</p> | Midwife on Duty |
| Family Planning <ul style="list-style-type: none"> - present your referral/reco rds | <ul style="list-style-type: none"> - assess records/vital signs - counseling - Instructs for follow up visit | | 5 minutes | Midwife/Nurse |

| | | | | |
|--|--------|-----------------|---------------|--|
| | Total: | Php 2,000.00 | 25 minutes | |
|--|--------|-----------------|---------------|--|

ISSUANCE OF MEDICAL CERTIFICATE / MEDICO LEGAL CERTIFICATE

ABOUT THE SERVICE: A Medical Certificate - who will seek a medical certificate as a requirement for local employment, school entrance, medical excuses and other related matters.

A Medico Legal Certificate is generally required for any legal purposes

| | | | | | |
|---|---|----------------------------|------------------------------------|------------------------|---------------------------|
| Office or Division | | Municipal Health Office | | | |
| Classification | | Simple | | | |
| Type of Transaction | | G2C – Government to Client | | | |
| Who may avail? | | General Public | | | |
| Checklist of Requirements | | | Where to secure | | |
| CBC, Urinalysis, Fecalalysis, X-Ray | | | Laboratory | | |
| Physical Examination and other examination when deemed necessary (for students) | | | | | |
| CLIENT STEPS | AGENCY ACTIONS | | FEE TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| Seeks inquiry / information at the Municipal Health office | Give full details/instruction in availing the service needed of the clients | | none | 1 minute | Midwife |
| Presents receipt intended for the requirements | Assess all necessary documents If for employment-assess Laboratory /X-ray results If for medico-Legal refer to MHO for | | Php 260.00 for Medical Certificate | 15 minutes | Nurse/MHO |

| | | | | |
|--|---|---|-------------------|---------------------------|
| | Physical Examination/others | Ph p 26 0.0 0 for Me dic o - Le gal | | |
| Wait for the issuance of the certificate | Prepares/recording | no ne | 2 minute s | Midwife / Nurse MHO |
| | Total: | Ph p 52 0.0 0 | 18 minute s | |
| Present Laboratory /Xray results to Municipal Health officer | Conducts assessment/PE interprets laboratory/Xray results Prescribes/medications/treatment Health education/instruct for follow-up visit | no ne | 4 minute s | MHO |
| Come back on scheduled date | Assess clinical manifestation Repeat Laboratory examinations if symptoms persist If no manifestation seen. Clients instructs to seek Pink card from the RSI | no ne | 2 minute s | MHO |

ISSUANCE OF SANITARY PERMIT

ABOUT THE SERVICE: All Food/Non-Food business establishments are required to secure sanitary permit for safe/healthy measures and compliance pursuant to PD 856 – The Standard of the Sanitary Code of the Philippines

| | | | | | |
|---------------------------|-------------------------------|------------------------------|-----------------|--------------------|--|
| Office Division | or | Municipal Health Office | | | |
| Classification | Simple | | | | |
| Type of Transaction | G2B – Government to Business | | | | |
| Who may avail? | Business Operators and Owners | | | | |
| Checklist of Requirements | | Where to secure | | | |
| Official Receipt | | Municipal Treasurer’s Office | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEE STOP BE PAID | PROCESSING TIME | PERSON RESPONSIBLE | |

| | | | | |
|---|---|--|----------------------------|-----|
| Client visit Business One Stop Shop (BOSS) to secure Sanitary permit for business licensing | Assess reviews application forms/others Provides clients of checklist of sanitary requirements | | 5 minutes | RSI |
| Presents all requirement s/ot her pertinent documents to sanitary inspector | Reviews sanitary requirements Records data about the status of the establish ment If new establish ment ocular inspection is required Instruct the owner for ocular inspection If complied with all the requiremen ts-sanitary permit is issued | | 5 minutes | RSI |
| Wait for the ocular inspection | Conducts ocular inspection Inform clients for the violation/impro vement needed Conducts re- inspection | | 1 hr/ Establish ment | RSI |
| | after 7 working days | | | |

| | | | | |
|---|---|--|-----------|---------|
| Come back to the Sanitary Inspector's Office Presents documents for compliance/ completion of sanitary requirements | Assess/reviews all the requirements If complied- issues sanitary permit for approval/signature of MHO | | 5 minutes | MHO/RSI |
|---|---|--|-----------|---------|

ISSUANCE OF HEALTH CERTIFICATE

ABOUT THE SERVICE: To ensure safety / healthy measures of all food / non-food handlers

| | | | | |
|--|----------------------------------|------------------------------|------------|-------------|
| Office or Division | Municipal Health Office | | | |
| Classification | Simple | | | |
| Type of Transaction | G2C – Government to Clients | | | |
| Who may avail? | Food and Non-Food Handlers | | | |
| Fees | Food Services Personnel | | Php 200.00 | |
| | Entertainment Service Personnel | | Php 200.00 | |
| | Managerial/Supervisory Personnel | | Php 200.00 | |
| Checklist of Requirements | | Where to secure | | |
| Working Application | | Municipal Treasurer’s Office | | |
| CBC, Urinalysis, Fecalysis and Chest X Ray | | Laboratory | | |
| CLIENT | AGENCY ACTIONS | FEES TO | PROCESSING | PERSON |
| STEPS | | BE PAID | TIME | RESPONSIBLE |

| | | | | |
|--|---|---|------------|-------------------|
| Go to the Sanitary Inspector for inquiry on how to avail the service | Provides checklist of requirements Instruct to go to BPLS to secure working application and assessment of fees | Please refer to the table above for the particular fees | 1 minute | RSI |
| Come back to sanitary inspector Presents filled up application/laboratory/X-ray results/official receipts | Assess/review all the documents If no significant findings, issue health certificate If with significant findings, refer to the MHO | | 5 minutes | RSI |
| Presents laboratory/X-ray results to MHO | Interprets results Conducts medical examination Observes clinical manifestation Prescribes medication/treatment Advice /health education Instruct for follow-up visits | | 10 minutes | MHO |
| Come back to MHO on prescribed date | Interviews/assesses present clients condition after medication/treatment | | 5 minutes | MHO |
| Presents MHO approval for the issuance of health certificate | Prepares/records clients data on the logbook/issue health certificate | | 5 minutes | RSI |
| Proceed to BPLO for issuance of working permit (for employment) | Issuance of working permit | | 2 minutes | Licensing Officer |

| | | | |
|--|-------|--|--|
| | Total | <div> <div>Pleas e refer to the table above for the partic ular fees</div> <div>22 minu tes</div> </div> | |
|--|-------|--|--|

PROVISION OF THE NATIONAL TB PROGRAM

ABOUT THE SERVICE: To promote health in general by decreasing the number of TB patient in LGU through DOTS

| | | | | | |
|---------------------------|--|----------------------|------------------|---------------------|--|
| Office Division or | Municipal Health Office | | | | |
| Classification | Simple | | | | |
| Type of Transaction | G2C – Government to Client | | | | |
| Who may avail? | All identified TB Symptomatic (All TB Forms) | | | | |
| Checklist of Requirements | | Where to secure | | | |
| None | | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEE S TO B E P A I D | PROCESSIN G TIME | PERSON RESPON SIBLE | |

| | | | | |
|--|---|------|------------|-------------------------------|
| Go to your respective barangay Health station for inquiry about the service | Answers all your queries on how to avail TB drugs for free Conducts interview Recording/data gathering of clients medical history Assess /observes clients complain/symptoms If identified TB symptomatic-registered in their case finding master list Instruct for proper sputum collection (2 sputum specimen) | none | 5 minutes | MIDWIFE/ DOH HRH NURSE |
| Go back on prescribe period after sputum examination | If clients is sputum negative , refer for further management and evaluation Clients with sputum positive, instruct them to report to MHO/PHN for treatment with their treatment partner | none | 5 minutes | MIDWIFE/ DOH HRH NURSE |
| Go to the DOTS center Look for the DOTS personnel | assess/interview/data gathering Weigh client Health education/briefing Give initial dose of TB drugs | none | 30 minutes | Midwife/ Nurse |
| Report to your respective Brgy. Health center before drugs supply is about to consumed | Dispense TB drugs for prescribed no. of days Instructs to submit sputum ff-ups on the date scheduled | none | 5 minutes | MIDWIFE / DOH HRH |

| | | | | |
|---|--|------------------|---------------|------------------------|
| Updates the status of your present health condition | Refer clients to MHO when deemed necessary/adverse reaction Regular vital signs taking/monitor monthly weight Monitor regularly – DOTS | n o n e | 5 minutes | MIDWIFE/ DOH HRH |
| | Total: | n o n e | 50 minutes | |

PROVISION OF THE LEPROSY PROGRAM

ABOUT THE SERVICE:

To promote health in general by decreasing the number of Leprosy patient through Case finding by using Slit Skin Smear

| | | | | |
|---------------------------|----------------|--|-------------------------|---------------------------|
| Office Division or | | Municipal Health Office | | |
| Classification | | Simple | | |
| Type Transaction of | | G2C – Government to Client | | |
| Who may avail? | | All identified Leprosy Symptomatic | | |
| Checklist of Requirements | | Where to secure | | |
| None | | | | |
| CLIENT STEPS | AGENCY ACTIONS | F E E S T O B E P A I D | PROCE SSIN G TIME | PERSON RESPON SIBLE |

| | | | | |
|---|---|------------------|---------------|--|
| Go to your respective barangay Health station for inquiry about the service Present your referral slip Submit yourself for SLIT SKIN SMEAR (if symptomatic) Wait for the laboratory result treatment (if positive) | Data gathering/history taking Assessment/PE Issues Lab.request for slit/skin test/AFB Conducts Lab.examination | n o n e | 10 minutes | Midwife/D OH HRH -MHO -MHO -trained RMT -Nurse in-charge |
| Go back on prescribe period after slit skin smear examination | Clients with slit skin smear positive, instruct them to report to MHO/PHN for treatment with their treatment partner/relative | | 5 minutes | MIDWIFE/ DOH HRH |
| Go to the center Look for the personnel | Assess/interview/data gathering Weigh client Health education/briefing Give initial dose of drugs | | 30 minutes | Midwife/ Nurse |
| Report to your respective Brgy Health center | Dispense drugs for prescribed no. of days -instruct to report on ff ups on the date scheduled | | 2 minutes | Midwife/ DOH HRH |

| | | | | |
|---|---|------------------|---------------|---------------------|
| before drugs supply is about to consum ed | | | | |
| Updates the status of your present health conditio n | -refer clients to MHO when deemed necessary -regular vital signs taking -monitor regularly | | 2 minutes | Midwife/ DOH HRH |
| | Total: | n o n e | 49 minutes | |

Availment of Laboratory Request

| | | | | |
|---|--|-----------------|-----------------|--------------------|
| Office or Division | Municipal Health Office | | | |
| Classification | Simple | | | |
| Type of Transaction | G2C – Government to Clients | | | |
| Who may avail? | All EEWs, Walk-Ins and Referrals from Barangay Health Stations or Rural Health Unit Private Clinics | | | |
| Checklist of Requirements | | Where to secure | | |
| None | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| Go to your respective barangay Health station for inquiry about the service | Data gathering/history taking Issues Lab request for GC smear | none | 2-3 Minutes | Midwife/DOH HRH |
| Present your referral slip – to reception /information section | assess the request | none | 1 Minute | Midwife/Nurse |
| Go to MTO for payment of fee then proceed to the laboratory, present your receipt | Login with the OR # and gives slides | none | 2 minutes | RMT/Lab staff |

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|---------------------|---|------|-----------------|-----|
| Wait for the result | Does Gram Staining/Microscopy Releases results | none | 15 – 30 minutes | RMT |
| | If positive-contact tracing Counseling Gives | none | | MHO |
| | treatment/instruction for follow-up visits/ health teaching, encourage client to undergo HIV testing | | | |
| | Total: | none | 36 minutes | |

AVAILMENT OF LABORATORY SERVICES

ABOUT THE SERVICE:

To improve the management of health conditions using various means of identifying the causes and nature of diseases and aid the physician in diagnosing/treatment of diseases.

| | | | |
|---------------------|-----------------------------|--|-----------------|
| Office Division or | Municipal Health Office | | |
| Classification | Simple | | |
| Type of Transaction | G2C – Government to Clients | | |
| Who may avail? | General Public | | |
| Fees | SERVICE PROVIDED | | FEE (In Pesos) |
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| | Hematology | |
| | Complete Blood Count | 85.00 |
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| | Hematocrit Determination | 100.00 |
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| | Blood Typing with RH | 70.00 |
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| | Parasitology | |
| | Malaria Thick/ Thin Smear | FREE |
| | Fecalysis/ Stool Examination | 50.00 |
| | Clinical Microscopy | |
| | Urinalysis | 30.00 |
| | Acid Fast Bacilli Smear (TB & Leprosy) | FREE |
| | | |
| | Pregnancy Test | |
| | Urine | 150.00 |
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| CLIENT STEPS | AGENCY ACTIONS | FEE S TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--|--|--|--|--------------------|
| Present your | Assess laboratory | Please | 2 minutes | RMT |
| laboratory request to the laboratory Staff | request if the test is available If not explain to the client if they agree for send out Instructs for the procedure and advice to come back the following day for sample collection If routine examination only-instructs client to go to MTO | refer to the table above for the particular fees | 1 day AM: collection /receiving of specimen PM: releasing of results | |
| Pay the amount of requested examinations at the MTO | Assess/receives specimen Together with the OR # and Lab. Request | | 1 minute | RMT |
| Submits yourself for blood extraction | Advise client to get their result on the prescribe period | | 5 minutes | |
| Presents your result to the requesting MHO/Physician | Assess/evaluates/interprets the result If with significant findings-prescribe medication/treatment Instructs for | | 10 minutes | RMT |

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| | the next visit Refers to Tertiary Hospital when deemed necessary | | | |
| | Total: | Please refer to the table above for the particular fees | 1 day and 18 minutes | |

LABORATORY SERVICES FOR TB PATIENTS

ABOUT THE SERVICE: To provide laboratory services for the probable TB patient, to provide early detection and proper medication in order to reduce mortality and morbidity of TB patients.

| | | | | |
|---------------------------|--|-----------------|-----------------|--------------------|
| Office or Division | Municipal Health Office | | | |
| Classification | Simple | | | |
| Type of Transaction | G2C – Government to Clients | | | |
| Who may avail? | All probable and identified tb symptomatics patients | | | |
| Checklist of Requirements | | Where to secure | | |
| None | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |

| | | | | |
|---|--|------|-----------|------------------------|
| Go to your respective Barangay Health Center | Assess/interviews History taking Take note of signs/symptoms Log-in on TB registry Gives 2 sputum cups properly labeled Instructs client for the proper collection of sputum specimen Instructs to come back the following day for submission of 2 sputum specimen (1 st spot collection, 2 nd collection after 1 hr.) | none | 3 minutes | Midwife/ DOH HRH Nurse |
| Submits 2 sputum cups at your respective Barangay Health Center | Assess specimen submitted for quality assurance Fills up laboratory request Health education Submit specimen to the Laboratory | none | 3 minutes | Midwife / DOH HRH |
| Midwife/BHW submits the | Assess for Quality assurance | none | 1 minute | RMT |

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| sputum specimen to Laboratory | Checks/reviews the Laboratory request if completely filled up Enter on Laboratory TB registry Label specimen cups Ready for smearing/staining | | 20 minutes each slides – for smearing/drying 20 minutes – for staining/drying | |
| Stained TB slides | Recordings/checking of slides Performs TB Microscopy Recording of result Releasing of result to PHN | none | 10 minutes /slide | RMT |
| Come back to your respective Barangay Health Center for the result after the | Issue result to the client If negative sputum for TB symptomatic-refer to Chest X-ray If positive sputum-refer to TB DOTS for treatment Assign BHW-as treatment partner | none | 2 minutes | Midwife/ DOH HRH |

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|--|---|------|-----------------------|-------------------|
| prescribe period | | | | |
| Go to DOTS Center with your treatment partner assign by your Midwife | Interview History taking/contact tracing Vital signs taking Weighing Categorized client Log-in on TB registry Give initial dose/treatment card Instruct client for the medication Health education | none | 30 minutes | Midwife/ Nurse |
| Go back to your respective Barangay Health Center for follow ups TB drugs (6 months supply for free) | Recording/interview Take note for any reaction client may experienced If not manageable- / adverse reaction refer to MHO Instruct client for follow ups sputum collection/examination of submission | none | 2 minutes | Midwife Nurse |
| | Total: | none | 1 hour and 31 minutes | |

AVING OF NEW BORN SCREENING

ABOUT THE SERVICE:

To assess/examine all Newborn for any Congenital Metabolic Disorder in order to prevent the cause of mental retardation or fetal death.

| | |
|---------------------------|-------------------------|
| Office Division or | Municipal Health Office |
| Classification | Simple to Complex |

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|--|---|---|------------------------|---------------------------|--|
| Type of Transaction | | G2C – Government to Clients | | | |
| Who may avail? | | New Born Infants within 48-72 hours after birth | | | |
| Checklist of Requirements | | Where to secure | | | |
| Laboratory Request Official Receipt | | Physician Municipal Treasurer's Office | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEE S TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE | |
| Go to Municipal Health center Proceed to the Laboratory Present your request for Newborn Screening | Instructs client to secure official receipt from MTO | Php 2,000.00 if w/o Phil health | 2 minutes | Trained RMT/ Midwife | |
| Pay the test to MTO Come back to the Laboratory Present the Official Receipt | Records client name/OR number Conducts interview/data gathering | | 3 min | Trained RMT/ Midwife | |
| Submits your child for blood | Prepares clients for blood collection Performs the Newborn screening test | | 15 minutes | Trained RMT/ Midwife | |

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| d coll ecti on | Sends the filter card | | | |
| | through courier to NBSC- | | | |
| Com e back on the pres cribe perio d | Releases the result Positive result should be relay to the parents immediate ly Repeats sample collect ion for confir matio n Refer s to MHO for further mana geme nt If negative- release result | | | Trained RMT/ Midwife Trained RMT/ Midwife |
| | Total: | Php 2,00 0.00 | 20 minute s | |

AVAILING ANIMAL BITE SERVICE

ABOUT THE SERVICE: The Municipal Health Center in partnership with the DOH for the implementation of RA-9482. Give the initial dose of Anti Rabies to the client.

| | |
|--------------------|-------------------------|
| Office or Division | Municipal Health Office |
|--------------------|-------------------------|

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|--|--|---|------------------------|---------------------------|--|
| Classification | | Simple | | | |
| Type of Transaction | | G2C – Government to Clients | | | |
| Who may avail? | | General Public | | | |
| Checklist of Requirements | | Where to secure | | | |
| Laboratory Request Official Receipt | | Physician Municipal Treasurer's Office | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE | |
| Gets your referral slip from | Assists clients Refer to ABTC | none | 5 minutes | Midwife/ DOH HRH | |
| Presents your referral slip to ABTC | Interviews/data gathering Examines the site of the wound | none | 10 Minutes | | |
| | Apply first aid/wash wound with soap and water thoroughly /cleanse the area Categorize the status of the site and severity of the wound Gives Anti-Tetanus for skin testing Observes for any adverse reaction If no reaction gives the | | | | |

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| | full dose of anti-tetanus vaccine Gives the initial dose of Anti-Rabies Vaccine Health education/instructions Instructs client and give ABTC card to observe the biting animal for 14 days Refers to another Animal bite clinic in case of no available vaccine | | | |
| | Total: | none | 15 minutes | |

ADOLESCENCE HEALTH YOUTH DEVELOPMENT PROGRAM

ABOUT THE SERVICE:

Establishment of Friendly Clinic to cater adolescence among 15-19 age groups. Gives immunization of tetanus toxoid / MMR and reduce the incidence of early pregnancy / STIs / HIV / AIDS

| | |
|---------------------|------------------------------------|
| Office or Division | Municipal Health Office |
| Classification | Simple |
| Type of Transaction | G2C – Government to Clients |
| Who may avail | Adolescents (ages 15-19 years old) |

| Checklist of Requirements | | Where to secure | | |
|--|---|--|----------------------------------|---------------------------|
| Laboratory Request Official Receipt | | Physician Municipal Treasurer's Office | | |
| CLIENT STEPS | AGENCY ACTIONS | F E E S T O B E P A I D | PROCE SSIN G TIME | PERSON RESPON SIBLE |
| Go the MHO Seeks assistance on duty at the information section | Interviews/data gathering Gives immunization for adult adolescence | no n e | 5 minutes | Nurse/ Midwife |
| Wait for the call Follows instruction Proceed to MHO/Physic ian If with Laboratory request proceed to Laboratory Wait for the result Present to the MHO/Physic ian | Counseli ng/ health educatio n: on Family Planning Maternal /Child care STIs/HIV/AIDS Treatment/med ication Follow-up visits | no n e | 3 minutes 2 minutes | MHO/PHM / Nurse |
| | Total: | no n e | 10 minutes | |

MUNICIPAL TOURISM OFFICE

Frontline Services

Research/Interview Request

ABOUT THE SERVICE: Tourism Office offers research and interview to any individuals/ groups private and public. It can help how to boost the tourism sector of the municipality.

| | | | | |
|---|--|--|------------------------|-------------------------------|
| Office or Division: | | Office of the Municipal Tourism | | |
| Classification | | Simple | | |
| Type of Transaction | | G2C – Government to Client | | |
| Who may avail | | Pupils, Students, Researchers, Tourists, Visitors, Guests, Media , NGO | | |
| Checklist of Requirements | | Where to Secure | | |
| Original Copy of Request Letter (2 copies) | | Researcher/Interviewer | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Provide letter addressed to the Municipal Mayor Provide 1 copy to the Mayor’s Office and 1 copy to the Tourism Office | 1. Receive/Print letter request. If letter was directed to the Tourism Office, endorsed copy to Mayor’s Office. | none | 5 minutes | Tourism Officer/Tourism Staff |
| 2. Researche and Interviews | 2. Guide the researchers’ And answer inquiries | none | 1-2 hours | Tourism Officer/Tourism Staff |
| 3. Submit to the tourism the copy of the final output of research and interview | 3. Should the researchers need other information not available at the Tourism Office, endorsed them to other offices such as the MPDC (Land Use Plan, etc.), Environment Office (environmental activities, eco- tourism matters, etc), or Sangguniang Bayan Office (Ordinances, resolutions, | none | 10 minutes | Tourism Officer/Tourism Staff |

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| | etc) | | | |
| | Total: | none | 1 hour & 15 minutes | |

Tour Coordination

ABOUT THE SERVICE: To visit the town of discovery and adventure. And experience the thrill of Mananap falls. We offer tour guiding to local and foreign tourist.

| | | | | |
|---|--|---|------------------------|-------------------------------|
| Office or Division: Classification Type of Transaction Who may avail | Office of the Municipal Tourism | | | |
| | Simple | | | |
| | G2C – Government to Client | | | |
| | local and foreign tourist. | | | |
| Checklist of Requirements | | Where to Secure | | |
| Coordinate to Tourism office for safety purposes of the guest/ visitor of Mananap Falls | | Office of the Mayor Tourism Office | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Email/ Contact the Tourism Office | 1. Receive/attend to the request | Tour Guide Services | 30 minutes | Tourism Officer/Tourism Staff |
| 2. itinerary should be a 1 day visit only no over night | 2. Prepare itinerary | Environmental fee (25.00/pax) Tour Guide Fee (Php 200.00-1000.00/Tour Guide) | 30 minutes | Tourism Officer/Tourism Staff |
| 3. Wait for the final itinerary to be sent by the office | 3. Wait for the approval of the responsible office | | 30 minutes | Tourism Officer/Tourism Staff |

| | | | | |
|--|--------|------------------------|------------------------|--|
| | Total: | Php 200.00- 1000.00 | 1 hour & 30 minutes | |
|--|--------|------------------------|------------------------|--|

CINDY ESPINA TALDO

Tourism Office Designate
Contact no. 09515494624/09504651240
Email add: SanvicenteTourism 2020@gmail.com

Municipal Property and Supply Office

Frontline Services

- MISSION** : Public Office is a Public Trust
- VISION** : Develops and maintains a sound Property and Supply Management Program

RECEIPT AND ISSUANCE OF OFFICE SUPPLIES & EQUIPMENT TO REQUESTING OFFICER/END USER OF LOCAL GOVERNMENT UNIT AND OTHER GOVERNMENT AGENCIES/ENTITIES

ABOUT THE SERVICES: This is an extension services of the Local Government of San Vicente to provide assistance to those who are in needs of the Office Supplies and Equipment for the Requesting Officer/end user.

OFFICE OR DIVISION : Office of the Property and Supply.

CLASSIFICATION : Simple

TYPE OF TRANSACTION: Government to Requisitioning Officer/end users of Local Government unit and other Government Agencies.

WHO MAY AVAIL : Department Heads, Division Chiefs of Local Government Unit, other Government Agencies, Organization and Educational Institution (LSB)

| Checklist of Requirements | Where to Secure |
|---|---|
| Purchase request of the Requisitioning Officer/end user. | Head of Offices/Departments who are availing Office Supplies and Equipment. |
| Action slip/ approved Purchased Orders with delivery Receipt. | Office of the Mayor |

| Client Step | Agency Action | Processing Time | Person Responsible |
|---|--|-----------------------|---|
| Submit to the P&SO the approved Purchase Orders and attached Delivery Receipts together with the Office Supplies & equipment delivered by the Purchaser/Supplier/distributor. | Received Purchased Order with delivery receipt. checking of the delivered Office Supplies/Equipment in accordance with the Purchase order. | Maximum of 20 minutes | Property & Supply Officer designate and Staff |
| Received Office Supplies/Equipment by the Officers/end users concerned | Prepares and Issue a Property Acknowledgment Receipt (PAR) to the requesting Office/Department Agencies/Entities | 3 minutes | Property and Supply Officer designate and Staff |

| | | | |
|--|---|---|--|
| Received and Affix signature to the Property Acknowledgment Receipt. | Property Acknowledgment Receipt will be signed by the Property Supply Officer designate, Municipal Treasurer and approved by the Local Chief Executive. | 5 minutes depend on the availability of the signatory | P & SO Designate, Municipal Treasurer and Municipal Mayor or authorized representative |
|--|---|---|--|

RENTAL FEE FOR THE USE OF GOVERNMENT OWNED FACILITIES AND EQUIPMENT

(Municipal ordinance No. 1 series of 2011)

ARTICLE S SECTION 3S.01 Imposition of Fees. There is hereby imposed the following Rental Fee for the use of the following Government-owned properties.

FEES:

| | | |
|--------------------------------|---|---|
| 1. Mini Sport Center | Per day Per night Per night and day | Php 200.00 300.00 500.00 |
| 2. Training Center | Per day | 500.00 |
| 3. Palay-Dryer | Per day | 200.00 |
| 4. Tabacco Dryer | Per day | 200.00 |
| 5. Copra- Dryer | Per day | 200.00 |
| 6. Other facilities/Equipments | Per day | 200.00 |

Section 3 S, 02. Term and manner of Payment. The rental fee imposed in this article shall be paid on the Municipal Treasurer’s Office before the Application of Request to rent the Government owned facilities and Equipment id granted.

| Checklist of Requirements | | | Where to Secure | |
|--|--|---|---------------------------------------|---|
| Request Letter address to the Municipal Mayor | | | Clients who is availing the service/s | |
| Action Slip/Approval | | | Office of the Mayor | |
| Tax Order of Payment (TOP) | | | BPLO | |
| CLIENTS STEP | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| Submit a request letter address to the Municipal Mayor | Received letter request by Office of the Municipal Mayor | Please see table above for particular fee/s | 7 minutes | LRCO/ LRCC, Office of the Municipal Treasurer |
| Present transaction receipt to BPLO | Process the requested permit (3 copies) | None | 3 minutes | BPLO |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|-----------------|--|---|
| Proceed to MO Administrator with your triplicate copies for signature | Applied Permit will be signed by the Municipal Administrator | none | 5 minutes (minimum) Depend on the availability of the signatory | Municipal Mayor or Authorized Representative. |
| Return to Property and Supply Office along with the permit | Schedule the requested permit 1 copy for BPLO 1 copy for P&SO 1 copy to client | none | 2 minutes | P & SO Staff |

RENTALS OF PERSONAL AND REAL PROPERTIES OWNED BY THE MUNICIPALITY
(MUNICIPAL ORDINANCE NO. 1 Series of 2011)

- ABOUT THE SERVICE:

This is an extension service of the Local Government Unit of San Vicente, Camarines Norte to provide assistance to those who are in needs of the properties and facilities owned by the Municipality.
- Office or Division:

Office of the Property and Supply
- Classification:

Simple
- Type of Transaction:

G2C – Government to Citizen
- Who may Avail:

Private Entities
Religious Groups
Charitable Foundations
Business Establishments
Government organizations
Educational Institutions
Residents/Individuals
Visitors/Guests

LAND ONLY (per square meter)

Rate of Rental

| | |
|--|-------------------------|
| a. Located in commercial/Industrial area | Php 50.000 /year |
| b. Located in residential area | 30.00 /year |
| c. Others | 20.00 /year |

BUILDING (per square meter of floor area)

| | |
|--|-------------------------|
| a. Located in commercial/Industrial area | Php 50.000 /year |
| b. Located in residential area | 30.00 /year |
| c. Others | 20.00 /year |

For Multi-Story structures rates can be categorized on floor location as un ground flour, corner, etc. specify rental rates are annual monthly, weekly or daily.

Machines/ Vehicle/Equipments

| Vehicles, Machineries or Equipment | Rate of Fee |
|---|---|
| a. Farm Tractor | Php 750.00 per haft hectare or less Php 1,500.00 per hectare within the Municipality Php 2,500.00 per hectare outside the Municipality plus operators Honorarium of 200 per hectare. |
| b. Bulldozer | Php 1,500.00 per hour |

3.

| Checklist of Requirements | | | Where to Secure | |
|---|--|---|--|--|
| Request Letter address to the Municipal Mayor | | | Clients who is availing the service/s | |
| Action Slip/Approval | | | Office of the Mayor | |
| Tax Order of Payment (TOP) | | | BPLO | |
| CLIENTS STEP | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| Submit a request letter address to the Municipal Mayor | Received letter request by Office of the Mayor | Please see table above for particular fee/s | 7 minutes | LRCO/LRCC, Office of the Municipal Treasurer |
| Present transaction receipt to BPLO | Process the requested permit (3 copies) | None | 3 minutes | BPLO |
| Proceed to MO Administrator with your triplicate copies for signature | Applied permit will be signed by the Municipal Administrator | None | 5 minutes (minimum) Depend on the availability of the signatory | Municipal Mayor or Authorized Representative |

| | | | | |
|--|--|------|-----------|-------------|
| Return to Property and Supply Office along with the permit | Schedule the requested permit 1 copy for BPLO 1 copy to P&SO 1 copy to client | None | 2 minutes | P &SO staff |
|--|--|------|-----------|-------------|

OFFICE OF THE MUNICIPAL TREASURER
Frontline Services

Collection of Business Tax

ABOUT THE SERVICE: All business establishments are required to secure a Business License and Mayor’s Permit and pay the corresponding business taxes before the start of operations. The Business License must be renewed from January 1 to 20 every year as mandated in the local tax ordinances unless an extension is issued by the Sangguniang Bayan. Penalties are imposed after this period.

Business taxes for newly opened enterprises are based on capitalization, but those already existing are computed on the basis of a percentage of gross sales/ receipts. Payments may be made annually or quarterly. Taxes are due on the first 20 days of the start of each period or by quarterly installments beginning on January 20, April 20, July 20 and October 20.

| | | | | |
|---|---|---|-----------------|---|
| Office or Division: | Office of the Municipal Treasurer | | | |
| Classification | Complex | | | |
| Type of Transaction | G2B- Government to Business Entity | | | |
| Who may avail | Sole Proprietor, Partnership, Corporation, Cooperative | | | |
| Checklist of Requirements | | Where to Secure | | |
| 1. Business and License Operation Permit Assessment | | 1. Business Permits and Licensing Office (BPLO) | | |
| 1. Community Tax Certificate | | 2. Office of the Municipal Treasurer | | |
| CLIENTS STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. In Window Transaction 1 & 2, Present to the Revenue Collecting Officer the assessed form coming from Business Permits and Licensing Office (BPLO). | 1. The Revenue Collecting Officer Issues official receipt and signs it based on the assessment of the BPLO. | Based on Business and License Operation Permit Assessment | 5 minutes | Local Revenue Collection Officer (LRCO) |
| | | | | |
| TOTAL | | | 5 minutes | |

Collection of Community Tax Certificate (CTC)- Individual

ABOUT THE SERVICE: Every inhabitant of the Philippines, eighteen (18yrs old) of age or over has been regularly employed on a wage or salary basis for at least thirty (30) consecutive working days during any calendar year or who is engaged in a business or occupation, or who owns a real property with an aggregate assessed value of One Thousand Pesos (Php 1,000.00) or more, or who is required by law to file an income tax return shall pay an annual additional tax of Five Pesos(Php 5.00) and an annual additional tax of One Peso (Php1.00) for every One thousand pesos (P1,000.00) of income regardless of whether for business, exercise of profession or from property which in no case shall exceed Five Thousand Pesos (Php5,000.00)

| | | | | |
|--|---|---|------------------------|---|
| Office or Division: | | Office of the Municipal Treasurer | | |
| Classification | | Simple | | |
| Type of Transaction | | G2B- Government to Business Entity | | |
| | | G2C- Government to Citizen | | |
| Who may avail | | Business Owners and Individual Taxpayer | | |
| Checklist of Requirements | | Where to Secure | | |
| For Individual: | | | | |
| 1. Valid Identification Card | | 1. To be provided by Individual Taxpayer. | | |
| 2. Client Information Slip | | 2. Office of the Municipal Treasurer | | |
| For Business | | | | |
| 1. Valid Identification Card of the Business Owner or his/her authorized representative | | 1. To be provided by Business Owner | | |
| 2. Annual Gross Receipts duly certified by their Accountant | | 2. Business/ Company's Accounting office. | | |
| CLIENTS STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| FOR INDIVIDUAL | | | | |
| 1. In Window Transaction 1 & 2 Present to the Revenue Collecting Officer your valid identification card or the properly filled up client information slip. | 1. The Revenue Collecting Officer encodes the necessary information and computes the amount of Community Tax. | Annual Additional Tax of Php 5.00 | 3 minutes | Local Revenue Collection Officer (LRCO) |

| | | | | |
|---|---|--|-----------|---|
| 2. The Taxpayer pays the necessary amount based on the computation given by the Revenue Collecting Officer. | 2. The Revenue Collecting Officer issues the Community Tax Certificate upon payment of the taxpayer | Annual Additional Tax of Php 1.00 for every Php 1,000 of income not exceed Php 5,000 | 2 minutes | Local Revenue Collection Officer (LRCO) |
| TOTAL | | | 5 minutes | |

Collection of Community Tax Certificate (CTC)- Corporation

ABOUT THE SERVICE: Every Corporation no matter how created or organized, whether domestic or resident foreign, engaged in or doing business in the Philippines shall pay an Annual Community Tax of Five Hundred Pesos (Php500.00) and an annual additional tax of Two Pesos (Php2.00) for every Five Thousand Pesos of Gross Receipts or earnings derived from business in the Philippines during the preceding year, in no case shall not exceed Ten Thousand Pesos (php10,000). An annual additional tax of Two Pesos (Php2.00) for every Five Thousand Pesos (php5,000) worth of real property in the country during the valuation used for payment of the Real Property.

| | | | | |
|---|-----------------------|--|------------------------|---------------------------|
| Office or Division: | | Office of the Municipal Treasurer | | |
| Classification | | Simple | | |
| Type of Transaction | | G2B- Government to Business Entity | | |
| | | G2C- Government to Citizen | | |
| Who may avail | | Business Owners and Individual Taxpayer | | |
| Checklist of Requirements | | Where to Secure | | |
| 1. Valid Identification Card | | 1. To be provided by Individual Taxpayer. | | |
| 1. Valid Identification Card of the Business Owner or his/her authorized representative | | 1. To be provided by Business Owner/ Corporation | | |
| 2. Annual Gross Receipts duly certified by their Accountant | | 2. Business/ Company's Accounting office. | | |
| CLIENTS STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| FOR CORPORATION | | | | |

| | | | | |
|---|--|--|-----------|---|
| 1. In Window Transaction 1 to 4, Present to the Revenue Collecting Officer your valid identification card and the Business's/ Corporation's Annual Gross Receipts duly certified by the accountant. | 1. The Revenue Collecting Officer encodes the necessary information and computes the amount of Community Tax based on the presented Certified Annual Gross Receipts. | .Based on the annual gross receipts of the Business/ Corporation | 3 minutes | Local Revenue Collection Officer (LRCO) |
| 2. The Taxpayer pays the necessary amount based on the computation given by the Revenue | 2. The Revenue Collecting Officer issues the Community Tax Certificate upon payment of the taxpayer | .Based on the annual gross receipts of the Business/ Corporati | 2 minutes | Local Revenue Collection Officer (LRCO) |
| Collection Officer. | | on | | |
| TOTAL | | | 5 minutes | |

Collection of Regulatory Fees and Charges

ABOUT THE SERVICE:

The Municipality of San Vicente imposes the collection of regulatory fees (such as fees on weights and measures, building permits, zonal/ location permit, tricycle operators permit, occupational fees animal and civil registration and inspection) and charges (clearances and certifications, and other service income) in accordance to the newly implemented 2011 Local Revenue Code

| | | | | |
|----------------------------------|-----------------------|---|-------------------------------------|---------------------------|
| Office or Division: | | Office of the Municipal Treasurer | | |
| Classification | | Simple | | |
| Type of Transaction | | G2B- Government to Business Entity | | |
| | | G2C- Government to Citizen | | |
| Who may avail | | Business Owners and Individual Taxpayer | | |
| Checklist of Requirements | | | Where to Secure | |
| 1. Tax Order of Payment (TOP) | | | 1. Issued by the concerned offices. | |
| CLIENTS STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |

| | | | | |
|---|--|---|-----------|---|
| 1. In Window Transaction 1 to 4, Present to the Revenue Collecting Officer the Tax Order of Payment issued by the concerned office. | 1. The Revenue Collecting Officer Issues Official Receipt based on the Tax Order of Payment. | Based on the TOP issued by the concerned office | 3 minutes | Local Revenue Collection Officer (LRCO) |
| TOTAL | | | 3 minutes | |

CLIENT GROUP: Individuals and Corporations who own Real Property in the Municipality.

Collection of Real Property Taxes (RPT)

ABOUT THE SERVICE: Real properties such as land, buildings and machineries are assessed by the Municipal Assessor’s Office and Real Property Taxes are due every year based on the assessment level and fair market value of the real property. The Real Property Taxes are made at Land Tax Division of the Municipal Treasurer’s Office. Payments can be made in annual, semiannual, or quarterly basis. Advance payment will be done on or before the last working day of the year which a 20% discount maybe acquires. It can be paid also through the Compromise Agreement Scheme which pertain to a legal document signed by and both the Municipal Treasurer and Taxpayer with the conditions that the Real Property Tax delinquent shall be settled within the period agreed upon on an installment basis.

| | | | | |
|---|---|---|------------------------|----------------------------------|
| Office or Division: | | Office of the Municipal Treasurer | | |
| Classification | | Complex | | |
| Type of Transaction | | G2B- Government to Business Entity | | |
| | | G2C- Government to Citizen | | |
| Who may avail | | Individuals and Corporations who owns Real Property in the Municipality | | |
| Checklist of Requirements | | Where to Secure | | |
| 1. Official Receipt of previous years or latest property tax assessment | | 1. Owner's copy of Taxpayer | | |
| 2. Copy of Latest tax declaration of the property | | 2. Office of the Municipal Assessor | | |
| CLIENTS STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. In Window Transaction 1 to 2, (RPT | 1. The Revenue Collection Officer verifies the presented receipts | None | 5 minutes | Local Revenue Collection Officer |

| | | | | |
|--|---|---|------------|--|
| Section)- Present to the Revenue Collecting Officer the Latest Copy of Tax Declaration and the previous years receipts. | and tax declaration number according to declared owner, tax declaration, area and location of property upon the issuance of the corresponding tax bill. | | | (LRCO) |
| 2. The taxpayer receives the Real Property Tax Bill and pay. | 2. The Revenue Collection Officer receive payment (cash/check) and issues Official Receipt to the taxpayer. | For updated tax due 1% of the assessed value of the property less 10% discount for the first quarter | 5 minutes | Local Revenue Collection Officer (LRCO) |
| | | For delinquent 2% of the assessed value of the property plus 2% penalty per month. No Discount | | Local Revenue Collection Officer (LRCO) |
| | | For Advance payment with 20% discount and 1% of the assessed value of the property. | | Local Revenue Collection Officer (LRCO) |
| TOTAL | | | 10 minutes | |

Issuance of Tax Clearance

ABOUT THE SERVICE: Tax Clearance is issued by the Office of the Municipal Treasurer when the property is fully paid from its corresponding tax due. It is one of the requirements in securing different documents in selling and in processing of property transfer in the Bureau of Internal Revenue and in the Registry of Deeds.

| | | | | |
|--|---|--|------------------------|---|
| Office or Division: | | Office of the Municipal Treasurer | | |
| Classification | | Simple | | |
| Type of Transaction | | G2B- Government to Business Entity | | |
| | | G2C- Government to Citizen | | |
| Who may avail | | Individuals and Corporations who owns Real Property in the Municipality with Fullypaid Tax Dues. | | |
| Checklist of Requirements | | Where to Secure | | |
| 1. Official Receipt of the current year stating full payment. | | 1. Owner's copy of Taxpayer | | |
| 2. Tax Order of Payment | | 2. Office of the Municipal Treasurer | | |
| CLIENTS STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. In Window Transaction 1 to 2, (RPT Section)- Present to the Revenue Collecting Officer the Latest Copy of the Official Receipts Currently paid. | The Revenue Collection Officer checks/ verifies the property based on the presented Land Tax Receipts. Once verified and the property is fully paid, RCO issues the Tax Order of Payment. | none | 3 minutes | Local Revenue Collection Officer (LRCO) |
| 2. In Window Transaction 1 to 2, Present the Tax Order of Payment issued by the RPT Collector for payment. | The Local Revenue Collection Officer issues official receipt based on the details on the TOP. | Php 275.00 per Tax Clearance and Php 30.00 DST | 1 minute | Local Revenue Collection Officer (LRCO) |
| 3. Present the Official Receipt to the RPT Section for the Tax Clearance Request. | The Revenue Collection Officer in RPT Section generates the Tax Clearance based on the Official Receipt presented by the taxpayer. | none | 5 minutes | Local Revenue Collection Officer (LRCO) |
| 4. Wait for the Issuance of Tax Clearance | The Revenue Collection Clerk Issues the Tax Clearance upon signing in the Record Book. | none | 1 minute | Revenue Collection Clerk (RCC) |
| 5. Receive the Tax Clearance | | none | | |
| TOTAL | | Php 305.00 | 10 minutes | |

Registration of Large Cattle

ABOUT THE SERVICE: The owner of the Large cattle is required to register in the office of the Municipal Treasurer for which a certificate of ownership shall be issued to the owner. "Large Cattle" includes an at least two-year-old horse, mule, ass, carabao, cow or other domesticated member of bovine family. The ownership or its sale or transfer of ownership to another person shall be registered.

| | | | | |
|---|---|---|------------------------|---|
| Office or Division: | | Office of the Municipal Treasurer | | |
| Classification | | Complex | | |
| Type of Transaction | | G2C-Government to Citizen | | |
| Who may avail | | Owner of any Bovine animals | | |
| Checklist of Requirements | | Where to Secure | | |
| 1. Written request addressed to the Municipal Treasurer indicating the availability date and time of the owner. | | 1. Owner of Branded Animal | | |
| CLIENTS STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the written request to the Municipal Treasurer for approval. | 1. The Municipal Treasurer or his/her authorized representative approves and set the schedule of visit to the Owner. | None | 5 minutes | Revenue Collection Clerk |
| 2. On the scheduled date, fill up the form given by the Revenue Collection Clerk | 2. Upon the branding of animal process, the Revenue Collection Clerk shall enter the following in the registry of books: Name and Residence of the Owner, purchase price of the animal in cases of sale or transfer, the class, color, sex brands and other identification marks of the cattle. | None | 3 days | Revenue Collection Clerk |
| 3. The Owner pays the amount for each Certificate of Ownership | 3. The Local Revenue Collection Officer issues official receipt for each Certificate of Ownership. | Php 200.00 per Certificate of Ownership | 25 minutes | Local Revenue Collection Officer (LRCO) |
| TOTAL | | Php 200.00 | 3days & 30 minutes | |

Transfer of Large Cattle

ABOUT THE SERVICE: Transfer Fee shall be collected only once a large cattle is transferred more than once in a day. Transfer of Ownership of Large cattle is paid in the Office of the Municipal Treasurer.

| | | | | |
|---|---|--|------------------------|---|
| Office or Division: | | Office of the Municipal Treasurer | | |
| Classification | | Complex | | |
| Type of Transaction | | G2C-Government to Citizen | | |
| Who may avail | | Owner of any Bovine animals | | |
| Checklist of Requirements | | Where to Secure | | |
| 1. Written request addressed to the Municipal Treasurer indicating the availability date and time of the owner. | | 1. Owner of Branded Animal | | |
| CLIENTS STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the written request to the Municipal Treasurer for approval. | 1. The Municipal Treasurer or his/her authorized representative approves and set the schedule of visit to the Owner. | None | 5 minutes | Revenue Collection Clerk |
| 2. On the scheduled date, fill up the form given by the Revenue Collection Clerk | 2. For Transfer of Large cattle, the Revenue Collection Clerk shall enter the following in the registry of books: Name and residence of the owner and the purchaser: purchase price of the animal: the class, sex, brands and other identifying marks of the animal: and a reference to the original certificate of ownership with the name of the Municipality issued to it. | None | 3 days | Revenue Collection Clerk |
| 3. The Owner pays the amount for each Certificate of Ownership | 3. The Local Revenue Collection Officer issues official receipt for each Certificate of Ownership. | Php 200.00 per Certificate of Transfer | 25 minutes | Local Revenue Collection Officer (LRCO) |
| TOTAL | | Php 200.00 | 3days & 30 minutes | |

Issuance of Treasury Certification

ABOUT THE SERVICE: Treasury Certification is issued by the Municipal Treasurer in accordance to the request of the taxpayer such as Certificate of Payment.

| | | | | |
|---|--|--|------------------|---|
| Office or Division: | Office of the Municipal Treasurer | | | |
| Classification | Simple | | | |
| Type of Transaction | G2B- Government to Business Entity | | | |
| | G2C- Government to Citizen | | | |
| Who may avail | Individuals, Businesses and Corporation who made payments in the Municipality Services. | | | |
| Checklist of Requirements | | Where to Secure | | |
| 1. Official Receipt of the current acquired services paid | | 1. Owner's copy of Taxpayer | | |
| 2. Tax Order of Payment | | 2. Office of the Municipal Treasurer | | |
| CLIENTS STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSIN G TIME | PERSON RESPONSIBLE |
| 1. In the Office of the Municipal Treasurer, Request for the desired Certification. | 1. The Revenue Collection Clerk issues a Tax Order of Payment. | none | 2 minute | Revenue Collection Clerk (RCC) |
| 2. In Window 1 to 2, Present the Tax Order of Payment and pays the Certification fee. | 2. The Revenue Collection Officer issues the Official Receipt. | Php 75.00 per Certificati on Fee and Php 30.00 DST | 5 minutes | Local Revenue Collection Officer (LRCO) |
| 3. Receives the Official Receipt and present to the Revenue Collection Clerk to claim the request certification | 3. The RCC issues the Certification upon signing of the Municipal Treasurer to the Client/ Taxpayer. | none | 3minutes | Revenue Collection Clerk (RCC) |
| TOTAL | | Php 105.00 | 10 minutes | |

MUNICIPAL ENGINEERING OFFICE

Frontline Service

BUILDING PERMITS

ABOUT THE SERVICE:

A Building Permit is required prior to the construction, erection, alteration, major repair, or renovation or conversion of any building/structure owned by government or private entities.

The permit becomes null and void if work does not commence within one year from the date of such permit, or if the building or work is suspended or abandoned at any time after it has been commenced for a period of 120 days.

1. No person, firm or corporation, including any agency or instrumentality of the government shall construct, alter, repair, convert, use, occupy, move, demolish and add any building/structure or any portion thereof or cause the same to be done, without first obtaining a building permit therefore from the Building Official assigned in the place where the subject building/structure is located or to be done. The prescribed application for building permit form (NBC Form B-01) shall be used by all applicants.
2. Permits supplementary to a Building Permit shall be applied for and issued by the Building Official. These include Ancillary and the Accessory Permits.

a. Ancillary Permits

The Ancillary Permits duly signed and sealed by the corresponding professionals and the plans and specifications shall be submitted together with the duly notarized application for Building Permit. The Building Permit is null and void if not accompanied by the Ancillary Permits. The prescribed Ancillary and other Accessory Permits/forms shall likewise be used whenever applicable. The Ancillary Permits are the following:

- i. Architectural Permit
- ii. Civil/Structural Permit
- iii. Electrical Permit
- iv. Mechanical Permit
- v. Sanitary Permit

- vi.
- Plumbing Permit
- vii. Electronics Permit

b. Accessory Permits

- i.
- Accessory Permits are issued by the Building Official for accessory parts of the project with very special functions or use which are indicated in the plans and specifications that accompany the building permit application. These may include, among others: bank and records vaults; swimming pools; firewalls separate from the building/structure; towers; silos; smokestacks; chimneys; commercial/industrial fixed ovens; industrial kilns/furnaces; water/waste treatment tanks, septic vaults; concrete and steel tanks; booths, kiosks and stages; and tombs, mausoleums and niches.
- ii.
- Accessory Permits are issued by the Building Official for activities being undertaken prior to or during the processing of the building permit. The coverage is spelled out in the accessory permit form including the expiry period. These shall be signed by the concerned owner/applicant and by the concerned professionals. These permits include, among others, ground preparation and excavation, encroachment of foundation to public area, fencing, for fence not exceeding 1.80 meters high, sidewalk construction, temporary sidewalk enclosure and occupancy, erection of scaffolding, erecting, repair, removal of sign; and demolition.

| | |
|--------------------|--|
| Office or Division | Office of the Municipal Engineer |
| Classification | Varies on services the client needs. (Simple, Complex and Highly Technical) |

| | |
|---------------------|--|
| Type of Transaction | G2C – Government to Client G2B – Government to Business G2G – Government to Government |
| Who may avail? | <div>➤ Residential Dwellings</div> <div>➤ Residential, Hotel Apartment</div> <div>➤ Educational, Recreational</div> <div>➤ Institutional</div> <div>➤ Business and Mercantile</div> <div>➤ Industrial</div> <div>➤ Industrial Storage and Hazardous</div> <div>➤ Recreational Assembly Occupant Load Less than 100</div> <div>➤ Recreational Assembly Occupant 100 or more than loads <input type="checkbox"/></div> <div>Agricultural Accessory</div> |
| Fees and Payment | Fees vary upon the service/s the client needs. Please see table below for guidance. |

NEW SCHEDULE OF FEES AND OTHER CHARGES

1. Bases of assessment:
- a. Character of occupancy or use of building/structure

b. Cost of construction

c. Floor area

d. Height
2. Regardless of the type of construction, the cost of construction of any building / structure for the purpose of assessing the corresponding fees shall be based on the following table:

Table II.G.1. On Fixed Cost Of Construction

Per Sq. Meter

| LOCATION | GROUP | | |
|-------------------------------|------------------------|------------|------------|
| All Cities and Municipalities | A, B, C, D, E, G, H, I | F | J |
| | Php 10, 000 | Php 8, 000 | Php 6, 000 |

3. Construction/addition/renovation/alteration of buildings / structures under Group/s and Sub-Divisions shall be assessed as follows:

A. Division A-1

| NO. | AREA IN SQ. METERS | FEE PER SQ. METER |
|-----|--|-------------------|
| 1 | Original complete construction up to 20 sq. meters | 2.00 |
| 2 | Additional/renovation/alteration up to 20 sq. meters regardless of floor area of original construction | 2.40 |
| 3 | Above 20.00 sq. meters to 50 sq. meters | 3.40 |
| 4 | Above 50.00 sq. meters to 100 sq. meters | 4.80 |
| 5 | Above 100.00 sq. m to 150 sq. meters | 6.00 |
| 6 | Above 150.00 sq. meters | 7.20 |

Sample Computation for Building Fee for a 75.00 sq. meters floor area:

Floor area = 75.00 sq. meters
Therefore area bracket is 3.A.4
Fee = P 4.80/sq. meter

Building Fee = 75.00 x 4.80 = Php 360.00

B. Division A-2

| NO. | AREA IN SQ. METERS | FEE PER SQ. METER |
|-----|--|-------------------|
| 1 | Original complete construction up to 20 sq. meters | 3.00 |
| 2 | Additional/renovation/alteration up to 20 sq. meters regardless of floor area of original construction | 3.40 |
| 3 | Above 20.00 sq. meters to 50 sq. meters | 5.20 |
| 4 | Above 50.00 sq. meters to 100 sq. meters | 8.00 |
| 5 | Above 100.00 sq. m to 150 sq. meters Above 150.00 sq. meters | 8.40 |

C. Divisions B-1/C-1/E-1, 2, 3/F-1/G-1, 2, 3, 4, 5/H-1, 2, 3, 4/I-1 and J-1, 2, 3

| NO. | AREA IN SQ. METERS | FEE PER SQ. METER |
|-----|------------------------|-------------------|
| 1 | Up to 5,000 | 23.00 |
| 2 | Above 5,000 to 6,000 | 22.00 |
| 3 | Above 6,000 to 7,000 | 20.50 |
| 4 | Above 7,000 to 8,000 | 19.50 |
| 5 | Above 8,000 to 9,000 | 18.00 |
| 6 | Above 9,000 to 10,000 | 17.00 |
| 7 | Above 11,000 to 15,000 | 16.00 |
| 8 | Above 15,000 to 20,000 | 15.00 |
| 9 | Above 20,000 to 30,000 | 14.00 |
| 10 | Above 30,000 | 12.00 |

NOTE: Computation of the building fee for item 3.c. is cumulative. The total area is split up into sub-areas corresponding to the area bracket indicated in the Table above. Each sub-area and the fee corresponding to its area bracket are multiplied together. The building fee is the sum of the individual products as shown in the following example:

Sample Computation for Building Fee for a building having a floor area of 32,000 sq. meters:

| | |
|--------------------------------|------------------|
| First 5,000 sq. meters @ 23.00 | 11,500.00 |
| Next 1,000 sq. meters @ 22.00 | 2,200.00 |
| Next 1,000 sq. meters @ 20.50 | 2,050.00 |
| Next 1,000 sq. meters @ 19.50 | 1,950.00 |
| Next 1,000 sq. meters @ 18.00 | 1,800.00 |
| Next 1,000 sq. meters @ 17.00 | 1,700.00 |
| Next 5,000 sq. meters @ 16.00 | 8,000.00 |
| Next 5,000 sq. meters @ 15.00 | 7,500.00 |
| Next 10,000 sq. meters @ 14.00 | 14,000.00 |
| Last 2,000 sq. meters @ 12.00 | 2,400.00 |
| Total Building Fee | 53,100.00 |

D. Divisions C-2/D-1, 2, 3

| NO. | AREA IN SQ. METERS | FEE PER SQ. METER |
|-----|------------------------|-------------------|
| 1 | Up to 5,000 | 12.00 |
| 2 | Above 5,000 to 6,000 | 11.00 |
| 3 | Above 6,000 to 7,000 | 10.20 |
| 4 | Above 7,000 to 8,000 | 9.60 |
| 5 | Above 8,000 to 9,000 | 9.00 |
| 6 | Above 9,000 to 10,000 | 8.40 |
| 7 | Above 11,000 to 15,000 | 7.20 |
| 8 | Above 15,000 to 20,000 | 6.60 |
| 9 | Above 20,000 to 30,000 | 6.00 |

| | | | |
|--|----|--------------|------|
| | 10 | Above 30,000 | 5.00 |
|--|----|--------------|------|

| <p>NOTE:</p> <p>Computation of the building fee in item 3.d. follows the example of Section 3.c. of this Schedule.</p> | | | | | | | | | | | | | | | | | | | | | | | |
|--|-----------------------------|----------------------|-----|-----------------|-----|---|---------------|--------|---|----------------------|--------------------|---|------------------------|----------------------|---|---------------------------|---------------------|---|-----------------------------|---------------------|---|----------------|----------------------|
| <p>E.</p> <p>Division J-2 structures shall be assessed 50% of the rate of the principal building of which they are accessories (Sections 3.a. to 3.d.).</p> | | | | | | | | | | | | | | | | | | | | | | | |
| <p>4. Elec The insti trical Fees</p> <p>following schedule shall be used for computing electrical fees in residential, institutional, commercial and industrial structures:</p> | | | | | | | | | | | | | | | | | | | | | | | |
| <p>Total Connected Load (kVA)</p> <table><tr><th>NO.</th><th>CONNECTION LOAD</th><th>FEE</th></tr><tr><td>1</td><td>5 kVA or less</td><td>200.00</td></tr><tr><td>2</td><td>Over 5 kVA to 50 kVA</td><td>200.00 + 20.00/kVA</td></tr><tr><td>3</td><td>Over 50 kVA to 300 kVA</td><td>1,100.00 + 10.00/kVA</td></tr><tr><td>4</td><td>Over 300 kVa to 1,500 kVA</td><td>3,600.00 + 5.00/kVA</td></tr><tr><td>5</td><td>Over 1,500 kVA to 6,000 kVA</td><td>9,600.00 + 2.50/kVA</td></tr><tr><td>6</td><td>Over 6,000 kVA</td><td>20,850.00 + 1.25/kVA</td></tr></table> | | | NO. | CONNECTION LOAD | FEE | 1 | 5 kVA or less | 200.00 | 2 | Over 5 kVA to 50 kVA | 200.00 + 20.00/kVA | 3 | Over 50 kVA to 300 kVA | 1,100.00 + 10.00/kVA | 4 | Over 300 kVa to 1,500 kVA | 3,600.00 + 5.00/kVA | 5 | Over 1,500 kVA to 6,000 kVA | 9,600.00 + 2.50/kVA | 6 | Over 6,000 kVA | 20,850.00 + 1.25/kVA |
| NO. | CONNECTION LOAD | FEE | | | | | | | | | | | | | | | | | | | | | |
| 1 | 5 kVA or less | 200.00 | | | | | | | | | | | | | | | | | | | | | |
| 2 | Over 5 kVA to 50 kVA | 200.00 + 20.00/kVA | | | | | | | | | | | | | | | | | | | | | |
| 3 | Over 50 kVA to 300 kVA | 1,100.00 + 10.00/kVA | | | | | | | | | | | | | | | | | | | | | |
| 4 | Over 300 kVa to 1,500 kVA | 3,600.00 + 5.00/kVA | | | | | | | | | | | | | | | | | | | | | |
| 5 | Over 1,500 kVA to 6,000 kVA | 9,600.00 + 2.50/kVA | | | | | | | | | | | | | | | | | | | | | |
| 6 | Over 6,000 kVA | 20,850.00 + 1.25/kVA | | | | | | | | | | | | | | | | | | | | | |
| <p>NOTE: Total Connected Load as shown in the load schedule.</p> | | | | | | | | | | | | | | | | | | | | | | | |
| <p>B. Total Transformer/Uninterrupted Power Supply (UPS)/Generator Capacity (kVA)</p> | | | | | | | | | | | | | | | | | | | | | | | |
| <table><tr><th>NO.</th><th>CONNECTION LOAD</th><th>FEE</th></tr><tr><td>1</td><td>5 kVA or less</td><td>40.00</td></tr><tr><td>2</td><td>Over 5 kVA to 50 kVA</td><td>40.00 + 4.00/kVA</td></tr><tr><td>3</td><td>Over 50 kVA to 300 kVA</td><td>220.00 + 2.00/kVA</td></tr><tr><td>4</td><td>Over 300 kVa to 1,500 kVA</td><td>720.00 + 1.00/kVA</td></tr><tr><td>5</td><td>Over 1,500 kVA to 6,000 kVA</td><td>1,920.00 + 0.50/kVA</td></tr></table> | | | NO. | CONNECTION LOAD | FEE | 1 | 5 kVA or less | 40.00 | 2 | Over 5 kVA to 50 kVA | 40.00 + 4.00/kVA | 3 | Over 50 kVA to 300 kVA | 220.00 + 2.00/kVA | 4 | Over 300 kVa to 1,500 kVA | 720.00 + 1.00/kVA | 5 | Over 1,500 kVA to 6,000 kVA | 1,920.00 + 0.50/kVA | | | |
| NO. | CONNECTION LOAD | FEE | | | | | | | | | | | | | | | | | | | | | |
| 1 | 5 kVA or less | 40.00 | | | | | | | | | | | | | | | | | | | | | |
| 2 | Over 5 kVA to 50 kVA | 40.00 + 4.00/kVA | | | | | | | | | | | | | | | | | | | | | |
| 3 | Over 50 kVA to 300 kVA | 220.00 + 2.00/kVA | | | | | | | | | | | | | | | | | | | | | |
| 4 | Over 300 kVa to 1,500 kVA | 720.00 + 1.00/kVA | | | | | | | | | | | | | | | | | | | | | |
| 5 | Over 1,500 kVA to 6,000 kVA | 1,920.00 + 0.50/kVA | | | | | | | | | | | | | | | | | | | | | |
| | 6 Over 6,000 kVA | 4,170.00 + 0.25/kVA | | | | | | | | | | | | | | | | | | | | | |

NOTE:

Total Transformer/UPS/Generator Capacity shall include all transformer, UPS and generators which are owned / installed by the owner/applicant as shown in the electrical plans and specifications.

C. Pole/Attachment Location Plan Permit

| NO. | CONNECTION LOAD | FEE |
|-----|----------------------------|--------------------|
| 1 | Power Supply Pole Location | 30.00 / Pole |
| 2 | Guying Attachment | 30.00 / Attachment |

This applies to designs/installations within the premises.

Miscellaneous Fees: Electric Meter for union separation, alteration, reconnection or relocation and issuance of Wiring Permit:

D.

| USE OR CHARACTER OF OCCUPANCY | ELECTRIC METER | WIRING PERMIT ISSUANCE |
|-------------------------------|----------------|------------------------|
| Residential | 15.00 | 15.00 |
| Commercial / Industrial | 60.00 | 36.00 |
| Institutional | 30.00 | 12.00 |

Formula for Computation of Fees

E. The Total Electrical Fees shall be the sum of Sections 4.a. to 4.d. of this Rule.

Forfeiture of Fees

F. If the electrical work or installation is found not in conformity with the minimum safety requirements of the Philippine Electrical Codes and the Electrical Engineering Law (RA 7920), and the Owner fails to perform corrective actions within the reasonable time provided by the Building Official, the latter and/or their duly authorized representative shall forthwith cancel the permit and the fees hereon shall be forfeited.

5. Mechanical Fees

A. Refrigeration, Air Conditioning and Mechanical Ventilation:

| NO. | MECHANICAL LOAD | FEE |
|-----|--|-------|
| 1 | Refrigeration (cold storage), per ton or fraction thereof | 40.00 |
| 2 | Ice Plants, per ton or fraction thereof | 60.00 |
| 3 | Packaged/Centralized Air Conditioning Systems: U to 100 tons, per ton | 90.00 |
| 4 | Every ton or fraction thereof above 100 tons | 40.00 |
| 5 | Window type air conditioners, per unit | 60.00 |
| 6 | Mechanical Ventilation, per kW or fraction thereof of blower or fan, or metric equivalent | 40.00 |
| 7 | In a series of AC/REF systems located in one establishment, the total installed tons of refrigeratio shall be used as the basis of computation for purposes of installation/inspection fees, and shall not be considered | |

FOR EVALUATION PURPOSES:

For Commercial/Industrial

Refrigeration without Ice Making (refer to 5.A.1):

- kW per ton, for compressors up to 5 tons capacity.
- kW per ton, for compressors above 5 tons up to 50 tons capacity.
- 0.97 kW per ton, for compressors above 50 tons capacity.

For Ice making (refer to 5.a.ii.):

- kW per ton, for compressors up to 50 tons capacity.
- kW per ton, for compressors above 5 up to 50 tons capacity.
- kW per ton, for compressors above 50 tons capacity.

For Air conditioning (refer to 5.a.iii.):

- kW per ton, for compressors 1.2 to 5 tons capacity.
- kW per ton, for above 5 up to 50 tons capacity.
- kW per ton, for compressors above 50 tons capacity.

B. Escalators and Moving Walks, funiculars and the like:

| C | NO. | MECHANICAL TYPE | FEE |
|---|-----|---|-------|
| | 1 | Escalator and moving walk, per kW or fraction thereof | 10.00 |

| | | |
|-----|---|--------|
| 2 | Escalator and moving walks up to to 20.00 lineal meters or fraction thereof | 20.00 |
| 3 | Every lineal meter or fraction thereof in excess of 20.00 lineal meters | 10.00 |
| 4 | Funicular, per kW or fraction thereof | 200.00 |
| 4.A | Per lineal meter travel | 20.00 |
| 5 | Cable car, per kW or fraction thereof | 40.00 |
| 5.A | Per lineal meter travel | 5.00 |

. Elevators, per unit:

| NO. | MECHANICAL TYPE | FEE |
|-----|-------------------------------------|----------|
| 1 | Motor driven dumbwaiters | 600.00 |
| 2 | Construction elevators for material | 2,000.00 |
| 3 | Passenger elevators | 5,000.00 |
| 4 | Freight elevators | 5,000.00 |
| 5 | Car elevators | 5,000.00 |

. Boilers, per kW:

| NO. | BOILER LOAD | FEE |
|-----|-----------------------|----------|
| 1 | Up to 7.5 kW | 600.00 |
| 2 | Above 7.5 kW to 22 kW | 700.00 |
| 3 | Above 22 kW to 37 kW | 900.00 |
| 4 | Above 37 kW to 52 kW | 1,200.00 |
| 5 | Above 52 kW to 67 kW | 1,400.00 |
| 6 | Above 67 kW to 74 kW | 1,600.00 |

| | | | |
|--|---|--|------|
| | 7 | Every kW or fraction thereof above 74 kW | 5.00 |
|--|---|--|------|

| | | | |
|--|--|--------------------------|------------|
| IOTE: | | | |
| | a. Boiler rating shall be computed on the basis of 1.00 sq. meter of heating surface for one (1) boiler kW. | | |
| | b. Steam from this boiler used to propel any prime-mover is exempted from fees. | | |
| E. | c. Steam engines/turbines/etc. propelled from geothermal source will use the same schedule of fees above. | | |
| F. | | | |
| | Pressurized water heaters, per unit | Php | 200.00 |
| G. | | | |
| | Water, sump and sewage pumps for Commercial | | |
| H. | / Industrial use, per kW or fraction thereof | Php | 60.00 |
| | Automatic fire sprinkler system, per sprinkler head | Php | 4.00 |
| Diesel/Gasoline ICE, Steam, Gas Turbine/Engine, Hydro, nuclear or solar generating units and the like, per kW: | | | |
| | NO. | MECHANICAL LOAD | FEE |
| | 1 | Every kW up to 50 kW | 25.00 |
| | 2 | Above 50 kW up to 100 kW | 20.00 |
| I. | 3 | Every kW above 100 kW | 3.00 |
| | Compressed Air, Vacuum, Commercial, Institutional and/or Industrial | | |
| J. | Gases, per outlet | Php | 20.00 |
| | Gas Meter, per unit | Php | 100.00 |
| K. | | | |
| | Power piping for gas/steam/etc., per lineal meter or fraction thereof or per cu. meter or fraction thereof whichever is higher | Php | 4.00 |
| L. | | | |
| | Other Internal Combustion Engines, including cranes, forklifts, loaders, pumps, mixers, compressors and the like, not registered with the LTO, per kW: | | |

| | | | |
|----------|------------|---|------------|
| M | NO. | MECHANICAL LOAD | FEE |
| | 1 | Up to 50 kW | 10.00 |
| | 2 | Above 50 kW up to 100 kW | 12.00 |
| | 3 | Every kW above 100 kW or fraction thereof | 3.00 |
| N | | | |

| | | |
|---|--|------------|
| O | | |
| | . Pressure Vessels, per cu. meter or fraction thereof | Php 60.00 |
| | . Other Machinery/Equipment for commercial/Industrial/Institutional Use not elsewhere specified, per kW or | |
| P. | fraction thereof | Php 60.00 |
| N | | |
| | . Pneumatic tubes, Conveyors, Monorails for materials handling and addition to existing supply and/or exhaust duct works and the like, per lineal meters or fraction thereof | Php 10.00 |
| 6. Plu | | |
| | Weighing Scale Structure, per ton or fraction thereof | Php 50.00 |
| A. I OTE: | | |
| f | Transfer of machine/equipment location within a building requires a mechanical permit and payment of fees. | |
| f | | |
| t | | |
| B. nbing Fees nstallation Fees, one (1) "UNIT" composed of one (1) water closet, two (2) loor drains, one (1) lavatory, one (1) sink with ordinary trap, three (3) | | |
| aucets and one (1) shower head. A partial part thereof shall be charged as hat of the cost of a whole "UNIT". | | |
| Every fixture in excess of one unit: | | Php 24.00 |
| NO. | FIXTURE UNIT | FEE |
| 1 | Each water closet | 7.00 |
| 2 | Each floor drain | 3.00 |
| 3 | Each sink | 3.00 |
| 4 | Each lavatory | 7.00 |
| 5 | Each faucet | 2.00 |
| 6 | Each shower head | 2.00 |
| C. spe | | |
| i al Plumbing Fixtures: | | |

| | | |
|----------|--|-----------------------|
| A | Central Office switching equipment, remote switching units, concentrators, PABX/PBX's, cordless/wireless telephone and communication systems, intercommunication system and other types of switching/routing/distribution equipment used for voice, data image text, facsimile, internet service, cellular, paging and other types/forms of wired or wireless communications | 2.40 per port |
| B | Broadcast station for radio and TV for both commercial and training purposes, CATV headed, transmitting/receiving/relay radio and broadcasting communications stations, communications centers, switching centers, control centers, operation and/or maintenance centers, call centers, cell sites, equipment silos/shelters and other similar locations/structures used for electronics and communications services, including those used for navigational aids, radar, telemetry, tests and measurements, global positioning and personnel/vehicle location positioning and personnel/vehicle location | 1,000.00 per location |
| C | Automated teller machines, ticketing, vending and other types of electronic dispensing machines, telephone booths, pay phones, coin changers, location or direction-finding systems, navigational equipment used for land, aeronautical or maritime applications, photography and reproduction machines xray, scanners, ultrasound and other apparatus / equipment used for medical, biomedical, laboratory and testing purposes and other similar electronic or electronically-controlled apparatus or devices, whether located indoor or outdoors | 10.00 per unit |
| D | Electronics and communications outlets used for connection and termination of voice, data, computer (including workstations, servers, routers, etc.), audio, video, or any form of electronics and communications services, irrespective of whether a user | 2.40 per outlet |

| | | |
|----------|--|------------------------|
| E | Station/terminal/control point/port/central or remote panels/outlets for security and alarm systems (including watchman system, burglar alarms, intrusion detection systems, lighting controls, monitoring and surveillance system, sensors, detectors, parking management system, barrier controls, signal lights, etc.), electronics fire alarm (including early-detection systems, smoke detectors, etc.), soundreinforcement / background, music/paging/conference systems and the like, CATV/MATV/CCTV and off-air television, electronically-controlled conveyance systems, building automation, management systems and similar types of electronic or electronicallycontrolled installations whether a user terminal is connected | 2.40 per termination |
| F | Studios, auditoriums, theaters, and similar structures for radio and TV broadcast, recording, audio/video reproduction/simulation and similar activities | 1,000.00 per location |
| G | Antenna towers/masts or other structures for installation of any electronic and/or communications transmission/reception | 1,000.00 per structure |
| H | Electronic or electronically-controlled indoor and outdoor signages and display systems, including TV monitors, multi-media signs, etc. | 50.00 per unit |
| I | Poles and attachment: | |
| | 1. Per Pole (to be paid by pole owner 2. Per attachment (to be paid by any entity who attaches to the pole of others) | 20.00 20.00 |
| J | Other types or electronics or electronicallycontrolled device, apparatus, equipment, instrument or units not specifically identified above | 50.00 |

Accessories of the Building/Structure Fees

All parts of buildings which are open on two (2) or more sides, such as balconies, terraces, lanais and the like, shall be charged 50% of the rate of the principal building of which they are a part (Sections 3.a. to 3.d. of this Schedule).

8.

- Buildings with a height of more than 8.00 meters shall be charged an additional
- A. fee of twenty-five centavos (P 0.25) per cu. meter above 8.00 meters. The
 - B. height shall be measured from the ground level up to the bottom

| | | | | |
|--|---|---|------------------------|-----------------------|
| of the roof slab or the top of girts, whichever applies. | | | | |
| 8.00 | C. Bank and Records Vaults with interior volume up to 20.00 cu. meters | | | |
| | | | | Php 20.00 |
| | In excess of 20.00 cu. meters | | | |
| | | | | |
| | D. Swimming Pools, per cu. meter or fraction thereof: | | | |
| | 1. | GROUP A Residential | | Php |
| | 3.00 | | | |
| | 2. | Commercial/Industrial GROUPS B, E, F, G | | 36.00 |
| | 3. | Social/Recreational/Institutional GROUPS C, D, H, I | | |
| | 24.00 | | | |
| | 4. | Swimming pools improvised from local indigenous materials such as rocks, stones and/or small boulders and with plain cement flooring shall be charged 50% of the above rates. | | |
| | 5. | Swimming pool shower rooms/locker rooms: | | |
| | a. | Per unit or fraction thereof | Php | 60.00 |
| | b. | Residential GROUP A | | 6.00 |
| | c. | GROUP B, E, F, G | | 18.00 |
| | d. | GROUP C, D, H | | 12.00 |
| | E. Construction of firewalls separate from the building: | | | |
| | 1. | Per sq. meter or fraction thereof | | Php |
| | 3.00 | | | |
| | 2. | Provided, that the minimum fee shall be | 48.00 | |
| F. Construction / erection of towers: Including Radio and TV towers, water tank supporting structures and the like: | | | | |
| | NO. | USE OR CHARACTER OF OCCUPANCY | SELF-SUPPORTING | TRILON (GUYED) |
| | 1 | Single detached dwelling units | 500.00 | 150.00 |

| | | | |
|----------|---|----------|--------|
| 2 | Commercial/Industrial (Groups B, E, F, G) up to 10 meters in height | 2,400.00 | 240.00 |
| | a. Every meter or fraction thereof in excess of 10.00 meters | 120.00 | 12.00 |
| 3 | Educational / Recreational / Institutional (Groups C, D, H, I) up to 10 meters in height | 1,800.00 | 120.00 |
| | d. Every meter or fraction thereof in excess of 10.00 meters | 120.00 | 12.00 |

G. Storage Silos, up to 10.00 meters in height

2,400.00

Php

| NO. | STORAGE HEIGHT | FEE |
|-----|--|--------|
| 1 | Every meter or fraction thereof in excess of 10 meters | 150.00 |
| 2 | Silos with platforms or floors shall be charged an additional fee in accordance with Section 3.e. of this Schedule | |

H. Construction of Smokestacks and Chimneys for Commercial/Industrial Use

Groups B, E, F and G:

| NO. | STRUCTURE HEIGHT | FEE |
|-----|--|--------|
| 1 | Smokestacks up to 10.00 meters in height, measured from the base | 240.00 |
| | a. Every meter or fraction thereof in excess of 10.00 meters | 12.00 |
| 2 | Chimney up to 10.00 meters in height, measured from the base | 48.00 |
| | a. Every meter or fraction thereof in excess of 10.00 meters | 2.00 |

I. Construction of Commercial/Industrial Fixed Ovens, per sq. meters or fraction thereof of interior floor areas

Php

| | | |
|--|--|------------|
| 48.00 | | |
| J. Construction of Industrial Kiln/Furnace, per cu. meter or fraction thereof of volume 12.00 | | |
| K. Construction of reinforced concrete or steel tanks or above ground GROUPS A and B, up to 2.00 cu. meters 12.00 | | |
| NO. | STRUCTURE TYPE | FEE |
| 1 | Every cu. m or fraction thereof in excess of 2.00 cu. meters | 12.00 |
| 2 | For all other than Groups A and B up to 10.00 cu. meters | 480.00 |
| | a. Every cu. meter or fraction thereof in excess of 10.00 cu. meters | 24.00 |
| L. Construction of Water and Waste Water Treatment | | |
| Tanks: (Including Cisterns, Sedimentation and Chemical Treatment Tanks) per cu. meter of volume Php 7.00 | | |
| M. Construction of reinforced concrete or steel tanks for Commercial/Industrial Use: | | |
| NO. | STRUCTURE TYPE | FEE |
| 1 | Above ground, up to 10.00 cu. meters | 480.00 |
| | Every cu. m or fraction thereof in excess of 10.00 cu. meters | 24.00 |
| 2 | Underground, up to 20.00 cu. meters | 540.00 |
| | Every cu. meter or fraction thereof in excess of 20.00 cu. meters | 24.00 |
| N. Pull-outs and Reinstallation of Commercial/Industrial Steel Tanks: | | |
| NO. | STRUCTURE TYPE | FEE |

| | | | |
|---|---|--|------|
| O | 1 | Underground, per cu. meter or fraction thereof of excavation | 3.00 |
| | 2 | Saddle or trestle mounted horizontal tanks, per cu. meter or fraction thereof of volume of tank | 3.00 |
| | 3 | Reinstallation of vertical storage tanks shall be the same as new construction fees in accordance with Section 8.k. above. | |

9. Construction of buildings and other accessory structures within cemeteries and memorial parks:

| NO. | STRUCTURE TYPE | FEE |
|-----|--|-------|
| 1 | Tombs, per sq. meter of covered ground areas | 5.00 |
| 2 | Semi-enclosed mausoleums whether canopied or not, per sq. meter of built-up area | 5.00 |
| 3 | Totally enclosed mausoleums, per sq. meter of floor area | 12.00 |
| 4 | Totally enclosed mausoleums, per sq. meter of floor area | 5.00 |
| 5 | Columbarium, per sq. meter | 18.00 |

Essory Fees

| | | |
|---|---|------------|
| streets, esteros, rivers and creeks, first 10.00 meter 24.00 | | Php |
| 1. Every meter or fraction thereof in excess of 10.00 meters 2.40 | | |
| B. Ground Preparation and Excavation Fee | | |
| While the application for Building Permit is still being processed, the Building Official may issue Ground Preparation and Excavation Permit (GP&EP) for foundation, subject to the verification, inspection and review by the Line and Grade Section of the Inspection and Enforcement Division to determine compliance to line and grade, setbacks, yards/easements and parking requirements. | | |
| NO. | PARTICULARS | FEE |
| 1 | Inspection and Verification Fee | 200.00 |
| 2 | Per cu. meters of excavation | 3.00 |
| 3 | Issuance of GP & EP, superseded upon issuance of Building Permit | 50.00 |
| 4 | Per cu. meter of excavation for foundation with basement | 4.00 |
| 5 | Excavation other than foundation or basement, per cu. meter | 3.00 |
| 6 | Encroachment of footings or foundations of buildings / structures to public areas as permitted, per sq. meter or fraction thereof of footing or foundation encroachment | 250.00 |
| C. Fencing Fees: | | |
| NO. | STRUCTURE TYPE | FEE |
| 1 | Made of masonry, metal, concrete up to 1.80 meters in height, per lineal meter or fraction thereof | 3.00 |
| 2 | In excess of 1.80 meters in height, per lineal meter or fraction thereof | 4.00 |
| 3 | Made of indigenous materials, barbed, chicken or hog wires, per linear meter | 2.40 |
| D. Construction of Pavements, up to 20.00 sq. meters 24.00 | | Php |

- E.** In excess of 20% or fraction thereof of paved areas intended for commercial/industrial/institutional use, such as parking and sidewalk areas, gasoline station premises, skating rinks, pelota courts, tennis and basketball courts and the like Php 3.00
- F.** Use of Streets and Sidewalks, Enclosures and occupancy of Sidewalks up to 20.00 sq. meters, per calendar month Php 240.00
1. Every sq. meter or fraction thereof in excess of 20.00 sq. meters Php 12.00
- G.** Erection of Scaffoldings Occupying Public Areas, per calendar month.

| NO. | STRUCTURE TYPE | FEE |
|-----|--|--------|
| 1 | Up to 10.00 meters in length | 150.00 |
| 2 | Every lineal meter or fraction thereof in excess of 10.00 meters | 12.00 |

H. Sign Fees:

| NO. | STRUCTURE TYPE | FEE |
|-----|--|--------|
| 1 | Erection and anchorage of display surface, up to 4.00 sq. meters of signboard area | 120.00 |
| | a. Every sq. meter or fraction thereof in excess of 4.00 sq. meters | 24.00 |
| 2 | Installation Fees, per sq. meter or fraction thereof of display surface: | |

| TYPE OF SIGN DISPLAY | BUSINESS SIGNS | ADVERTISING SIGNS |
|----------------------|----------------|-------------------|
| Neon | 36.00 | 52.00 |
| Illuminated | 24.00 | 36.00 |
| Others | 15.00 | 24.00 |
| Painted-on | 9.60 | 18.00 |

| NO. | STRUCTURE HEIGHT | FEE |
|-----|--|-----|
| 3 | Annual Renewal Fees, per sq. meter of display surface or fraction thereof: | |

| | TYPE OF SIGN DISPLAY | BUSINESS SIGNS FEE | ADVERTISING SIGNS FEE |
|--|----------------------|--------------------|-----------------------|
|--|----------------------|--------------------|-----------------------|

| | | | |
|---|-------------|---|--|
| I. | Neon | Php 36.00, minimum fee shall be Php 124.00 | Php 46.00, minimum fee shall be Php 200.00 |
| | Illuminated | Php 18.00, minimum fee shall be Php 72.00 | Php 38.00, minimum fee shall be Php 150.00 |
| | Others | Php 12.00, minimum fee shall be Php 40.00 | Php 20.00, minimum fee shall be Php 110.00 |
| Painted-on fee shall be Php 8.00, minimum fee shall be Php 30.00 | | | |
| Painted-on fee shall be Php 12.00, minimum fee shall be Php 100.00 | | | |
| Repairs Fees: | | | |
| J. | 1. | Alteration/renovation/improvement on vertical dimensions of buildings/structures in square meter, such as facades, exterior and interior walls, shall be assessed in accordance with the following rate, for all Groups | Php 5.00 |
| K. | 2. | Alteration/renovation/improvement on horizontal dimensions of buildings/structures, such as floorings, ceilings and roofings, shall be assessed in accordance with the following rate, for all Groups | Php 5.00 |
| | 3. | Repairs on buildings/structures in all Groups costing more than five thousand pesos (P 5,000.00) shall be charged 1% of the detailed repair cost (itemized original materials to be replaced with same or new substitute and labor) | |
| Raising of Buildings/Structures Fees: | | | |
| | 1. | Assessment of fees for raising of any buildings/structures shall be based on the new usable area generated. | |
| | 2. | The fees to be charged shall be as prescribed under Sections 3.a. to 3.e. of this Schedule, whichever Group applies. | |
| Demolition/Moving of Buildings/Structures Fees, per sq. meter of area or dimensions involved: | | | |

| NO. | PARTICULARS | FEE |
|-----|--|------|
| 1 | Buildings in all Groups per sq. meter floor area | 3.00 |

| | | |
|----|---|----------|
| C. | Every million or portion thereof in excess of Php | |
| | 5 | 1,000.00 |
| | 1,200,000.00 | |

| visions C-1, 2/D-1, 2, 3 Buildings: | | |
|-------------------------------------|--|--------|
| NO. | PARTICULARS | FEE |
| 1 | Costing up to Php 150,000.00 | 150.00 |
| 2 | Costing up to Php 150,000.00 up to 400,000.00 | 250.00 |
| 3 | Costing up to Php 400,000.00 up to P850,000.00 | 600.00 |
| 4 | Costing up to Php 850,000.00 up to 1,200,000.00 | 900.00 |
| 5 | Every million or portion thereof in excess of Php 1,200,000.00 | 900.00 |

| vision J-I Buildings/structures: | | |
|----------------------------------|--|----------|
| NO. | PARTICULARS | FEE |
| 1 | With floor area up to 20.00 sq. meters | 50.00 |
| 2 | With floor area above 20.00 sq. meters up to 500.00 sq. meters | 240.00 |
| 3 | With floor area above 500.00 sq. meters up to 1,000.00 sq. meters | 360.00 |
| 4 | With floor area above 1,000.00 sq. meters up to 5,000.00 sq. meters | 480.00 |
| 5 | With floor area above 5,000.00 sq. meters up to 10,000.00 sq. meters | 1,200.00 |
| 6 | With floor area above 10,000.00 sq. meters | 2,400.00 |

| | |
|----|------------------------|
| E. | vision J-2 Structures: |
|----|------------------------|

| NO. | PARTICULARS | FEE |
|-----|---|---------------------|
| 1 | Garages, carports, balconies, terraces, lanais and the like: 50% of the rate of the principal building, of which they are accessories | |
| 2 | Aviaries, aquariums, zoo structures and the like: same rates as for Section 10.d. above | |
| 3 | Towers such as for Radio and TV transmissions, cell site, sign (ground or roof type) and water tank supporting structures and the like in any location shall be imposed fees as follows: a. First 10.00 meters of height from the ground b. Every meter or fraction thereof in excess of 10.00 meters | 800.00 50.00 |
| 4 | With floor area above 1,000.00 sq. meters up to 5,000.00 sq. meters | 480.00 |
| 5 | With floor area above 5,000.00 sq. meters up to 10,000.00 sq. meters | 1,200.00 |
| 6 | With floor area above 10,000.00 sq. meters | 2,400.00 |

**F. Change in Use/Occupancy, per sq. meter or fraction thereof
of area affected**

Php 5.00

11. Annual Inspection Fees A.

Divisions A-1 and A-2:

- Single detached dwelling units and duplexes are not subject to annual inspections.
- If the owner request inspections, the fee for each of the services enumerated below is Php 120.00
 - Land Use Conformity
 - Architectural Presentability

- Structural Stability
- Sanitary and Health Requirements
- Fire-Resistive Requirements

B. Divisions B-1/D-1, 2, 3/E-1, 2, 3/F-1/G-1, 2, 3, 4, 5/ H-1, 2, 3, 4/ and I-1, Commercial, Industrial Institutional buildings and appendages shall be assessed area as follows:

| NO. | AREA DIMENSION | FEE |
|-----|---|----------|
| 1 | Appendage of up to 3.00 cu. meters/unit | 150.00 |
| 2 | Floor area to 100.00 sq. meters | 120.00 |
| 3 | Above 100.00 sq. meters up to 200.00 sq. meters | 240.00 |
| 4 | Above 200.00 sq. meters up to 350.00 sq. meters | 580.00 |
| 5 | Above 350.00 sq. meters up to 500.00 sq. meters | 720.00 |
| 6 | Above 500.00 sq. meters up to 750.00 sq. meters | 960.00 |
| 7 | Above 750.00 sq. meters up to 1,0000.00 sq. meters | 1,200.00 |
| 8 | Every 1,000.00 sq. meters or its portion in excess of 1,000.00 sq. meters | 1,200.00 |

C. Divisions C-1, 2, Amusement Houses, Gymnasia and the like:

| NO. | BUILDING CLASS | FEE |
|-----|---|----------|
| 1 | First class cinematographs or theaters | 1,200.00 |
| 2 | Second class cinematographs or theaters | 720.00 |
| 3 | Third class cinematographs or theaters | 520.00 |

| | | | |
|--|---|--|--------|
| | 4 | Grandstands/Bleachers, Gymnasia and the like | 720.00 |
|--|---|--|--------|

| | | |
|---|---|-------|
| <p>D. Annual Plumbing Inspection Fees</p> | | |
| 60.00 | Plumbing unit / each | Php |
| <p>E. Electrical Inspection Fees:</p> <p>1. A onetime electrical inspection fee equivalent to 10% of Total Electrical Permit Fees shall be charged to cover all inspection trips during construction.</p> <p>2. Annual Inspection Fees are the same as in Section 4.e.</p> | | |
| <p>F. Annual Mechanical Inspection Fees:</p> | | |
| 1 | REFRIGERATION AND ICE PLANT, PER TON: | FEE |
| a | Up to 100 tons capacity | 25.00 |
| b | Above 100 tons up to 150 tons | 20.00 |
| c | Above 150 tons up to 300 tons | 15.00 |
| d | Above 300 tons up to 500 tons | 10.00 |
| e | Every ton or fraction thereof above 500 tons | 5.00 |
| 2 | AIR CONDITIONING SYSTEMS: | FEE |
| a | Window type air conditioners, per unit | 40.00 |
| 3 | PACKAGED OR CENTRALIZED AIR CONDITIONING SYSTEMS: | FEE |
| a | First 100 tons, per ton | 25.00 |
| b | Above 100 tons, up to 150 tons per ton | 20.00 |

| | | |
|---|---|------------|
| c | Every ton or fraction thereof above 500 tons | 8.00 |
| 4 | MECHANICAL VENTILATION, PER UNIT, PER KW: | FEE |
| a | Up to 1 kW | 10.00 |
| b | Above 1 kW to 7.5 kW | 50.00 |
| c | Every kW above 7.5 kW | 20.00 |
| 5 | ESCALATORS AND MOVING WALKS; FUNICULARS AND THE LIKE: | FEE |
| a | Escalator and Moving Walks, per unit | 120.00 |
| b | Funiculars, per kW or fraction thereof | 50.00 |
| c | Per linear meter or fraction thereof of travel | 10.00 |
| d | Cable Car, per KW or fraction thereof | 25.00 |
| e | Per lineal meter of travel | 2.00 |
| 6 | ELEVATORS, PER UNIT: | FEE |
| a | Passenger elevators | 500.00 |
| b | Freight elevators | 400.00 |
| c | Motor driven dumbwaiters | 50.00 |
| d | Construction elevators for materials | 400.00 |
| e | Car elevators | 500.00 |
| f | Every landing above first five (5) landings for all the above elevators | 50.00 |
| 7 | BOILERS, PER UNIT: | |

| | | |
|---|--------------------|----------|
| a | Up to 7.5 kW | P 400.00 |
| b | 7.5 kW up to 22 kW | 550.00 |
| c | 22 kW up to 37 kW | 600.00 |

| | | |
|----|---|--------|
| d | 37 kW up to 52 kW | 650.00 |
| e | 52 kW up to 67 kW | 800.00 |
| f | 67 kW up to 74 kW | 900.00 |
| g | Every kW or fraction thereof above 74 kW | 4.00 |
| 8 | PRESSURIZED WATER HEATERS, PER UNIT | 120.00 |
| 9 | AUTOMATIC FIRE EXTINGUISHERS, PER SPRINKLER HEAD | 2.00 |
| 10 | WATER, SUMP AND SEWAGE PUMPS FOR BUILDINGS / STRUCTURES FOR COMMERCIAL/ INDUSTRIAL PURPOSES, PER KW: | |
| a | Up to 5 kW | 55.00 |
| b | Above 5 kW to 10 kW | 90.00 |
| c | Every kW or fraction thereof above 10 kW | 2.00 |
| 11 | DIESEL/GASOLINE INTERNAL COMBUSTION ENGINE, GAS TURBINE / ENGINE, HYDRO, NUCLEAR OR SOLAR GENERATING UNITS AND THE LIKE, PER KW: | |
| a | Per kW, up to 50 kW | 15.00 |
| b | Above 50 kW up to 100 kW | 10.00 |
| c | Every kW or fraction thereof above 100 kW | 2.40 |
| 12 | COMPRESSED AIR, VACUUM, COMMERCIAL / INSTITUTIONAL / INDUSTRIAL GASES, PER OUTLET | 10.00 |
| 13 | POWER PIPING FOR GAS/STEAM/ETC., PER LINEAL METER OR FRACTION THEREOF OR PER CU. METER OR FRACTION THEREOF, | 2.00 |

| | | |
|----|---|--------|
| | WHICHEVER IS HIGHER | |
| 14 | OTHER INTERNAL COMBUSTION ENGINES, INCLUDING CRANES, FORKLIFTS, LOADERS, MIXERS, COMPRESSORS AND THE LIKE, | |
| a | Per unit, up to 10 kW | 100.00 |
| b | Every kW above 10 kW | 3.00 |

| | | |
|----|--|-------|
| 15 | OTHER MACHINERIES AND/OR EQUIPMENT FOR COMMERCIAL / INDUSTRIAL / INSTITUTIONAL USE NOT ELSEWHERE SPECIFIED, PER UNIT: | |
| a | Up to ½ kW | 8.00 |
| b | Above ½ kW up to 1 kW | 23.00 |
| c | Above 1 kW up to 3 kW | 39.00 |
| d | Above 3 kW up to 5 kW | 55.00 |
| e | Above 5 kW up to 10 kW | 80.00 |
| f | Every kW above 10 kW or fraction thereof | 4.00 |
| 16 | PRESSURE VESSELS, PER CU. METER OR FRACTION THEREOF | 40.00 |
| 17 | PNEUMATIC TUBES, CONVEYORS, MONORAILS FOR MATERIALS HANDLING, PER LINEAL METER OR FRACTION THEREOF | 2.40 |
| 18 | WEIGHING SCALE STRUCTURE, PER TON OR FRACTION THEREOF | 30.00 |
| 19 | TESTING/CALIBRATION OF PRESSURE GAUGE, PER UNIT | 24.00 |
| a | Each Gas Meter, tested, proved and sealed, per gas meter | 30.00 |
| 20 | EVERY MECHANICAL RIDE INSPECTION, ETC., USED IN AMUSEMENT CENTERS OF FAIRS, SUCH AS FERRIS WHEEL, AND THE LIKE, PER UNIT | 30.00 |

G. Annual electronics inspection fees shall be the same as the fees in Section 7. of this Schedule.

12. Certifications:

| NO. | CERTIFICATION | FEE |
|-----|---|-------|
| a | Certified true copy of building permit | 50.00 |
| b | Certified true copy of Certificate of Use / Occupancy | 50.00 |
| c | Issuance of Certificate of Damage | 50.00 |

| | |
|--|------------------------|
| <p>3. Five (5) sets / each of Bill of Materials and Cost Estimates and Design Specifications Duly Signed and Sealed by Designing Professionals</p> | Designing Professional |
| <p>4. Two (2) copies of the Certified True Copy (Original Certificate of Title / Transfer Certificate of Title)</p> | RD |
| <p>5. Two (2) copies of Deed of Sale/ Lease Contract or Contract to sell, if the OCT / TCT is not in the name of the owner / applicant (notarized).</p> | RD |
| <p>6. Two (2) copies of the Certified True Copy of Latest Tax Declaration</p> | Municipal Assessor |
| <p>7. Two (2) copies of Certificate of Real Property Tax Payment/ Current Tax Receipt</p> | Municipal Treasury |
| <p>8. One (1) piece of Construction Logbook</p> | |
| <p>9. Community Tax Certificate</p> | |
| <p>10.Barangay Clearance</p> | Municipal Treasurer |
| <p>11.Clearances from other government agencies exercising regulatory functions – 2 copies.</p> <p><i>Such regulatory agencies are:</i></p> <ul style="list-style-type: none"> ➤ Municipal Planning and Development Office For zoning and land use of all types of building/structures/Zoning and Locational Clearance. ➤ Bureau of Fire Protection Fire Clearance for all types of buildings / structures. ➤ LLDA ➤ S.B. Resolution ➤ Mayor's permit ➤ S.E.C. Registration | Barangay |
| <p>12.Special Power of Attorney shall be</p> | |

| provided if the owner is not signatory in all application forms, plans and documents. | | Lawyer | | |
|--|---|---|-----------------|--------------------|
| 13. All application forms and letters must be properly filled-up with all the necessary information available. | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| Proceed to the Municipal Engineers' Office and secure applications form for Building Permit, Ancillary and Accessory Permit | Provides Checklist of Requirements, including the requirements to concerned agencies Interview and briefs client on the process of securing a building permit and on the necessary agency clearances appropriate to their construction project. | Please refer to the table above for the particular fees | 10 Minutes | Engineering Staff |
| Request Endorsement for Locational Clearance for Municipal Planning Office & Fire Clearance from Fire Dept. Office Proceed to the said Departments to secure Clearances | Provide Endorsement for MPDC & Fire Dept. | | 15 Minutes | Engineering Staff |
| Submit the plans and required supporting documents for initial verification of the requirements | Receives documents and verifies completeness of plans and authenticity of the submitted documents/ requirements If documents are complete: Advise the applicant / client of the schedule of site inspection | | 1 hour | Engineering Staff |

| | | | | |
|---|--|--|------------|-------------------|
| | If documents are incomplete: Return all the documents to applicants for proper completion | | | |
| During the conduct of site inspection, assist the engineering team and extend necessary information during the course of inspection | Conduct Actual Site Team Inspection Advise the client/ applicant to follow up after two (2) days after the date of the site inspection | | 1 hour | Engineering Staff |
| | Prepare Inspection Report Signed by the Inspectors | | 1 hour | Engineering Staff |
| Inquire / Follow-up about the results of the evaluation and assessment after two (2) days after the site inspection. 6.1. If there are no deficiencies, proceed to 6.2. If there are deficiencies, you will be informed to retrieve the plans and in questioned documents that need corrections. | Informs the client whether the documents and requirements are authentic and complete and whether the plans required corrections. | | 20 minutes | Engineering Staff |
| Submit lacking documents | Receives and reviews submission | | 10 Minutes | Engineering Staff |
| and corrected plans. | | | | |

| | | | | |
|---|---|--|---------------|--|
| Secure Order of Payment | Assessment of Fees and Issuance of Order of Payments | | 30 Minutes | Engineering Staff |
| Proceed to Treasury Office for the payment of fees | Receipt payments and issue Official Receipt | | | Revenue Collection Officer/ Cashier at Treasury Office |
| Return to MEO and present the Official Receipt | Encode the OR on Logbook and process the accomplished building permit forms Submit one (1) set of complete documents and plans with the Inspection Report, FSEC, Accomplished Forms and all others Advises the clients of the date of release of the building permit (section 304 of the National Building Code or PD 1096 States that when the application for building permit and the plans and the specifications submitted conforms to the requirements of the Code and it's IRR, the building official shall issue the building permit within 15 days from payment of required fees) | | 30 Minutes | Engineer Staff |
| On scheduled date, proceed to the Municipal Engineer's Office. Receive the approved building permit | Releases the approved building permit | | 10 Minutes | Municipal Engineer/ Building Official |
| | Total: | Please | 5 hours and 5 | |
| | | refer to the table above for the particular fees | minutes | |

MUNICIPAL ACCOUNTING OFFICE

Frontline Service

ISSUANCE OF CERTIFICATE OF PREMIUM CONTRIBUTION and or CERTIFICATE OF LOAN PAYMENT

ABOUT THE SERVICE:

Upon the request of the employee, Office of the Municipal Accountant issues a certification to the employee for the Premium Contributions and/or Loan Payment for reconciliation purposes.

| | | | | |
|--|--|-----------------|-----------------|----------------------|
| Office or Division: | Office of the Municipal Accountant | | | |
| Classification | Simple | | | |
| Type of Transaction | G2G- Government to Government Employee | | | |
| Who may avail | Employees of the Municipality | | | |
| Fees: | None | | | |
| Checklist of Requirements | | | Where to Secure | |
| Request letter | | | Employee | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the letter request to Accounting Office. | Receive the request from the employee | none | 5 minutes | Administrative Staff |
| | Check for the availability of the requested information (<i>the duration of gathering the files depends on the extent for the requested information</i>) | none | 1 hour | Administrative Staff |
| | If the data is available, prepare the Certification | none | 5 minutes | Municipal Accountant |
| | Review and sign the Certification | none | 5 minutes | |
| 2. Receive Certification | Assist in facilitation of release of certification | none | 2 minutes | Administrative Staff |
| | Total: | none | | |

BUSINESS PROCESSING AND LICENSING OFFICE
Frontline Services

MOTORIZED TRICYCLE OPERATOR’S PERMIT (MTOP)
NEW OR RENEWAL

ABOUT THE SERVICE: The Motorized Tricycle Operator’s Permit (MTOP) is a document granting franchise or license to any individual with tricycle/s allowing him to ply and operate within the territorial jurisdiction of San Vicente, Camarines Norte. MTOP is being issued to regulate the number of tricycles to avoid traffic congestion. There shall be collected an annual franchise fee per unit payable on or before January 20 of the year for the operation of each tricycle-for hire.

Only Filipino citizens who are actually residing in the municipality of San Vicente, Camarines Norte are qualified to operate and maintain tricycles-for-hire.

| | | |
|---|--|--------------------------|
| Office or Division: | Business Permit and Licensing Office | |
| Classification | Simple | |
| Type of Transaction | G2C - Government to Citizen | |
| Who may avail | Motorized Tricycle Owners/Operators | |
| Fees: | | |
| Legal Basis: 2011 Revenue Code of the Municipality of San Vicente, Camarines Norte | Chapter III, Article N, Section 3N.02. | Amount of Fee (in Pesos) |
| | Franchise Fee | 200.00 |
| | MTOP | 200.00 |
| | Mayor’s Permit | 300.00 |
| | Sticker | At cost to the franchise |
| | Legal Research Fee | 100.00 |
| | Police Inspection Fee | 100.00 |
| | Fare Adjustment Fee | 100.00 per association |
| | Transfer Fee | 2,000.00 |
| | Dropping of Line | 100.00 |
| | Change Motor | 100.00 |

| | |
|---------------------------|-----------------|
| Checklist of Requirements | Where to Secure |
|---------------------------|-----------------|

| (Original and Photocopy of the following) ➤ Barangay Certification indicating the actual residency of the applicant ➤ Current year Community Tax Certificate ➤ LTO issued Official Receipt and Certificate of Registration ➤ For purchase of second hand motorcycle units, Deed of Absolute Sale | | Barangay Concern Client Client Copy/LTO Client/Notary Public | | |
|--|---|---|-----------------|---|
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| Submit all the requirements to the BPLO for review | Receives and reviews submitted documents, Encode data and prints application form and directs applicant to fill-out the Certification for Passing the Minimum Requirements for Issuance of Clearance (SVMPS) and Tricycle Operation Data (SVMPS) and transport the motorcycle at San Vicente Municipal Police Station for inspection. | | 5 minutes | BPLO |
| Proceed to the San Vicente Municipal Police Station | Inspect if it is in compliance with the minimum requirements then forwards to the Chief of Police or its authorized personnel for signature | | 5 minutes | Chief of Police |
| Proceed to the Municipal Traffic and Public Safety Office | Inspect if it is in compliance with the Municipal Ordinance No. 09-2007 then forwards to the MTPS Officer or its authorized personnel for signature | | 5 minutes | Municipal Traffic and Public Safety Officer |

| | | | | |
|---|--|---|------------|--------------------------------------|
| Proceed to the designated payment window of the Municipal Treasury for assessment and payment of related fees | Receives payment and issues Official Receipt | Please refer to the table above for the particular fees | 5 minutes | Revenue Collection Clerk/Officer |
| Proceed to the Office of the Chairman of the Municipal Tricycle Operator's Permit Regulatory Board | Receives and reviews submitted documents then forwards to the Chairman-Committee on Transportation or its authorized personnel for signature in the Provisional Authority For Tricycle Service | | 5 minutes | Chairman-committee on Transportation |
| Return to BPLS and present proof of payment together with the other documents | Receive and check the completeness of the application and forward to the Municipal Mayor or its authorized personnel for signature, seals and releases documents. | | 5 minutes | BPLO Municipal Mayor |
| Return to Municipal Treasurers Office | Release of franchise sticker | | 5 minutes | Revenue Collection Clerk/Officer |
| | Total: | | 35 minutes | |

CESSATION (RETIREMENT/CLOSURE) OF BUSINESS

ABOUT THE SERVICE:

Enterprises, upon cessation of operation, shall inform the LGU for the assessment of any tax due. Any person natural or juridical who discontinues, transfer to other locality/ies or close/retire his/her business operation(s) is subject to the taxes, fees and charges on business. Any tax due must first be paid before any business or an undertaking is finally terminated.

| | | | | |
|--|--|-----------------|-----------------|--------------------|
| Office or Division: | Business Permit and Licensing Office | | | |
| Classification | Simple | | | |
| Type of Transaction | G2C - Government to Citizen G2B - Government to Business | | | |
| Who may avail | Business Owners | | | |
| Legal Basis: 2011 Revenue Code of the Municipality of San Vicente, Camarines Norte Chapter II, Article C, Section 2C.04.(h) | | | | |
| Checklist of Requirements | | Where to Secure | | |
| <ul style="list-style-type: none">➤ Letter addressed to the LCE stating the reason/reasons for closure➤ Proof of gross sale or receipts for the current calendar year➤ Barangay Certification for Business Closure➤ Community Tax Certificate (CTC)➤ Latest permit issued and business plate (to be surrendered) | | Business Owner | | |
| | | Business Owner | | |
| | | Barangay | | |
| | | Business Owner | | |
| | | Business Owner | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| submit | Receives and Examines submitted documents and encode, prints application form for business closure | none | 5 minutes | BPLO |

| | | | | |
|--|---|--|-----------|---|
| required documents to BPLS for evaluation. | advises them to proceed to Treasurer's office for the taxes/fees to be paid. | | | |
| Proceed to the designated payment window of the Municipal Treasury and present Proof of gross sale or receipts for the current calendar year | Received payment and issued Official Receipt and Certification stating that the said business is cleared of all his money and property accountabilities in the Local Government Unit. | Php 150.00 (for the certification) And payment for corresponding Municipal taxes | 5 minutes | Revenue Collection Clerk/Officer |
| Return to BPLO to present proof of payment of corresponding fee | Received documents then forward to the Municipal Mayor or his authorized personnel for signature in the application of business cancellation, seals, records to logbook and releases document to client | none | 5 minutes | Licensing Officer Municipal Mayor Private Secretary |

| | | | | |
|--|---|------------------------------------|------------|--|
| | NOTE: CANCELLATION OF BUSINESS WITH OTHER NATIONAL AGENCIES FOLLOWS | | | |
| | Total: | Php 150.00 (+) Municipal Tax | 15 minutes | |

ISSUANCE OF MAYOR’S CLEARANCE

ABOUT THE SERVICE:

Serves as pre-requisite for employment.

| | | | | |
|--|---|---|--------------------------|--------------------|
| Office or Division: | Business Permit and Licensing Office | | | |
| Classification | Simple | | | |
| Type of Transaction | G2C - Government to Citizen | | | |
| Who may avail | General Public | | | |
| Fees: | Chapter IV, Section A.14. (w) | | Amount of Fee (in Pesos) | |
| Legal Basis: 2011 Revenue Code of the Municipality of San Vicente, Camarines Norte | Mayor's Clearance: | | | |
| | For Local Employment Purposes | | 500.00 | |
| | Documentary Stamp Fee | | 30.00 | |
| Checklist of Requirements | | Where to Secure | | |
| <div>➤ Community Tax Certificate</div> <div>➤ Barangay Clearance</div> <div>➤ Police Clearance</div> | | Municipal Treasurer's Office Barangay Concern PNP | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| Submit the requirements to BPLS for review | Secures and verifies submitted requirements, directs applicant to pay at the Treasurer's Office | none | 2 minutes | BPLO |

| | | | | |
|---|---|------|------------|--|
| Proceed to the designated payment window of the Municipal Treasury | Received payment and issued Official Receipt | 530 | 3 minutes | Revenue Collection Clerk/Officer |
| Return to BPLO to present proof of payment of corresponding fee as basis of issuance of Mayor's Clearance | Prints Mayor's Clearance, forwards to the Municipal Mayor or his authorized personnel for signature, seals, records to logbook and releases clearance | none | 5 minutes | BPLO Municipal Mayor Private Secretary |
| | Total: | | 10 minutes | |

BUSINESS REGISTRATION (New / Renewal)
Issuance of Business Permits

ABOUT THE SERVICE:

The Local Government Code authorizes the LGU to impose taxes, fees and other charges on business entities in order to generate revenue. The Business Permits and Licensing Section (BPLS) were tasked to implement several provisions of the existing Municipal Tax Ordinance. Its main objective is to require all business establishments to register and secure Business License and pay the required taxes and fees prior to the start of operations. Said permit shall be renewed annually, before the 20th of January.

Business One Stop Shop (BOSS) is being conducted during business renewal period participated in by authorized representatives from DTI, San Vicente PNP, BFP, Engineering, Assessors, Health, MPDO, and MTPSO.

| | | |
|---|--|-----------------------------|
| Office or Division: | Business Permit and Licensing | |
| Classification | Simple/Complex | |
| Type of Transaction | G2C - Government to Citizen G2B – Government to Business | |
| Who may avail | Business Owners-residents and transients/authorized representative (other than a municipal employee) | |
| Checklist of Requirements | | Where to Secure |
| <u>NEW BUSINESS APPLICATION</u> | | |
| Location Sketch of business | | Applicant |
| PROOF OF BUSINESS REGISTRATION DTI Registration (Single Proprietorship) SEC Registration (Partnership/Corporation) CDA Accreditation (Cooperative) | | DTI, SEC, CDA |
| Barangay Business Clearance (Locale of Business) with Official Receipt | | Barangay locale of business |

| | |
|---|--|
| <p>RIGHT OF THE APPLICANT OVER THE BUSINESS LOCATION</p> <p>IF LEASING:</p> <p><input type="checkbox"/> Photocopy of Notarized Contract of Lease</p> <p>IF OWNED: Transfer Certificate of Title</p> <p>IF NOT OWNED: Tax Declaration and Recent Tax Payment</p> | Applicant |
| Basis for computing taxes, fees and charges (Capitalization) | Applicant |
| <u>RENEWAL OF BUSINESS APPLICATION</u> | |
| Barangay Business Clearance (Locale of Business) with Official Receipt | Barangay locale of business |
| <p>RIGHT OF THE APPLICANT OVER THE BUSINESS LOCATION</p> <p>IF LEASING:</p> <p><input type="checkbox"/> Photocopy of Notarized Contract of Lease</p> <p>IF OWNED: Transfer Certificate of Title</p> <p>IF NOT OWNED: Tax Declaration and Recent Tax Payment</p> | Applicant |
| Basis for computing taxes, fees and charges (Gross/ Sales Receipts) | Applicant |
| Previous Year's Mayor's Permit (w/ attachments: duplicate copy of Business Permit Application, proof of payments, Sanitary Permit, etc.) | Owner file |
| OTHERS: Additional documents may be required on a case to case basis depending on actual examination of application (for complex transactions only) | |
| <u>ADDITIONAL REQUIREMENTS</u> | |
| Banks/Pawnshops/Money Changers | Central Bank Authority |
| Cellular Phone Dealer/Service Center | NTC Permit (per DOTC-NTC Memorandum Circular No. 07-08-2004 and 08-08-2004 in pursuant to the provisions of the Radio Control Law, Act No. 3846, as amended, |

| | |
|----------------------------------|---|
| | Executive Order No. 546, and Republic Act 7925) |
| Dealer of LPG | ERB Permit |
| Dealer of Rice, Corn and Wheat | National Food Authority (NFA) License |
| Drugstore | BFAD Permit/PRC License of Pharmacist |
| Education Institution | Dep-Ed Accreditation |
| Electronic Repair and Motor Shop | DTI Accreditation Certificate |
| Fishpen Operators | LLDA Fishpen Permit as per RA 4850 |

| | |
|---|---|
| General/Specialty & Engineering Contractor | Contractor's License from the Phil. Contractors Accreditation Board (PCAB) |
| Guns and Ammos Dealer/ Security Services | PCSUCIA National License (License to Operate issued at Camp Crame) |
| Insecticides and Pest Control Services | Pest Control License from Fertilizers and Insecticides Authority, Dept. of Agriculture |
| Manning and Crewing Services | POEA License |
| Medical/Dental/Optical Clinics | PRC License of attending Physician |
| Messengerial and Courier Service | DOTC Permit |
| Mining Industry | DENR Clearance |
| Pet Shop | Inventory/Wildlife Stock Report from CENRO Antipolo (per RA No. 9147 known as The Wildlife Resources Conservation and Protection Act of 2001) |
| Real Estate Broker | DTI License/Broker's License |
| Recruitment Agency | DOLE Clearance |
| Rent-A-Car and Transport Services | LTO Franchising and Regulatory Board Permit, Vehicle Registration (OR/CR) |
| Restaurant/Bakery | BFAD Permit |
| Telecommunications Services | NTC Clearance |
| Water Refilling Station | DOH Clearance/Water Analysis Result |
| Lessor of Commercial/Residential Lot/Building/Space/Machineries | Real Property Tax Clearance |
| Market Stall Holders | Certificate of Award/Market Clearance/ Deed of Sale (if any) |
| Newly Constructed Buildings | Building Permit and Occupancy Permit (issued by the Municipal Building Official) & Locational Clearance (issued by the MPDC) |
| Livestock/Poultry/Aviary Farm/Gasoline Station | Environmental Compliance Clearance (DENR)/LLDA Permit |
| Franchisee | Franchise Agreement |
| <p>The establishment of business entails the registering of the business entity with government agencies such as:</p> <ul style="list-style-type: none"> • Department of Trade and Industry (DTI) office – for single proprietorship • Securities and Exchange Commission (SEC) – for partnerships and corporations | |

- Cooperative Development Authority (CDA) – for cooperatives
- Local Government Unit (LGU) – for local permits
- Bureau of Internal Revenue (BIR) - for payment of national taxes.
- Philippine Health Insurance Company (Philhealth) – employers are required to register to provide social health insurance coverage to their employees.
- Social Security System (SSS) - R.A. 8282 also known as Social Security Act of 1997. An employer or any person who uses the services of another person in business, trade, industry or any undertaking is covered by this Act.
- Home Development Mutual Fund (HDMF) also known as PAG-IBIG Fund - Pursuant to Republic Act 7742 which was fully implemented on January 1, 1995, membership to the PAG-IBIG Fund shall be mandatory for all employees covered by the Social Security System (SSS) and/or the Government Service Insurance System (GSIS) and who are earning at least P4,000.00 a month.

Business registration is important because the entity is given a legal existence.

| | |
|-------------------------|--|
| FEES AND CHARGES | <p>Legal Basis: 2011 Revenue Code of the Municipality of San Vicente, Camarines Norte</p> <p>➤ Municipal Taxes on Business (Graduated Tax on Business)Article A, Chapter II New Business – In case of a newly started business, the tax shall be one-twentieth of one percent (1/20 of 1%) of the capital investment. Article A, Section 2A.05) Renewal – based on gross receipts for the preceding calendar year (Differ on tax schedule e.g. manufacturer, wholesaler/dealer, service, retailer)</p> <p>➤ Mayor’s Permit - Rate depends on type or nature of business (as per schedule) Chapter III, Article A, Sec. 3A.01.</p> <p>➤ Sanitary Fee - Rate depends on type or nature of business (as per schedule) Chapter IV, Article D, Section 4D.01.</p> <p>➤ Fire Inspection Fee - 15% of all fees charged by the LGU but no case shall be lower than Php.500.00</p> <p>Penalty Imposed on Late Payees: 25% surcharge (Chapter VII, Article A, Section7A.04) plus a monthly 2% interest from the date it is due until it is paid, but in no case shall the total interest on the unpaid amount or a portion thereof exceed 36 months(Chapter VII, Article A, Section7A.05)</p> |
|-------------------------|--|

| | | | | |
|---------------------|-----------------------|------------------------|------------------------|---------------------------|
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---------------------|-----------------------|------------------------|------------------------|---------------------------|

| | | | | |
|--|--|--|------------|------|
| Obtain checklist of requirements and the Unified Application Form (Form 1) from BPLO | Issues checklist of requirements and Unified Application Form. Answers other queries of the applicant. | | 5 minutes | BPLO |
| Accomplish the unified application form and submit the required documents to BPLO | <p>Receives and examines application and evaluates submitted documents. Records to logbook and orients applicant on routing procedures.</p> <p><u>Routing Schedule:</u></p> <ul style="list-style-type: none"> • From BPLO (Mayor's Office) (Review and evaluation of application) • MTO (Verifies declared capitalization/gross sales and assessment and payment of related taxes and fees) • Fire Department (payment of annual fire inspection fee and to obtain Fire Safety Certificate) • Municipal Health Office (to obtain Sanitary Permit) • Municipal Engineering Office (to obtain Certificate of Occupancy and Electrical Inspection Certificate) <ul style="list-style-type: none"> • Municipal Planning and Development Office (to obtain Zoning Certification- NEW BUSINESS ONLY) | | 15 minutes | BPLO |

| | | | | |
|---|---|--|------------|---|
| | <ul style="list-style-type: none">• BPLO (Mayor’s Office) (for printing of permit) <p><u>Note:</u></p> <ul style="list-style-type: none">• Payment should be made directly to the Treasurer’s Office, either cash or check (payee - Municipal Treasurer of San Vicente, Camarines Norte) | Please refer to the fees and charges above | | |
| After payment of required taxes and fees and completion of the routing phase, return to BPLS for submission of accomplished/routed application form with all the requirements | Secures accomplished/routed application form, checks completeness of documentary requirements and correctness of taxes and fees paid, prints permit, forwards to the Municipal Mayor or his authorized personnel for approval and signature, records to logbook and releases Business Permit bearing office seal including | | 10 minutes | BPLO Municipal Mayor/ Municipal Administrator |
| | Business Plate and/or Sticker to client | | | |

| | | | | |
|--|---|--|------------|--|
| Applicant display license in their establishment | | | | |
| | Total: | | 20 minutes | |
| | NOTE: • THE BUSINESS PERMIT SHALL BE RENEWED ANNUALLY (ON OR BEFORE THE 20 TH OF JANUARY OF EACH YEAR) REGISTRATION OF BUSINESS WITH OTHER NATIONAL AGENCIES FOLLOWS | | | |

TOTAL PROCESSING TIME:

Processing time depends on the completeness of documents submitted. Since the Local Government Unit of San Vicente is still on the process of adopting the eBPLS from the Department of Information and Communication Technology (DICT). The BPLO is currently using Computer-aided system. Despite OF not using the eBPLS yet, the LGU assures the efficiency in the delivery of services.

PERMIT ON HAULING AND TRUCKING SERVICES
NEW OR RENEWAL

ABOUT THE SERVICE: The Mayor’s Permit to operate hauling or trucking services is granted to every person engaged in the business of hauling and trucking services operating within this municipality.

| | | |
|--|---|--------------------------|
| Office or Division: | Business Permit and Licensing Office | |
| Classification | Simple | |
| Type of Transaction | G2C - Government to Citizen G2B - Government to Business | |
| Who may avail | Motorized Tricycle Owners/Operators | |
| Fees and charges: | Chapter III, Article T, Section 3T.01 | Amount of Fee (in Pesos) |
| Legal Basis: 2011 Revenue Code of the Municipality of San Vicente, Camarines Norte | Operation of truck or wagon for hire business, per unit of vehicle | 500.00 |
| | Operation of cars for hire business, per car | 500.00 |
| | Operation of PUJ/AUV/PUB/SUV for hire business, per unit | 500.00 |
| | Operation of trucking services | 500.00 |
| | Penalty Imposed on Late Payees: 20% surcharge (Chapter III, Article T., Section 3T.03) | |

| Checklist of Requirements | | Where to Secure | | |
|---|---|---|-----------------|--------------------|
| (Original and Photocopy of the following) ➤ LTO issued Official Receipt and Certificate of Registration ➤ For purchase of second hand motorcycle units, Deed of Absolute Sale | | Client Client Copy/LTO Client/Notary Public | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| Submit all the requirements to the BPLO for review | Receives and reviews submitted documents and issues Application Form. After assisting the client to fill-up the required data in the application form | none | 5 minutes | BPLO |

| | | | | |
|---|--|---|------------|----------------------------------|
| | advices the same to proceed to MTO. | | | |
| Proceed to the designated payment window of the Municipal Treasury for assessment and payment of related fees | Receives payment and issues Official Receipt | Please refer to the table above for the particular fees | 5 minutes | Revenue Collection Clerk/Officer |
| Return to BPLS and present proof of payment together with the other documents | Receive and check the completeness of the application, prints permit and forward to the Municipal Mayor or its authorized personnel for signature, seals and releases documents. | none | 5 minutes | BPLO Municipal Mayor |
| Return to Municipal Treasurers Office | Release of sticker | none | 5 minutes | Revenue Collection Clerk/Officer |
| | Total: | | 20 minutes | |

OFFICE OF THE HUMAN
RESOURCEMANAGEMENT OFFICER
Frontline Service

Office of the HRMO delivers and maintains an effective and efficient system of human resources (including permanent, temporary, casual personnel and external consultants)recruitment, selection, placement (including appointments), performance evaluation, continuing professional and values development (capacity enhancement), awards, benefits (including leaves, retirement privileges), preservation and protection of 201 files and other performance based incentives..

Request for Issuance of Official Documents, Certificate of Employment and Compensation, Copy of Leave Balances, Copy of Service Records, Copy of Training List Attended, Copy of Appointment and Other Pertinent Documents, Copy of Authenticated Documents, List of Existing Vacant Positions, Human Resource Data and Statistics.

ABOUT THE SERVICE:

Upon the request of the employee, HRMO issues a certification to the employee for their official documents

| | | | | |
|---------------------------|--|-----------------|-----------------|--------------------|
| Office or Division: | HRMO | | | |
| Classification | Simple | | | |
| Type of Transaction | G2G- Government to Government Employee | | | |
| Who may avail | Employees of the Municipality | | | |
| Fees: | None | | | |
| Checklist of Requirements | | | Where to Secure | |
| Request letter | | | Employee | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |

| | | | | |
|--------------------------------------|--|------|-----------|---------|
| 1. Submit the letter request to HTMO | Receive the request from the employee | none | 5 minutes | HRMO II |
| | Check for the availability of the requested information (<i>the duration of gathering the files depends on the extent for the requested information</i>) | none | 1 hour | HRMO II |
| | If the data is available, prepare the Certification | none | 5 minutes | HRMO II |
| | Review and sign the Certification | none | 5 minutes | |
| 2. Receive Certification | Assist in facilitation of release of certification | none | 2 minutes | HRMO II |
| | Total: | none | | |

The release or official turn-over of 201 Files shall be documented, claimant shall present letter request, proof of relationship and other evidences, in case of authorized representative, thereafter record the release and issue certificate of authenticity.

ABOUT THE SERVICE:

Upon the request of the employee, HRMO issues a certification to the employee for their official documents

| | | | | |
|---------------------------|--|-----------------|-----------------|--------------------|
| Office or Division: | HRMO | | | |
| Classification | Simple | | | |
| Type of Transaction | G2G- Government to Government Employee | | | |
| Who may avail | Employees of the Municipality | | | |
| Fees: | None | | | |
| Checklist of Requirements | | | Where to Secure | |
| Request letter | | | Employee | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |

| | | | | |
|--------------------------------------|--|------|-----------|---------|
| 1. Submit the letter request to HTMO | Receive the request from the employee | none | 5 minutes | HRMO II |
| | Check for the availability of the requested information (<i>the duration of gathering the files depends on the extent for the requested information</i>) | none | 1 hour | HRMO II |
| | If the data is available, prepare the Certification | none | 5 minutes | HRMO II |
| | Review and sign the Certification | none | 5 minutes | |
| 2. Receive Certification | Assist in facilitation of release of certification | none | 2 minutes | HRMO II |
| | Total: | none | | |

Benefits and Welfare

ABOUT THE SERVICE:

To ensure effective and efficient procedure in the transaction of documents pertaining to GSIS, Pag-Ibig Fund and PhilHealth.

| | | | | |
|---------------------------|--|-----------------|-----------------|--------------------|
| Office or Division: | HRMO | | | |
| Classification | Simple | | | |
| Type of Transaction | G2G- Government to Government Employee | | | |
| Who may avail | Employees of the Municipality | | | |
| Fees: | None | | | |
| Checklist of Requirements | | | Where to Secure | |
| Request letter | | | Employee | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |

| | | | | |
|--------------------------------------|--|------|-----------|---------|
| 1. Submit the letter request to HRMO | Receive the request from the employee | none | 5 minutes | HRMO II |
| | Check for the availability of the requested information (<i>the duration of gathering the files depends on the extent for the requested information</i>) | none | 1 hour | HRMO II |
| | If the data is available, prepare the Certification | none | 5 minutes | HRMO II |
| | Review and sign the Certification | none | 5 minutes | |
| 2. Receive Certification | Assist in facilitation of release of certification | none | 2 minutes | HRMO II |
| | Total: | none | | |

FEEDBACK AND REDRESS MECHANISM

Please let us know how we have served you by doing any of the following:

- Accomplish our Feedback Form available in the Public Assistance and Complaints Desk;
- 1. Send your feedback through e-mail lgusanvicente4609@gmail.com or text us at **09985470485**
- Talk to our OFFICER OF THE DAY.

COMPLAINT MECHANISM

If you are not satisfied with our service, we encourage the filling of a written complaint with our OFFICER OF THE DAY at the Public Assistance and Complaints Desk. Your written/verbal complaints shall immediately be attended to.

How to Send Feedback?

2. Proceed to the Public Assistance and Complaints Desk and look for the OFFICER OF THE DAY;
3. Accomplish our Complaint Form and endorse/submit it to the PACD Officer of the day.
4. The PACD Officer of the day will forward the complaint to the concern office for appropriate action.
5. Informs complainant for the action taken.
6. You may also send in your feedback via email at lgusanvicente4609@gmail.com or text us at **09985470485**

How to Feedback is Processed?

1. Every Friday, Public Assistance and Complaints Desk Officer or Public Relation Officer open the drop box and complies and records all feedback submitted.
2. Feedback requiring answer is forwarded to the Municipal Public information Officer Designate for information and appropriate action.
3. The answer of the concern will be relayed to the citizen.
4. For inquiries you may contact 655-1773 loc 231

How to File a Complains?

1. Answer the client complaint form located at the PACD with complete details.
2. Complaint must be supported by complete details and evidence/s
3. For inquiries you may contact 09985470485.

CUSTOMER FEEDBACK FORM

Because we are committed to deliver exemplary service to the public, please let us know how we have served you. This form maybe used for compliments, suggestions, and complaints.

Date: _____ Time: _____

Client's Name: _____
Contact No: _____
Address: _____

Gender: Age Group:

☐ Male ☐ 18 & below ☐ 31 – 40 ☐ 51 – 60
☐ Female ☐ 19 – 30 ☐ 41 – 50 ☐ 61 & above

Customer Satisfactory Rating

Office Transacted/Visited: _____ Service Aailed: _____

For the following questions, this rating scale shall be used. Please check the box for your answer.

5 = Very Satisfied 4 = Satisfied 3 = Unsatisfied 2 = Very Unsatisfied 1 = Not Sure

- NO QUESTION 1 2 3 4 5
- How would you rate your overall satisfaction with regard to the
- 1 quality of service delivered?
- How satisfied were you with the outcome of the service
- 2 provided?
- How satisfied were you in terms of the response time to your
- 3 transaction given by the office?
- How satisfied were you with the employee's friendliness,
- 4 courteousness, politeness, fair treatment, & willingness to serve?
- 5 How satisfied were you with the employee's competence or skill in delivering service?

Comments and/or Suggestions

Please fill-up this form and drop it in the suggestion box provided in the Public Assistance and Complaint Desk and other designated areas.

*If your request has not been attended promptly and courteously, please send your inquiries, suggestions, recommendations and/or complaints to the Municipal Mayor **Hon. Francis G. Ong**, You may also send in your feedback via email at lgusanvicente4609@gmail.com or contact us at **09985470485***

COMPLAINT FORM

Date: _____ Time: _____

Name of Complainant: _____ **E-Mail Address:** _____

Contact Number: _____

Residence Address: _____

Office Address: _____

Name of Person Being Compalined: _____

Position/Office: _____

Statement of Complaint: _____

You may use the back page for additional information.

Signature over Printed Name

DIRECTORY OF FRONTLINE SERVICES

MUNICIPAL TREASURER'S OFFICE

Head: MR. ALEX D. ESTACION

alex_estacion@yahoo.com

092663091454

BUSINESS PERMITS AND LICENSING OFFICE

Head: MS. GAIAN JOY B. TERNIDA

gjternida@gmail.com

09462259336

MUNICIPAL ASSESSOR'S OFFICE

Head: MR. AMABLE O. VILLAGRACIA JR.

svcnmunicipalassesor@gmail.com

09999910966

MUNICIPAL AGRICULTURE OFFICE

Head: ENGR. DOMINGO B. BALOLOY

teresamago@yahoo.com

09077159072/09479905925

MUNICIPAL ACCOUNTING OFFICE

Head: LYNDON G. TIMPUG

marfulgencio143@gmail.com

09096696016

MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE

Head: MS. EMELIA D. ANGELES

mswdo.sanvicente@gmail.com

09305775176

MUNICIPAL CIVIL REGISTRAR'S OFFICE

Head: MS. ANACORITA D. LITANA

mcrosanvicentecamarinesnorte@gmail.com

09101859099

MUNICIPAL PLANNING AND DEVELOPMENT COORDINATOR'S OFFICE

Head: ENGR. GIL Y. MIGUEL

gilmiguel91@yahoo.com

09399389128

MUNICIPAL HEALTH OFFICE

Head: DRA. FLORDELIS PACIENCIA D. LASAM

Mho.sanvicente4609@gmail.com

09209260513

MUNICIPAL ENGINEERING OFFICE

Head: ENGR. CLARENCE L. MAGO

enr.clarencemago@gmail.com

09123844086

HUMAN RESOURCE MANAGEMENT OFFICE

Head: MR. ALEJO S. AGOT

sagotalejo@gmail.com

09103499490

MUNICIPAL DISASTER RISK REDUCTION & MANAGEMENT OFFICE

Head: MR. RUSTAN JAY P. ROBLES

mdrrmosvcn@gmail.com

09102280648/ 09561728482

MUNICIPAL ENVIRONMENT AND NATURAL RESOURCES OFFICE

MENRO Designate : MR. BLASITO A. DEL MONTE

lgusanvicente4609@gmail.com

09475703958/09070418513

MUNICIPAL TRAFFICE & PUBLIC SAFETY OFFICE

MTPSO Designate: MR. NOLI F. BERNALDEZ

lgusanvicente@gmail.com

09085365963

MUNICIPAL TOURISM OFFICE

Tourism Officer Designate: MS. CINDY Y. TALDO

lgusanvicente@gmail.com

09504651240