LOCAL GOVERNMENT UNIT OF BONTOC

CITIZEN'S CHARTER

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CITIZEN'S CHARTER

I. Mandate:

Social Sector

- Advance the interest, health and welfare of the marginalized, PWDs, women, farmers, fisher-folks, senior citizens, youth, underprivileged and all sectors of society through an equitable, fair and just distribution of benefits and privileges regardless of party affiliation.
- Secure and maintain peace and order in the municipality by respecting the rule of law and individual rights of all Bontocanons.
- Uphold the importance of education and training of the out-of-school youth in nation-building under the new normal.

Economic Sector

- Center of Agro-Industry and Eco-Tourism in Southern Leyte
- Model a sustainable Eco-Tourism and Inclusive growth to all sectors

Environmental Sector

- Launch a local security and development network and hotline that provides response and emergency assistance to people in distress during natural disasters, fire, medical, search and rescue and other life threatening emergencies.
- Nurture and protect the environment through the sustainable and responsible use of natural resources to avoid loss of properties and lives due to the adverse impact of climate change.

Institutional Sector

- Effective, Efficient and Responsive Local Governance

Infrastructure Sector

- Build quality and disaster-resilient infrastructure projects, utilities and facilities

II. Vision:

Center of Agro-Industry and Eco-Tourism in Southern Leyte within a progressive disaster resilient, peaceful and ecologically-balanced environment with an empowered and competitive Bontocanon inspired by transparent, just and proactive leadership.

III. Mission:

To improve the quality of life of every Bontocanon through the delivery of responsive basic social services, preservation and protection of natural resources, provision of sustainable food supply, quality infrastructure, livelihood and employment programs while maintaining an economy-driven, disaster resilient and peaceful municipality.

IV. Service Pledge:

We, the officials and employees of the Local Government of Bontoc, do hereby swear and pledge to aim for a transparent, just and proactive leadership and public service.

We fervently ensure to fulfill our commitments in the Citizen's Charter.

We commit to consistently demonstrate a "TINUORAY NGA SERBISYO PARA SA TINUORAY NGA ASENSO".

So help us God.

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Office of the Municipal Mayor

EXTERNAL SERVICES

ISSUANCE OF MAYOR'S CLEARANCE/CERTIFICATE

Schedule of Availability of Service — Monday to Friday (8AM – 5PM)
Who May Avail of the Service — Public
Requirements — Barangay Clearance, Corresponding Fee

Step	Applicant/Client	Service Provider	Duration of Activity	Person In Charge	Fee/s	Form/s
1	Proceed to Mayor's Office	Provide client with short briefing on the service and its requirements	5 mins	Clerk	none	
		Advise client to proceed to MTO for payment of fees				
2	Proceed to MTO				₱50.00	Official Receipt
3	Return to Mayor's Office	Receive Official Receipt and other required documents and then prepare the certification/clearance	3 mins	Clerk	none	
		Present document to the Mayor for signature	2 mins	Mayor's Private Secretary		
		Release signed document to client	1 min	Clerk		

ISSUANCE OF AFFIDAVIT OF TAX EXEMPTION

Schedule of Availability of Service — Monday to Friday (8AM – 5PM)
Who May Avail of the Service — Public
Requirements — MASSO Certification of No Real Property, Corresponding Fee

HOW TO AVAIL OF THE SERVICE

Step	Applicant/Client	Service Provider	Duration of Activity	Person In Charge	Fee/s	Form/s
1	Proceed to Mayor's Office	Provide client with short briefing on the service and its requirements	5 mins	Clerk	none	
		Advise client to proceed to MTO for payment of fees				
2	Proceed to MTO				₱50.00	Official Receipt
3	Return to Mayor's Office	Receive Official Receipt and other required documents and then prepare the affidavit	3 mins	Clerk	none	
		Have the affidavit signed by the affiant/s	1 min			
		Present affidavit to the Mayor for signature	2 mins	Mayor's Private Secretary		
		Release signed affidavit to client	1 min	Clerk		

ISSUANCE OF JOINT AFFIDAVIT OF DELAYED BIRTH REGISTRATION

Schedule of Availability of Service — Monday to Friday (8AM – 5PM)
Who May Avail of the Service — Public
Requirements — Baptismal Certificate, NSO Negative Birth Certification, Corresponding Fee

HOW TO AVAIL OF THE SERVICE

Step	Applicant/Client	Service Provider	Duration of Activity	Person In Charge	Fee/s	Form/s
1	Proceed to Mayor's Office	Provide client with short briefing on the service and its requirements	5 mins	Clerk	none	
		Advise client to proceed to MTO for payment of fees				
2	Proceed to MTO				₱50.00	Official Receipt
3	Return to Mayor's Office	Receive Official Receipt and other required documents and then type the information on the affidavit form	3 mins	Clerk	none	
		Have the affidavit signed by the affiants	1 min			
		Present affidavit to the Mayor for signature	2 mins	Mayor's Private Secretary		
		Release signed affidavit to client	1 min	Clerk		

ISSUANCE OF JOINT AFFIDAVIT OF DELAYED MARRIAGE REGISTRATION

Schedule of Availability of Service — Monday to Friday (8AM – 5PM)
Who May Avail of the Service — Public
Requirements — Certification or Any Document from Solemnizing Officer, Corresponding Fee

HOW TO AVAIL OF THE SERVICE

Step	Applicant/Client	Service Provider	Duration of Activity	Person In Charge	Fee/s	Form/s
1	Proceed to Mayor's Office	Provide client with short briefing on the service and its requirements	5 mins	Clerk	none	
		Advise client to proceed to MTO for payment of fees				
2	Proceed to MTO				₱50.00	Official Receipt
3	Return to Mayor's Office	Receive Official Receipt and other required documents and then type information on the affidavit form	3 mins	Clerk	none	
		Have the affidavit signed by the affiants	1 min			
		Present affidavit to the Mayor for signature	2 mins	Mayor's Private Secretary		
		Release signed affidavit to client	1 min	Clerk		

ISSUANCE OF JOINT AFFIDAVIT OF DELAYED DEATH REGISTRATION

Schedule of Availability of Service — **Monday to Friday (8AM – 5PM)**
Who May Avail of the Service — **Public**
Requirements — **MHO Document Certifying Cause of Death, Corresponding Fee**

HOW TO AVAIL OF THE SERVICE

Step	Applicant/Client	Service Provider	Duration of Activity	Person In Charge	Fee/s	Form/s
1	Proceed to Mayor's Office	Provide client with short briefing on the service and its requirements	5 mins	Clerk	none	
		Advise client to proceed to MTO for payment of fees				
2	Proceed to MTO				₱50.00	Official Receipt
3	Return to Mayor's Office	Receive Official Receipt and other required documents and then type information on the affidavit form	3 mins	Clerk	none	
		Have the affidavit signed by the affiant/s	1 min			
		Present affidavit to the Mayor for signature	2 mins	Mayor's Private Secretary		
		Release signed affidavit to client	1 min	Clerk		

ISSUANCE OF MAYOR'S PERMIT FOR ELECTRICAL INSTALLATION

Schedule of Availability of Service — **Monday to Friday (8AM – 5PM)**
Who May Avail of the Service — **Public**
Requirements — **Barangay Certification, Sketch Map (issued by Municipal Engineer), Corresponding Fee**

HOW TO AVAIL OF THE SERVICE

Step	Applicant/Client	Service Provider	Duration of Activity	Person In Charge	Fee/s	Form/s
1	Proceed to Mayor's Office	Provide client with short briefing on the service and its requirements	5 mins	Clerk	none	
		Advise client to proceed to MTO for payment of fees				
2	Proceed to MTO				₱482.50	Official Receipt
3	Return to Mayor's Office	Receive Official Receipt and other required documents and then prepare permit form	3 mins	Clerk	none	
4	Proceed to MEO and BFP	Have the permit signed as recommending approval from the Municipal Engineer and Municipal Fire Marshall	10-15 mins			
5	Return to Mayor's Office	Present document to the Mayor for approval and signature	2 mins	Mayor's Private Secretary		
		Release approved permit to client	1 min	Clerk		

Office of the
Municipal Civil Registrar

EXTERNAL SERVICES

REGISTRATION OF BIRTH

Schedule of Availability of Service — Monday to Friday (8AM – 5PM)

Who May Avail of the Service — Parents, Authorized Individual, Married Couple, Accredited Barangay Secretaries, Rural Health Midwives

HOW TO AVAIL OF THE SERVICE

Step	Applicant/Client	Service Provider	Duration of Activity	Person In Charge	Fee/s	Form/s
1	Present documents to MCR Person In Charge	Examine documents and check whether it is being submitted on time and if entries are correct	5 mins	ARO/Clerk		Form 102
		If found correct, advise client to sign the document	1 min			
		Sign documents	2 mins	MCR/ARO		
		Assign a Registry Number to the documents and register to the Registry Book	3 mins	ARO/Clerk		
		Release one copy of the document to the client and retain one copy for office and one copy for NSO Manila	2 mins			

DELAYED REGISTRATION OF BIRTH

Schedule of Availability of Service — Monday to Friday (8AM – 5PM)

Who May Avail of the Service — Document Owner, Nearest Kin or Relative

Requirements

1) Negative Certificate from NSO
2) Baptismal Certificate
3) School Records
4) Voter's Registration Record
5) Marriage Contact
6) Joint Affidavit

HOW TO AVAIL OF THE SERVICE

Step	Applicant/Client	Service Provider	Duration of Activity	Person In Charge	Fee/s	Form/s
1	Proceed to MCR Office and request verification of docs	Receive and review as to the completeness of presented documents	5 mins	MCR/ARO/Clerk		
		Advise client to proceed to MTO for payment of fee/s	1 min			
2	Proceed to MTO for payment of fee/s				Delayed Registration Fee ₱50.00 if more than 30 days, ₱200.00 if more than 3 years	Official Receipt
3	Back to MCR Office and present Official Receipt	Prepare CR Form 102	10 mins	MCR/ARO		
		Advise client to come back after the posting period of 10 days	2 mins			
4	Back to MCR Office to get the document (after the 10 days posting period)	Sign and approve the document	5 mins	MCR/ARO		
		Put a Registry Number and record the same in the Registry Book	5 mins			
		Release the duly signed registered document	2 mins			

APPLICATION AND ISSUANCE OF MARRIAGE LICENSE

Schedule of Availability of Service — Monday to Friday (8AM – 5PM)

Who May Avail of the Service — Applicants for Marriage License, Contracting Parties

Requirements

1) Birth Certificates
2) CENOMAR
3) Certificate of Pre-Marriage Counselling
4) Parents' Consent, if applicant is between 18 - 21 years of age
5) Parents' Advice, if applicant is between 21 - 25 years of age
6) Legal Capacity from the Embassy, if foreigner

HOW TO AVAIL OF THE SERVICE

Step	Applicant/Client	Service Provider	Duration of Activity	Person In Charge	Fee/s	Form/s
1	Proceed to MCR Office and present the required documents	Interview and examine documents presented	20 mins	MCR/ARO/Clerk		Application Form
		Fill-up Application Form for Marriage License				
		Advise client to proceed to MTO for payment of fees				
2	Proceed to MTO for payment of fee/s				Application Fee ₱250.00, Marriage License Fee ₱75.00	Official Receipt
3	Back to MCR Office and present Official Receipt	Register Application Form to the Registry Book	10 mins	MCR/ARO		
		Release application and advise contracting parties to proceed to the Solemnizing Officer				
		Advise client to come back after the posting period of 10 days				
		Advise client to attend a Pre-marriage counselling at DSWD Office (which is done every Wednesday). One session only				
4	Back to MCR Office to get the document (after the 10 days posting period)	Prepare and issue Marriage License	8 mins	MCR/ARO		
		Release Marriage License and advise contracting parties to present Marriage License to the Solemnizing Officer				

REGISTRATION OF MARRIAGE

Schedule of Availability of Service — Monday to Friday (8AM – 5PM)

Who May Avail of the Service — Parents, Authorized Individual, Married Couple

Requirement — Marriage Certificate (duly signed by Solemnizing Officer, Married Couple and Witnesses), Supporting Documents

HOW TO AVAIL OF THE SERVICE

Step	Applicant/Client	Service Provider	Duration of Activity	Person In Charge	Fee/s	Form/s
1	Proceed to MCR Office and present documents	Examine documents and check whether it is being submitted on time and if entries are correct				Form 102
		If found correct, advise client to sign the document	5 mins	ARO/Clerk		
		Assign a Registry Number to the document and register the Registry Book	2 mins	MCR/ARO		
		Release one copy of the document to the client and retain one copy for office and one copy for NSO Manila	3 mins	ARO/Clerk		

DELAYED REGISTRATION OF MARRIAGE

Schedule of Availability of Service — **Monday to Friday (8AM – 5PM)**

Who May Avail of the Service — **Document Owner, Nearest Kin or Relative**

Requirements
1) Negative Certificate from NSO
2) Joint Affidavit of Two Disinterested Persons
3) Joint Affidavit of the Couple

HOW TO AVAIL OF THE SERVICE

Step	Applicant/Client	Service Provider	Duration of Activity	Person In Charge	Fee/s	Form/s
1	Present documents to Person In Charge	Receive and review documents presented as to the completeness	10 mins	MCR/ARO/Clerk		
		Advise client to proceed to MTO for payment				
		Advise client to be back after the 10 days posting period				
2	Proceed to MTO				Registration Fee ₱200.00 if registered after 30 days but not more than one year	
3	Back to MCR Office and present Official Receipt	Advise client to be back after the 10-day posting period	1 min	MCR/ARO		
4	Back to MCR Office and present accomplished documents for registration	Receive and review as to the completeness of the documents presented	5 mins	MCR/ARO		
		Sign and approve the documents	2 mins			
		Put a Registry Number and record the same in the Registry Book	2 mins			
		Release the duly signed registered document	2 mins			

REGISTRATION OF DEATH

Schedule of Availability of Service — **Monday to Friday (8AM – 5PM)**

Who May Avail of the Service — **Authorized Individual, Nearest Kin/Relative**

Requirements — **Death Certificate, Burial Permit**

HOW TO AVAIL OF THE SERVICE

Step	Applicant/Client	Service Provider	Duration of Activity	Person In Charge	Fee/s	Form/s
1	Client proceed to MCR Office and ask for CR Form 103	Advise client to proceed to MHO for interview, filling up of the form, verification as to the cause of death and issuance of Death Certificate	2 mins	ARO		CR Form 103
2	Proceed to MHO					
3	Back to MCR	Check presented documents; if found correct, advise client to proceed to MTO	5 mins			
4	Proceed to MTO for payment of fee/s				Burial Fee ₱5.00 Cemetery Fee ₱40.00	
5	Back to MCR Office, present Official Receipt and accomplished Death Certificate	Review entries	10 mins	MCR/ARO		
		Sign documents				
		Register Certificate of Death and attach OR for client's file				
		Release document				

DELAYED REGISTRATION OF DEATH (For Death that occur in the municipality)

Schedule of Availability of Service — Monday to Friday (8AM – 5PM)

Who May Avail of the Service — Authorized Individual, Nearest Kin or Relative

Requirements
1) Negative Certificate from NSO
2) Joint Affidavit of Two Disinterested Persons
3) Barangay Certification

HOW TO AVAIL OF THE SERVICE

Step	Applicant/Client	Service Provider	Duration of Activity	Person In Charge	Fee/s	Form/s
1	Proceed to MCR Office	Verify if record is available	5 mins	MCR/ARO		
		If not available, advise client to proceed to MHO for interview and filling up of forms and Certification as to the cause of death				
2	* Proceed to MHO, if record is not available at MCR Office * Proceed to MTO for payment of fees, if record is available at MCR Office	Advise client to be back after the 10 days posting period			Registration Fee ₱200.00	
		Receive and review as to the completeness of the documents presented				
3	Back to MCR Office and present OR and accomplished documents for registration	Sign and approve the documents	2 mins	MCR/ARO		
		Put a Registry Number and record the same in the Registry Book	3 mins			
		Release the duly signed registered document	2 mins			

REGISTRATION OF LEGAL INSTRUMENTS AND REQUEST OF ANNOTATED RECORD

Schedule of Availability of Service — Monday to Friday (8AM – 5PM)

Who May Avail of the Service — Document Owner / Authorized Individual / Nearest Relative or Kin

Requirements
1) Certification of Registration of Court
2) Annotated Document

HOW TO AVAIL OF THE SERVICE

Step	Applicant/Client	Service Provider	Duration of Activity	Person In Charge	Fee/s	Form/s
1	Verbalize request and present required documents	Receive and review as to the authenticity of the documents	5 mins	ARO		CR Form 1A, 2A, 3A
		If found not authentic, advise client to go back to the origin of the MCR concerned	3 mins	MCR		
2	Proceed to MTO for payment of fees				Registration Fee ₱100.00, Annotation Fee ₱200.00	
3	Back to MCR Office and present OR	Enter the Legal Instrument in the Registry Book and annotate the same to the affected record	10 mins	ARO		
		Prepare Annotated Record and issue Certification of Registration of Legal Instrument		MCR		
		Sign the document		MCR		

REGISTRATION OF LEGAL INSTRUMENTS / LEGITIMATION OF NATURAL CHILD

Schedule of Availability of Service — Monday to Friday (8AM – 5PM)

Who May Avail of the Service — Parents

Requirements
1) Certification Fee (₱100)
2) Joint Affidavit of Legitimation/ Acknowledgement/ Admission of Paternity
3) CENOMAR
4) Marriage Contract
5) Personal Appearance of Parents

HOW TO AVAIL OF THE SERVICE

Step	Applicant/Client	Service Provider	Duration of Activity	Person In Charge	Fee/s	Form/s
1	Present documents	Receive and review the documents presented	10 mins	MCR/ARO/Clerk		
		Advise the client to proceed to MTO for payments				
2	Proceed to MTO for payment of fees				Certification Fee ₱100.00	
3	Back to MCR Office and present OR	Enter the Legal Instrument in the Registry Book and annotate the same to the affected record	15 mins	MCR/ ARO		
		Prepare and sign the annotated Civil Registry Records and the Certification of Registration of Legal Instruments				
		Release documents	1 min	MCR/ARO/Clerk		

REQUEST ENDORSEMENT OF REGISTRY RECORDS TO THE CIVIL REGISTRY – GENERAL

Schedule of Availability of Service — Monday to Friday (8AM – 5PM)

Who May Avail of the Service — Document Owner/Authorized Individual/Nearest Kin

Requirements
1) Negative Certification from NSO
2) SECPA Request (₱200.00)

HOW TO AVAIL OF THE SERVICE

Step	Applicant/Client	Service Provider	Duration of Activity	Person In Charge	Fee/s	Form/s
1	Request for verification of documents	Verify records as to date of birth and marriage	5 mins	MCR/ARO/Clerk		
2	Pay fees	Collect Certification Fee	15 mins	MCR/ARO	₱100.00	CR Form 1A, 2A
3	Wait for preparation of document/s	Prepare certification of document requested	15 mins	MCR/ ARO		
		Endorse document to NSO	30 mins	MCR/ ARO		
		Release document	2 mins	MCR/ARO		

AUTHORITY TO USE THE SURNAME OF THE FATHER PURSUANT TO REPUBLIC ACT 9255

Schedule of Availability of Service — Monday to Friday (8AM – 5PM)

Who May Avail of the Service — Parents/Document Owner of Age

Requirements
1) Affidavit to use the surname of the father AUSF (₱100.00)
2) Affidavit of Acknowledgement/ Admission of Paternity
3) Birth Certificate of the Child
4) Personal appearance of parents

HOW TO AVAIL OF THE SERVICE

Step	Applicant/Client	Service Provider	Duration of Activity	Person In Charge	Fee/s	Form/s
1	Present Birth Certificate for annotation	Review and evaluation of documents and supporting papers i.e. AUSF, COLB, Affidavits, etc. presented by the applicant	10 mins	MCR/ARO		
		Advise client to proceed to MTO for payment of fees				
2	Proceed to MTO			MTO	AUSF ₱100.00	Official Receipt
3	Back to MCR Office and show OR	Prepare and endorse to NSO Manila the annotated Birth Certificate and attach OR to client's file for MCR's signature	30 mins	MCR/ ARO		
		Release of owner's copy of the document	1 min	MCR/ARO/Clerk		

SUPPLEMENTAL REPORT

Schedule of Availability of Service — Monday to Friday (8AM – 5PM)

Who May Avail of the Service — Parents/Document Owner

Requirements
1) Affidavit of Supplemental Report
2) Certificate of Live Birth of the Child Issued by NSO
3) Baptismal Certificate

HOW TO AVAIL OF THE SERVICE

Step	Applicant/Client	Service Provider	Duration of Activity	Person In Charge	Fee/s	Form/s
1	Present documents for supplemental report	Review and examine presented documents	10 mins	ARO		
2	Proceed to MTO			MTO	₱200.00	OR
3	Back to MCR Office	Prepare supplemental documents	15 mins			
		Release supplemented documents	5 mins	ARO		
		If client request for endorsement to NSO, endorse copy for OCRG	30 mins	ARO		

REQUEST CERTIFIED COPY OF BIRTH, MARRIAGE AND DEATH RECORD

Schedule of Availability of Service — Monday to Friday (8AM – 5PM)

Who May Avail of the Service — Document Owner / Nearest Kin/Relative

HOW TO AVAIL OF THE SERVICE

Step	Applicant/Client	Service Provider	Duration of Activity	Person In Charge	Fee/s	Form/s
1	Verbalize request	Scan Registry Book for records	2 mins	MCR/ARO		
		If records NOT available, advise client to late register	5 mins	MCR/ARO		
		If the record is available, ARO issues an Order of Payment				
2	Proceed to MTO	Payment of fees			₱100.00	OR
3	Back to MCR Office	Prepare documents as requested for MCR's signature	5 mins	MCR/ARO		
		Release documents	1 min	MCR/ARO		

Office of the Municipal Rural Health and Family Planning Center

EXTERNAL SERVICES

PRENATAL

Schedule of Availability of Service **Monday to Friday (8AM – 5PM)**
Who May Avail of the Service **Pregnant Women**

HOW TO AVAIL OF THE SERVICE

Step	Applicant/Client	Service Provider	Duration of Activity	Person In Charge	Fee/s	Form/s
1	Pregnant woman proceed to Front desk	Get vital signs and record in the HBMR and Family Folder	5 mins	Health Aid/ BHW		HBMR, Family Folder
		Refer client to RHM	2 mins			
2	Proceed to Rural Health Midwife	Fill-up the HBMR and Family Folder (LMP, EDC, FHB, AOG)	5 mins	RHM		HBMR, Family Folder
		Do leopolds manoeuvres and record	10 mins			
		Give prescription for multivitamins FeSo4	2 mins			
		Health educate and set date for next appointment, if old client	15 mins			
		Instruct client to pay fee/s at MTO for lab request, if new client	2 mins			
		Refer to Med Tech for lab exam, if first visit	1 min			
		Refer complicated cases to MHO	1 min			
3	Proceed to MTO				Lab Fees Urinalysis ₱50.00, Blood Typing ₱ 20.00, HBS ₱150.00, Hematocrit ₱30.00	
4	Proceed to Med Tech	Fill-up Lab Registry	5 mins	Med Tech		Lab Registry, Lab Result
		Perform blood extraction and microscopy	30 mins			
		Record result and provide client a copy	8 mins			
		Instruct client to go back to RHM	2 mins			
5	Back to RHM	Take note of the result and file at Family Folder	4 mins	RHM		Lab Result, Intra Health Facility Referral Slip, HBMR
		Give appointment for the next prenatal visit	4 mins			
		Refer significant result to MHO	2 mins			
		Examine, treat and health educate the patient	10 mins	MHO		
		Instruct patient to proceed to the Meds Dispensing Section	2 mins			
		Fill-up the referral slip and refer unmanageable cases to SDH	4 mins			

MEDICAL CONSULTATION

Schedule of Availability of Service **Monday to Friday (8AM – 5PM)**
Who May Avail of the Service **Patient**

HOW TO AVAIL OF THE SERVICE

Step	Applicant/Client	Service Provider	Duration of Activity	Person In Charge	Fee/s	Form/s
1	Patient proceed to Front Desk	Retrieve folder	5 mins	Health Aid/ BHW		Family Folder
		Get vital signs and record patient's complaints	5 mins			
2	Proceed to RHM	Examine, treat and health educate patient	15 mins	RHM		Family Folder, Intra Health Facility Referral
		Instruct patient to go to the Meds Dispensing Section	10 mins			
		Refer complicated cases to PHN	5 mins			
3	Proceed to PHN	Examine, treat and health educate patient	10 mins	MCR/ARO		Family Folder, Intra Health Facility Referral
		Instruct patient to go to the Meds Dispensing Section	5 mins	MCR/ARO		
		Refer complicated cases to MHO	5 mins			
4	Proceed to MHO	Examine, treat and health educate patient	15 mins	MHO		Family Folder, Two way Referral Slip
		Request labs if needed	5 mins			
		Instruct patient to go to the Meds Dispensing Section	5 mins			
		Fill-up Referral Slip and refer unmanageable cases to SDH	5 mins			

EXPANDED PROGRAM ON IMMUNIZATION

Schedule of Availability of Service — **Once a Month (8AM – 5PM)**
Who May Avail of the Service — **Children Below 12 Months Old**
Requirements — **ECCD Card**

HOW TO AVAIL OF THE SERVICE

Step	Applicant/Client	Service Provider	Duration of Activity	Person In Charge	Fee/s	Form/s
1	Mother and infant for immunization proceed to Front Desk	Get vital signs of infant ask for the ECCD Card	5 mins	Health Aid/ BHW		ECCD Card, Family Folder
		Refer client to RHM	3 mins			
2	Proceed to RHM	Fill-up the ECCD Card and Family Folder	5 mins	RHM		Family Folder, ECCD Card
		Immunize the infant	10 mins			
		Give RX for expected fever due to inoculants	3 mins			
		Health educate the mother and set date for the next appointment	5 mins			
		Refer complicated cases to PHN	2 mins			
3	Proceed to PHN	Examine and treat the patient and health educate the mother	10 mins	PHN		Family Folder, ECCD Card
		Instruct mother to proceed to the Meds Dispensing Section	3 mins			
		Refer complicated cases to MHO	5 mins			
4	Proceed to MHO	Review chart, examine and treat the patient and health educate the mother	10 mins	MHO		Family Folder, Two way Referral Slip
		Instruct mother to proceed to the Meds Dispensing Section	5 mins			
		Fill-up Two way Referral Slip for patient needing admission	5 mins			

ISSUANCE OF MEDICAL CERTIFICATE

Schedule of Availability of Service — **Monday to Friday (8AM – 5PM)**
Who May Avail of the Service — **Sick People, Persons Seeking Employment, Students, Teachers**
Requirements — **Family Folder**

HOW TO AVAIL OF THE SERVICE

Step	Applicant/Client	Service Provider	Duration of Activity	Person In Charge	Fee/s	Form/s
1	Patient/client proceed to Front Desk	Get vital signs and record	5 mins	BHW /Health Aid		Family Folder
		Instruct client/ patient to proceed to MTO for the payment of fee	3 mins			
		Instruct patient / client to proceed to MHO after securing an Official Receipt	2 mins			
2	Proceed to MTO				Certification Fee ₱ 50.00, if Student ₱ 20.00 , Medicolegal ₱ 100.00	
3	Proceed to MHO	Examine patient/client	6 mins	MHO		Family Folder, Lab Request, Medical Certificate
		Get patient's history and do Physical Examination	5 mins			
		Issue Medical Certificate	3 mins			
		Provide Lab Request for persons seeking government and private employment	3 mins			
		Advise client/patient to come back for lab interpretation and treatment	3 mins			

ISSUANCE OF SANITARY PERMIT AND HEALTH CERTIFICATE

Schedule of Availability of Service — **Monday to Friday (8AM – 5PM)**
Who May Avail of the Service — **Business Operators, Food Handlers**
Requirements — **Certificate of Attendance from FHO, Sanitary Permit**

HOW TO AVAIL OF THE SERVICE

Step	Applicant/Client	Service Provider	Duration of Activity	Person In Charge	Fee/s	Form/s
1	Proceed to Front Desk	Refer client to RSI	1 min	BHW /Health Aid		
2	Proceed to RSI	Ask for Sanitary Permit Form from MTO	15 mins	RSI		OR, Sanitary Permit, Certificate of Attendance
		Ask Certificate of Attendance from FHO				
		Instruct client to pay Lab Fee/s (S/E, sputum, CXR) at MTO, if needed				
3	Proceed to MTO				Stool Exam ₱ 30.00, Sputum ₱ 50.00	
4	Proceed to Med Tech	Lab request performed and results recorded in the Lab Registry	30 mins	Med Tech		Lab Registry, Lab Result
		Refer client back to RSI				
		Refer client to MHO for lab interpretation				
5	Back to RHU	Sign the Health Certificate	10 mins	RSI		Sanitary Permit, Food Handlers Logbook, Health Cert.
		Refer client to MHO for signing of Sanitary Permit and Health Certificate				
		Sign and release Sanitary Permit and Health Certificate	20 mins	MHO		Sanitary Permit, Lab Result, Health Cert.
		Treat clients with positive lab result				

PRE – MARRIAGE COUNSELLING

Schedule of Availability of Service — **Every Wednesday (8AM – 5PM)**
Who May Avail of the Service — **Referral from MCR**
Requirements — **Couples Contemplating Marriage**

HOW TO AVAIL OF THE SERVICE

Step	Applicant/Client	Service Provider	Duration of Activity	Person In Charge	Fee/s	Form/s
1	Couples seeking PMC proceed to Front Desk	Refer to PHN In Charge	1 min	BHW /Health Aid		
2	Proceed to PHN	Record names of applicant	5 mins	PHN		Attendance Sheet, Marriage Counseling Certificate
		Conduct lecture	1 hr. & 20 mins			
		Sign and release Marriage Counselling Cerificate	3 mins			
		Advise couple to submit Certificate to MCR	3 mins			

Office of the Municipal Agricultural Services

EXTERNAL SERVICES

PROVISION OF HYBRID AND NON-HYBRID RICE AND CORN SEEDS

Schedule of Availability of Service — **Monday to Friday (8AM – 5PM)**
Who May Avail of the Service — **Farmers**
Requirements

HOW TO AVAIL OF THE SERVICE

Step	Applicant/Client	Service Provider	Duration of Activity	Person In Charge	Fee/s	Form/s
1	Proceed to the office and transact official business pertaining to rice/corn seeds	Let client sign the Office Logbook See the Material List File for the availment of seeds and the seeding requirement per hectare	35 mins	Assigned Officer of the Day/ Mun. Agriculturist		
		Provide the prescribed form and let the client sig fill-up & sign the Forms of Availment				
		Receive, evaluate and assess as to the completeness of the entry				
		Advise client to proceed to MTO for payment of fees				
2	Proceed to MTO				₱ 1,500.00 /hybrid, ₱300.00 - ₱800.00/ certified seeds	Official Receipt
3	Back to MAgS Office	Receive the OR and hand-in the OR number to the Agricultural Technologist	5 mins	Assigned Officer of the Day/ Mun. Agriculturist		
		Release rice/ corn seeds	10 mins			

ISSUANCE OF VETERINARY SHIPPING PERMIT, RABBIES VACCINATION AND PLANTING MATERIALS SHIPPING PERMIT

Schedule of Availability of Service — **Monday to Friday (8AM – 5PM)**
Who May Avail of the Service — **Local clients**
Requirements — **O.R., Planting materials to be shipped, Animal to be vaccinated**

HOW TO AVAIL OF THE SERVICE

Step	Applicant/Client	Service Provider	Duration of Activity	Person In Charge	Fee/s	Form/s
1	Proceed to the office and fill up forms provided	Evaluate and assess as to the completeness of entry	55 mins	AT In Charge/MA		
	Show animal to be transported and vaccinated and/or planting materials	Inspect animals and plants to be transported				
		Advise client to proceed to MTO for payment of fees				
2	Proceed to MTO for payment of fees				Veterinary Shipping Permit ₱150.00 Large Animal Credential ₱25.00/Small Animal + ₱5.00 per animal (excess); Dog Vaccination ₱50.00	
3	Back to MAO	Release the VSP document and the Dog Vaccination	5 mins			

REGISTRATION OF MUNICIPAL FISHERFOLKS, MOTORIZED AND NON-MOTORIZED BOATS AND FISHING GEARS

Schedule of Availability of Service — **Monday to Friday (8AM – 5PM)**

Who May Avail of the Service — **Municipal Fisherfolks**

Requirements

1) Barangay Certification
2) Tax Identification Number (Cedula)
3) Other Requirements as to EO 305:
-ID Picture 1x1 and Motorboat Picture

HOW TO AVAIL OF THE SERVICE

Step	Applicant/Client	Service Provider	Duration of Activity	Person In Charge	Fee/s	Form/s
1	Proceed to the office	Interview and let the client sign the Office logbook	3 hrs & 15 mins	Mun. Fishery Coordinator		
		Provide requirements				
		Receive the supporting documents and valid as to the accuracy of the papers				
		Advise client to proceed to MTO for payment of fees				
2	Proceed to MTO				Based on the EO 305 posted at DA office & RA 8550/MFO	
3	Back to MAgS Office	Receive OR and present documents to MA and for Mayor's signature and approval	10 mins	Mun. Fishery Coordinator		
		Advise client to proceed to Mayor's Office				
4	Proceed to Mayor's Office					
5	Back to MAgS Office	Segregate files for release and record	5 mins	Mun. Fishery Coordinator		
		Release the Registration documents	5 mins	MA		
		Posting of Fisherfolk Registration to 3 conspicuous and public places in the coastal barangays	Every Month	Mun. Fishery Coordinator		

Office of the Municipal Social Welfare and Development

EXTERNAL SERVICES

AID TO INDIVIDUAL IN CRISIS SITUATION

Schedule of Availability of Service — **Monday to Friday (8AM – 5PM)**
Who May Avail of the Service — **Indigent Clients**
Requirements — **Barangay Certification, Doctor's Prescription**

HOW TO AVAIL OF THE SERVICE

Step	Applicant/Client	Service Provider	Duration of Activity	Person In Charge	Fee/s	Form/s
1	Proceed to the office	Interview client	8 mins	MSWDO/SWA/Clerk		Intake Form
		Determine client's needs & prepare Social Case Study Report	15 mins	MSWDO/SWA		
		Prepare supporting documents	10 mins	Clerk		OBR, Voucher
		Advise client to proceed to Mayor's Office for signature	1 min	MSWDO/SWA/Clerk		
2	Proceed to Mayor's Office					
3	Proceed to Municipal Budget Office					
4	Proceed to the Office of the Municipal Accountant					
5	Proceed to MTO to claim check					

ISSUANCE OF CERTIFICATE OF INDIGENCY

Schedule of Availability of Service — **Monday to Friday (8AM – 5PM)**
Who May Avail of the Service — **Indigent Clients**
Requirements — **Barangay Certification**

HOW TO AVAIL OF THE SERVICE

Step	Applicant/Client	Service Provider	Duration of Activity	Person In Charge	Fee/s	Form/s
1	Proceed to the office	Interview and assess client's needs	10 mins	MSWDO/SWA		Intake Form
		Prepare document	5 mins	SWA/ Clerk		
		Sign document	1 min	MSWDO/SWA		
		Release document	1 min			
2	Proceed to the hospital /agency where the document is to be submitted					

PRE-MARRIAGE AND MARRIAGE COUNSELLING SEMINAR

Schedule of Availability of Service — **Monday to Friday (8AM – 5PM)**
Who May Avail of the Service — **Couple**

HOW TO AVAIL OF THE SERVICE

Step	Applicant/Client	Service Provider	Duration of Activity	Person In Charge	Fee/s	Form/s
1	Proceed to the office	Interview clients	8 mins	MSWDO/SWA		Intake Form
		Conduct PMC Test	30 mins	SWA/ Clerk		
		Conduct PMC Seminar	1 hour	MSWDO/SWA		
		Prepare PMC Certificate	3 mins			
		Release certificate and advise client to proceed to RHU for the other part of the seminar	2 mins			
2	Proceed to RHU					

ISSUANCE OF SENIOR CITIZEN'S ID

Schedule of Availability of Service — Monday to Friday (8AM – 5PM)
Who May Avail of the Service — Individuals aged 60 years old and above
Requirements — Birth Certificate, Barangay Certification, 1"x1" Picture

HOW TO AVAIL OF THE SERVICE

Step	Applicant/Client	Service Provider	Duration of Activity	Person In Charge	Fee/s	Form/s
1	Present documents	Review documents	3 mins	Clerk in Charge	Registration Fee	OSCA Form
		Prepare & issue ID	5 mins			ID Card
		Affix signature	1 min	OSCA Chair		
			1 min	Mun. Mayor		

Office of the Municipal Treasurer

EXTERNAL SERVICES

ISSUANCE OF BUSINESS PERMIT (NEW/RENEWAL)

Schedule of Availability of Service — **Monday to Friday (8AM – 5PM)**

Who May Avail of the Service — **Local Clients**

Requirements

1) Barangay Clearance duly signed by the Barangay Captain
2) Municipal Engineer's Clearance
3) MPDC Clearance
4) Fire Protection Clearance
5) Duly Filled-up Application Form for Business Permit
6) Sanitary Permit, if necessary

HOW TO AVAIL OF THE SERVICE

Step	Applicant/Client	Service Provider	Duration of Activity	Person In Charge	Fee/s	Form/s
1	Submit duly filled-up unified Application Form and other requirements to Clerk In-Charge foe assessment of taxes & fees	Determine the exact amount to be paid by the client. Ensure that no permit is issued until taxes due for the previous years are paid.	15 mins	BPL Officer		
2	Pay taxes and fees	Issue Official Receipts	5 mins	Clerk in Charge		Accountable Form 51
		Print and type Business Permit and other documents	10 mins	Clerk in Charge		
		Mun. Treasurer signs Business Permit	10 mins	Mun. Treasurer		
		Mayor approves and signs Business Permit		Municipal Mayor		
3	Get signed Business Permit	Release of Approved Business Permit	1 min	Clerk in Charge		

COLLECTION OF BURIAL FEES

Schedule of Availability of Service — **Monday to Friday (8AM – 5PM)**

Who May Avail of the Service — **Local Client**

Requirements — **Municipal Form 103**

HOW TO AVAIL OF THE SERVICE

Step	Applicant/Client	Service Provider	Duration of Activity	Person In Charge	Fee/s	Form/s
1	Present the Municipal Form 103 issued by MCR	Receive payment and issue Official Receipt	5 mins	MTO Clerk	Burial Fee ₱5.00, Cemetery Fee ₱40.00	AF 58/ Accountable Form 51

COLLECTION OF PAYMENT FOR CERTIFICATE OF LIVE BIRTH

Schedule of Availability of Service — Monday to Friday (8AM – 5PM)
Who May Avail of the Service — Local Client
Requirements — Municipal Form 102

HOW TO AVAIL OF THE SERVICE

Step	Applicant/Client	Service Provider	Duration of Activity	Person In Charge	Fee/s	Form/s
1	Present the Municipal Form 102 issued by MCR	Review payment and issue Official Receipt	3 mins	Revenue Collection Clerk	Based on Municipal Revenue Code posted in front of MTO	Accountable Form 51

COLLECTION OF MARRIAGE CERTIFICATE FEES

Schedule of Availability of Service — Monday to Friday (8AM – 5PM)
Who May Avail of the Service — Local Client
Requirements — Form 90

HOW TO AVAIL OF THE SERVICE

Step	Applicant/Client	Service Provider	Duration of Activity	Person In Charge	Fee/s	Form/s
1	Present the Application for Marriage Form 90 issued by MCR	Review payment & issue OR	5 mins	MTO Clerk	Application fee ₱250.00	Accountable Form 51
		Advise client to go back to MCR			Marriage License Fee ₱75.00	

COLLECTION OF PAYMENT OF WATER BILLS

Schedule of Availability of Service — Monday to Friday (8AM – 5PM)
Who May Avail of the Service — Local Client
Requirements — Water Billing Statement

HOW TO AVAIL OF THE SERVICE

Step	Applicant/Client	Service Provider	Duration of Activity	Person In Charge	Fee/s	Form/s
1	Present Water Bill	Review payment & issue Official Receipt of corresponding amount to be paid	5 mins	Revenue Collection Clerk	Refer to Client's Water Bill	Accountable Form 51
		Submit duplicate copy of OR to BOMWASA				

COLLECTION OF REAL PROPERTY TAX

Schedule of Availability of Service — **Monday to Friday (8AM – 5PM)**
Who May Avail of the Service — **Local Clients**
Requirements — **Tax Declaration / Previous Tax Receipt**

HOW TO AVAIL OF THE SERVICE

Step	Applicant/Client	Service Provider	Duration of Activity	Person In Charge	Fee/s	Form/s
1	Present the Tax Declaration or the previous tax receipt to the Revenue Collection Clerk	Look for the assessed value of the particular lot to be paid (if ever they are not able to bring the tax declaration or the previous tax receipt, look for the card)	15 mins or it depends upon the volume of the real property to be paid	Revenue Collection Clerk		Accountable Form 56
		Compute the real property tax				
	Pay the amount of the tax based on the Revenue Collector's computation	Receive payment and issue Official Receipt				

ISSUANCE OF MARKET STALL RENTAL PERMIT

Schedule of Availability of Service — **Monday to Friday (8AM – 5PM)**
Who May Avail of the Service — **Local Clients**
Requirements
1) Application Letter addressed to the Mayor
2) Preferably resident of Bontoc
3) Cedula
4) Mayor's Approval

HOW TO AVAIL OF THE SERVICE

Step	Applicant/Client	Service Provider	Duration of Activity	Person In Charge	Fee/s	Form/s
1	Proceed to Market Inspector and submit requirements to the office	Receive and evaluate documents	5 mins	Market Inspector		
		Provide space for the client	1 hr			
2	Pay fees for Market Stall Rental Permit	Receive payment and provide OR	5 mins	Revenue Collection Clerk		Accountable Form 51
		Prepare Market Stall Rental Permit	5 mins			
	Receive to Mayor's Office	Advise client to proceed to Mayor's Office for approval of permit				
3	Proceed to Mayor's Office					
4	Back to MTO	Receive copy of permit	3 mins	Revenue Collection Clerk		
	Apply for Business Permit	Advise client to apply for Business Permit as per Local Ordinance	5 mins	Revenue Collection Clerk		

Office of the Municipal Assessor

EXTERNAL SERVICES

REVISION OF PROPERTY RECORDS

Schedule of Availability of Service — **Monday to Friday (8AM – 5PM)**
Who May Avail of the Service — **Taxpayers**
Requirements — **Official Receipt, Approved Survey Plan (if change of area)**

HOW TO AVAIL OF THE SERVICE

Step	Applicant/Client	Service Provider	Duration of Activity	Person In Charge	Fee/s	Form/s
1	Approach Assessment Clerk	Interview client and provide form on request specified	5 mins	Clerk		
		Advise client to proceed to MTO for payment of fees and other changes				
2	Proceed to MTO				Revision Fee ₱50.00 Ocular Inspection Fee ₱150.00/ha	
3	Back to MASSO	Approve application	1 min	Mun. Assessor		
4	Accompany the Team to the site (if necessary)	Conduct Ocular Inspection, Classification of Property	1 day	Inspection Team		
5	Back to MASSO (Client has the option to personally bring the documents for approval to the Provincial Assessor's Office or let the Clerk in Charge do it)	Process documents and have such certified and approved by the Provincial Assessor	3 days	Clerk in Charge		Tax Declaration RPFAAS and Notice of Assessment
		Release documents	3 mins	MASSO		

TRANSFER OF PROPERTY OWNERSHIP

Schedule of Availability of Service — **Monday to Friday (8AM – 5PM)**
Who May Avail of the Service — **Tax Payers**
Requirements — **Deed of Conveyance (Registered at ROD), Real Property Tax, BIR Tax Clearance/ Certificate of Registration, Assessment Fees**

HOW TO AVAIL OF THE SERVICE

Step	Applicant/Client	Service Provider	Duration of Activity	Person In Charge	Fee/s	Form/s
1	Approach the Assessment Clerk in filling-up Request Form for Transfer of Ownership	Fill up forms and examine documents submitted by the client	30 mins	MTO Clerk		(RFAAS, Tax Declaration, Notice of Assessment)
		Advise client to proceed to MTO for payment of fees				
2	Proceed to MTO				₱50.00	Official Receipt
3	Back to MASSO	Record Serial Number of OR	2 mins	Assessment Clerk		
		Prepared documents	3 mins			
		Release documents	1 min			
		Advise client to proceed to Provincial Assessor's Office for approval	1 min			

ISSUANCE OF CERTIFICATE OF PEROPERTY IMPROVEMENTS AND REAL PROPERTY HOLDINGS
ISSUANCE OF PHOTCOPY OF TAX DECLARATION AND BASE MAPS

Schedule of Availability of Service — **Monday to Friday (8AM – 5PM)**
Who May Avail of the Service — **Tax Payers**
Requirements — **Official Receipt**

HOW TO AVAIL OF THE SERVICE

Step	Applicant/Client	Service Provider	Duration of Activity	Person In Charge	Fee/s	Form/s
1	Approach the Assessment Clerk	Interview and provide form/s on specified request	5 mins	MTO Clerk		
		Advise client to proceed to MTO for payment of fees				
2	Proceed to MTO				Certification Fee ₱50.00	
3	Back to MASSO	Verify the validity of the record in the office file	3 mins	Clerk Records In-Charge		Tax Declaration, RPFAAS, Conveyance Documents
		After verification of documents, the Clerk In-Charge process documents and prepare certification or photocopy	3 mins	Assessment Clerk		
		Submit documents to the Municipal Assessor for approval	1 min	Assessment Clerk/ Municipal Assessor		
		Release approved documents	1 min	Assessment Clerk		

Office of the Municipal Planning and Development

EXTERNAL SERVICES

ISSUANCE OF LOCATIONAL CLEARANCE

Schedule of Availability of Service
Who May Avail of the Service
Requirements

Monday to Friday (8AM – 5PM)
Local Clients

1) Duly Accomplished and Notarized Application Form
2) Certified True Copy of Certificate of Title from the Registry of Deeds/ Certified True Copy of Tax Declaration from the Assessor's Office/Authority from the Land Owner
3) Barangay Certification
4) Vicinity Map
5) Project Cost (including Bill of Materials and Machineries)
6) Site Development Plan

HOW TO AVAIL OF THE SERVICE

Step	Applicant/Client	Service Provider	Duration of Activity	Person In Charge	Fee/s	Form/s
1	Proceed to Planning Assistant to secure LC Form and other requirements	Brief client on the requirements	5 mins	Planning Assistant		
		Receive and review Application Forms and documents	5 mins			
		Inspect site being applied if it is in conformity with the Zoning Map	1 hour			
		Make computations on the amount to be paid then advise client to proceed to MTO for payment of fees	11 mins	MPDO/Planning Assistant		
		Assess amount to be paid				
		Advise client to proceed to MTO to pay for the assessed amount				
2	Proceed to MTO				See schedule of Fees per HLURB AC# 02 S-04	
3	Back to MEO	Prepare Locational Clearance	5 mins	Planning Assistant		
		MPDO signs and release clearance	1 min	MPDO		

SCHEDULE OF FEES FOR LOCATIONAL CLEARANCE 2004

NAME	FEE
1. ZONING /LOCATIONAL CLEARANCE	
A. Single residential stricture attached or detached	
1. ₱100,000 and below	₱ 200
2. Over ₱100,000 to 200,000	400
3. Over ₱ 200,000	500 + 1/ 10 of excess of 200,000
B. Apartment / Townhouses	
1. ₱ 500,000 and below	₱ 1,000
2. Over ₱500,000 to 2 Million	₱ 1,500
3. Over 2 Million	2,500 +1/ 10 of 1% excess of ₱2M regardless of the number of doors
C. Dormitories	
1. ₱2 Million and below	2,500
2. Over ₱ 2 Million	2,500 +1/ 10 of 1% of cost in excess ₱ 2M
D. Institutional	
Project cost of which is :	
1. Below ₱ 2 Million	2,000
2. Over ₱2 Million	2,500 +1/ 10 of 1% of cost in excess ₱2M
E. Commercial, Industrial and Agro-Indrustrial Project Cost of which is:	
1. Below ₱100,000	1,000
2. Over 100,000-500,000	1,500
3. Over 500,000-1 Million	2,000
4. Over 1m-2m	3,000
5. Over ₱2Million	5,000 +1/10 of 1 % of cost in excess of ₱2M
F. Special Uses / Special Projects	
(Gasoline station, cell sites, slaughter house, treatment plant, cockpit, etc.)	
1. Below ₱2 Million	5,000
2. Over ₱2 Million	5,000+1/10 of 1% of cost in excess of ₱2M
G. Alteration / Expansion (affected areas/cost only)	
H. Other Certification	
1. Zoning Certifications	500 / ha.

ISSUANCE OF ZONING CERTIFICATION

Schedule of Availability of Service — **Monday to Friday (8AM – 5PM)**
Who May Avail of the Service — **Local Clients**
Requirements — **Certification True Copy of Certificate of Title from the Registry of Deeds**

HOW TO AVAIL OF THE SERVICE

Step	Applicant/Client	Service Provider	Duration of Activity	Person In Charge	Fee/s	Form/s
1	Proceed to Planning Assistant and secure requirements	Brief client on the requirements	5 mins	Planning Assistant		
		Receive and review requirements	5 mins			
		Inspect site being applied as to conformity with the Zoning Map	1 hr	MPDO		
		Assess amount to be paid	10 mins	MPDO/Planning Assistant		
		Advise client to proceed to MTO for payment of fees	1 min			
2	Proceed to MTO				₱500/hectare	
3	Back to MPDC	Prepare document	5 mins	MPDO/Planning Assistant		
		Sign Zoning Certification	5 mins	MPDO		

CERTIFICATION FOR BUSINESS PERMIT

Schedule of Availability of Service — **Monday to Friday (8AM – 5PM)**
Who May Avail of the Service — **Clients engaged in Business**
Requirements — **Barangay Clearance, Official Receipt**

HOW TO AVAIL OF THE SERVICE

Step	Applicant/Client	Service Provider	Duration of Activity	Person In Charge	Fee/s	Form/s
1	Submit requirements to Planning Assistant	Receive and review required documents	5 mins	Planning Assistant		
		Advise the client to proceed to MTO for payment of fees				
2	Proceed to MTO				₱50.00	
3	Back to MPDC	Prepare document	3 mins	Planning Assistant		
		Sign and release document	1 min	MPDO		

Office of the Municipal Engineer

EXTERNAL SERVICES

ISSUANCE OF ENGINEER'S PERMIT

Schedule of Availability of Service — **Monday to Friday (8AM – 5PM)**

Who May Avail of the Service — **Businessmen**

Requirements
1) Barangay Clearance
2) Building Permit
3) Official Receipt

HOW TO AVAIL OF THE SERVICE

Step	Applicant/Client	Service Provider	Duration of Activity	Person In Charge	Fee/s	Form/s
1	Submit requirements to the office	Receive and evaluate requirements submitted	30 mins	Clerk		
		Advise client to proceed to MTO for payment of fees				
2	Proceed to MTO				₱50.00	
3	Back to MEO	Issue Clearance	15 mins	ME/Draftsman/Clerk		

ISSUANCE OF BUILDING PERMIT

Schedule of Availability of Service — **Monday to Friday (8AM – 5PM)**

Who May Avail of the Service — **Local Clients**

Requirements
1) 5 Copies Duly Notarized Application Form
2) 5-set Plan/Specifications Duly Signed by Licensed Engineer/Architect
3) Proof of Ownership (Tax Declaration, Title, Authorization if client is not the owner of the lot)
4) Current Tax Receipts
5) Approved Locational Clearance

HOW TO AVAIL OF THE SERVICE

Step	Applicant/Client	Service Provider	Duration of Activity	Person in Charge	Fee/s	Form/s
1	Proceed to the Clerk and secure requirements	Provide client the list of requirements	10 mins	Clerk		
		If construction is started, the office will conduct inspection and impose 100% surcharge	7 days	ME	Based on RA 1081	
2	Back to MEO to submit requirements	Receive and review documents	45 mins	Clerk/ Municipal Engineer		
		Assess amount to be paid	15 mins			
		Advise client to proceed to MTO to pay for the assessed amount				
3	Proceed to MTO					
4	Back to MEO	Copy detail of items paid to the Application Form	30 mins	ME Clerk		
		Sign Building Permit	15 mins w/in 30 days	Mun. Engineer		

ISSUANCE OF FENCING PERMIT

Schedule of Availability of Service
Who May Avail of the Service
Requirements

Monday to Friday (8AM – 5PM)
Local Clients
1) 3 Copies Application Form
2) 3 Sets of Plan
3) Proof of Ownership (Tax Declaration, Title, and Authorization if client is not the owner of the lot)

HOW TO AVAIL OF THE SERVICE

Step	Applicant/Client	Service Provider	Duration of Activity	Person In Charge	Fee/s	Form/s
1	Proceed to the Clerk and secure requirements	Provide the client the list of requirements	15 mins	Clerk		
2	Submit the requirements	Receive and review documents	15 mins	ME		
		Assess amount to be paid	10 mins			
		Advise client to proceed to MTO to pay for the assessed amount				
3	Proceed to MTO				Based on RA 1081	
5	Back to MEO	Copy detail of items paid to the Application Form	10 mins	Clerk		
		If all requirements are complied, ME signs the Permit	15 mins	ME		

ISSUANCE OF CLEARANCES

Schedule of Availability of Service
Who May Avail of the Service
Requirements

Monday to Friday (8AM – 5PM)
Local Clients
1) Electrical Permit (Forms duly accomplished and signed by an Electrical Engineer)
2) Sign Permit
3) Mechanical Permit
4) Excavation Permit
5) Pole Permit

HOW TO AVAIL OF THE SERVICE

Step	Applicant/Client	Service Provider	Duration of Activity	Person In Charge	Fee/s	Form/s
1	Proceed to the Clerk and secure requirements	Provide the client the list of requirements	10 mins	Clerk		
		If construction is started, the office will conduct inspection	w/in 7 days			
2	Submit the requirements	Receive and review the application	30 mins	Clerk/ Municipal Engineer		
		Assess amount to be paid	15 mins			
		Advise client to proceed to MTO to pay for the assessed amount			Based on RA 1081	
3	Proceed to MTO					
4	Back to MEO	Copy detail of items paid to the Application Form	15 mins	Clerk		
		If all requirements are complied, ME signs the Clearance	15 mins	Mun. Engineer		

ISSUANCE OF OCCUPANCY PERMIT

Schedule of Availability of Service
Who May Avail of the Service
Requirements

Monday to Friday (8AM – 5PM)
Clients Issued with Building Permit
1) Plan
2) Construction Log Book
3) Fire and Safety Clearance
4) Sanitary Clearance
5) Certificate of Completion

HOW TO AVAIL OF THE SERVICE

Step	Applicant/Client	Service Provider	Duration of Activity	Person In Charge	Fee/s	Form/s
1	Present requirements *If documents presented are complete, request for Site Inspection	Receive and evaluate documents presented	30 mins	Clerk		
		Conduct Site Inspection	1 day	ME		
2	Back to MEO for assessment of fees	Assess amount to be paid	10 mins	Clerk		
		Advise client to proceed to MTO for payment of fees				
2	Proceed to MTO					
4	Back to MEO	ME signs the document	15 mins	ME		

FORMULATION OF PROGRAM OF WORK

Schedule of Availability of Service
Who May Avail of the Service
Requirements

Monday to Friday (8AM – 5PM)
Barangay Officials, Recipients of Municipal Project
Project Are/Site

HOW TO AVAIL OF THE SERVICE

Step	Applicant/Client	Service Provider	Duration of Activity	Person in Charge	Fee/s	Form/s
1	Proceed to the office	Provide client the list of materials	15 mins	Draftsman		
		Site inspection	1 day			
2	Submit the requirements	Prepare plan and estimates *If plan and estimates are prepared, advise client to have it signed by the Punong Barangay/SK Chair/ person with authority	3 to 7 days	ME/Draftsman		
4	Back to MEO	ME Signs the Program of Work	2 mins	ME		
		Draftsman/Clerk provide copy to the client		Draftsman/Clerk		

ISSUANCE OF INSPECTION REPORT

Schedule of Availability of Service
Who May Avail of the Service
Requirements

Monday to Friday (8AM – 5PM)
Local Clients
1) Completion Report
2) Pictures
3) Official Receipt

HOW TO AVAIL OF THE SERVICE

Step	Applicant/Client	Service Provider	Duration of Activity	Person In Charge	Fee/s	Form/s
1	Submit requirements to the office	Receive and evaluate requirements submitted	10 mins	Clerk		
2	Request for inspection	Conduct inspection	1 day	ME		
3	Back to MEO	Issue Inspection Report	30 mins	ME		

RENTAL OF EQUIPMENT

Schedule of Availability of Service — **Monday to Friday (8AM – 5PM)**
Who May Avail of the Service — **Local Clients**
Requirements — **Official Receipt**

HOW TO AVAIL OF THE SERVICE

Step	Applicant/Client	Service Provider	Duration of Activity	Person In Charge	Fee/s	Form/s
1	Proceed to MEO	Provide Equipment Rental Request Form	3 mins	Clerk		
	Fill-up form	Process request, assess amount to be paid and advise client to proceed to MTO for payment of fees	40 mins	Clerk	Per SB Ordinance	Equipment Rental Request
2	Proceed to MTO					
3	Back to MEO	Prepare Cost of Billing, Job Order and Gate Pass	30 mins	Clerk, ME		Gate Pass, Job Order
	After utilization of equipment, client submits Equipment Report	Receive and validate report	10 mins	Equipment Operator and ME		
	If there is extension in the use of equipment/s, follow the same process	Perform the same process				

Procedure for Filing Complaints and Feedback

Redress Mechanism:

The Local Government of Bontoc is committed to provide quality front-line services to the transacting public with utmost dedication, honesty and integrity towards excellence in public service.

It is the Local Government's primary objective and the employee's individual and collective responsibility to meet this commitment.

If you have complaints and feel dissatisfied in the delivery of our service, please contact us at telephone number (053) 382-3060, Office of the Municipal Mayor or write us at:

Head of Agency: Municipal Mayor Noel E. Alinsub
Agency Address: Poblacion, Bontoc Southern Leyte, 6604, Philippines

We shall act with your complaint promptly.

Feedback Mechanism:

We are committed to provide quality frontline services to the public. As part of our duty and obligation to improve the delivery of frontline services, we encourage our valued clients to send response or suggestions.

In view of thereof, we would like to know form you and we welcome feedback or suggestion by filling-out our feedback form and drop it in our suggestion box strategically located at the entrance of the ground floor of the municipal hall.

We consider your feedback or suggestion with strict confidentiality and will be used to improve the delivery of our frontline services.

Contact Information of ARTA, Presidential Complaints Center (PCC), and CSC Contact Center ng Bayan in the complaints mechanism

CONTACT AGENCY	CONTACT NUMBER
1. Contact Center ng Bayan (CCB)	email@contactcenterngbayan.gov.ph 0908-881-6565 (SMS)
2. Presidential Complaint Center (PCC)	pcc@malacanang.gov.ph 8888; 8736-8645; 8736-8603; 8736-8629
3. Anti-Red Tape Act (ARTA)	complaints@arta.gov.ph (02) 8478-5091 (02) 8478-5093

List of Offices

	OFFICE/DEPARTMENT	CONTACT INFORMATION
1	Office of the Municipal Mayor	bontoclgu@gmail.com
2	Human Resource Management Office (HRMO)	hrmobontoc@gmail.com
3	Municipal Environment and Natural Resources Office (MENRO)	menrobontoc@gmail.com
4	Tourism Office	lgubontoctipc@gmail.com
5	General Services Office	0970-993-7702 / 0917-153-3941
6	Office of the Municipal Planning and Development Coordinator (MPDC)	mpdcbontoc@gmail.com
7	Municipal Disaster Risk Reduction and Management Office (MDRRMO)	mdrrmobontoc20@gmail.com
8	Office of the Municipal Engineer	abm.lgubontoc.meo@gmail.com
9	Sangguniang Bayan	sangguniangbayanbontoc2022@gmail.com
10	Office of the Municipal Vice-Mayor	sangguniangbayanbontoc2022@gmail.com
11	Office of the Municipal Civil Registrar	mcrofficebontoc@gmail.com
12	Office of the Municipal Assessor	joeddietibon@gmail.com
13	Office of the Municipal Treasurer	christyl.tulaytay@gmail.com
14	Office of the Municipal Accountant	Lgubontocacctg@gmail.com
15	Office of the Municipal Budget Officer	mbobontoc23@gmail.com
16	Municipal Agricultural Services Office	magsobontoc@gmail.com
17	Municipal Social Welfare and Development Office	mswdobontoc@gmail.com
	*Kapit-Bisig Laban sa Kahirapan-Comprehensive and Integrated Delivery of Social Services (Kalahi-CIDSS)	garyline10@gmail.com
	*Pantawid Pamilyang Pilipino Program Act (4Ps)	argelocerro124@gmail.com
	*Office of the Senior Citizens Affair (OSCA)	irenerosales117@gmail.com
18	Rural Health Unit	bontocrhu@gmail.com
19	Commission of Elections (COMELEC)	southernleyte.bontoc@gmail.com
20	Bontoc Municipal Water System Administration (BOMWASA)	bontocbomwasa2004@gmail.com
21	Department of Interior and Local Government (DILG)	dilgbontoc2021@gmail.com
22	Department of Trade and Industry (DTI)	