

Republic of the Philippines
MUNICIPALITY OF LINGAYEN
Province of Pangasinan



CITIZEN'S CHARTER

2024 Edition





I. Mandate:

The Local Government Unit of Lingayen shall have the power in promoting general welfare and providing basic services and facilities with its jurisdiction. To become responsive and accountable and more effective partner in the attainment of national goals as mandated by the Republic Act no. 7160 otherwise known as the Local Government Code.

II. Vision:

LINGAYEN, the capital town of the Great Province of Pangasinan, is a benchmark of good governance, expanding economy, resilient people in a sustainable environment in 2030.

III. Mission:

The Municipality of LINGAYEN aims to provide an efficient, consistent, and responsive service to all.

IV. Service Pledge:

We, the officials and employees of the local government unit of Lingayen do hereby swear and pledge to deliver excellent public service, maintain honesty and responsibility, take appropriate measures to promote transparency in each offices, and to reduce red tape and expedite business and non-business related transactions in the agency.



LIST OF SERVICES

	Page Number
1. Office of the Mayor	4 - 18
2. Municipal Treasurer's Office	19 - 29
3. Municipal Accounting Office	30 - 36
4. Municipal Budget Office	37 - 40
5. Municipal Local Civil Registry	41 - 59
6. Municipal Assessor's Office	60 - 69
7. Municipal Agriculture Office	70 - 86
8. Human Resource Management Office	87 - 94
9. Municipal Information Office	95 - 97
10. Municipal Planning and Development Office	98 - 101
11. Municipal Environment & Natural Resources (MENRO)	102 - 105
12. Municipal Social Welfare and Development Office	106 - 122
13. Municipal Health Office	123 - 133
14. Market Operations Services Office	134 - 143
15. Municipal Engineering Office	144 - 147
16. General Services Office	148- 155
17. Lingayen Tourism & Cultural Office	156 - 159
18. Sangguniang Bayan Secretariat	160 - 171
19. How to file a complaint	172
20. PACD Form	173
21. Client Satisfaction Measurement Form	174
22. Directories	175- 176



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Citizen's Charter

EASE OF DOING BUSINESS & EFFICIENT GOVERNMENT
Service Delivery Act of 2018
Republic Act no. 11032

OFFICE OF THE MAYOR



1. Application for LGU Scholarship Assistance
Service Information

Office or Division:	Office of the Municipal Mayor			
Classification:	Complex Transaction			
Type of Transaction:	Government to Client (G2C)			
Who may avail:	Deserving Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Grades		Concerned School where enrolled		
Certificate of Registration		Concerned School where enrolled		
School ID		Concerned School where enrolled		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Logbook	Check clearness of information	None	1 minute	Mayor's Office Staff
2. Submit requirements	Receives and evaluate the authenticity and completeness of documents submitted	None	5 minutes	Mayor's Office Staff
3. Take qualifying examination	Facilitate the qualifying examination	None	3 hours	Mayor's Office Staff
	If Pass – prepare voucher for processing	None	7 days	Mayor's Office Staff
	If fail – Consider the application for next Semester			

2. Grant of LGU Scholarship Assistance
Service Information

Office or Division:	Office of the Municipal Mayor
Classification:	Simple Transaction
Type of Transaction:	Government to Client (G2C)
Who may avail:	Deserving Students



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Grades		Concerned School where enrolled		
Certificate of Registration		Concerned School where enrolled		
School ID		Concerned School where enrolled		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Logbook	Check clearness of information	None	1 minute	Mayor’s Office Staff
2. Submit requirements in two(2) copies	Receives and evaluate the authenticity and completeness of documents submitted	None	5 minutes	Mayor’s Office Staff
3. Proceed to Municipal Treasurers Office	Assist the Student	None	5 minutes	Treasurer’s Office Staff
4. Receives the Scholarship Assistance		None	2 minutes	Treasurer’s Office Staff

3. AVAILMENT OF SERVICES OF THE MDRRM OFFICE

Office or Division:	Municipal Disaster Risk Reduction and Management Office			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	All individual within the vicinity of Lingayen			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. EMERGENCY MEDICAL TRANSPORT • Submit letter request to the MDRRM Office	Receives and schedule the transport of the patient	None	5 minutes	MDRRMO and/or personnel/responder on duty
2. REQUEST FOR TRAINING • Submit letter request to the MDRRM Office	Receives and schedule the training	None	5 minutes	MDRRMO and/or personnel/responder on duty



3. RESCUE OPERATION <ul style="list-style-type: none">Call MDRRM Office Hotline	Receives the call, verify and immediately dispatch rescuers	None	5 minutes	MDRRMO and/or personnel/responder on duty
4. PRUNING / TRIMMING OF TREES <ul style="list-style-type: none">Submit letter request to the MDRRM Office	Receives and schedule the pruning / trimming of trees subject to DENR Regulations	None	5 minutes	MDRRMO and/or personnel/responder on duty

1. EMPLOYMENT FACILITATION & REFERRAL SYSTEM

The Public Employment Service Office provides referrals for applicants seeking local and overseas employment. PESO screens applicants based on their abilities and skills and refers them to suitable jobs offered by various private employers.

Office or Division	Mayor's Office - Public Employment Service Office			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Jobseekers, applicants, Lingayen residents, Non-Lingayen residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Updated Bio-data / Resume / Curriculum Vitae		Personal		
2. National skills Registration Program (NSRP) Form 1		PESO		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE STAFF
View posted job vacancies from various companies	1. Post available jobs from various companies	None	10 minutes	PESO Staff
Register and complete the National Skills Registration Program (NSRP) Form 1. Specify the position and company you wish to apply for.	2. Provide NSRP Form 1 to the applicant	None	5 minutes	PESO Staff
Submit the completed NSRP Form 1 and the updated Resume/Bio-data	3.1 Accept the applicant's submitted document and conduct an interview by phone or one-on-one interview	None	10 minutes	PESO Staff
	3.2 Encode the applicant's profile in PEIS	None	5 minutes	PESO Staff
		None	2 minutes	PESO Staff



	3.3 Give the applicant a referral letter to forward to the company 3.4 The applicant will be endorsed to the company	None	2 minutes	PESO Staff
End of transaction				

2. EMPLOYER'S ACCREDITATION

Accreditation of Companies (Local and Overseas) for partnership with PESO in providing employment facilitation services such as Local and Special Recruitment Activity and participation to Job Fair.

Office or Division	Mayor's Office - Public Employment Service Office		
Classification	Simple		
Type of Transaction	G2B – Government to Business		
Who may avail	Establishments / Companies		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Brief company profile		Company / Establishment to be accredited	
2. Valid Business permit (current year		Company / Establishment to be accredited	
3. BIR 2303		Bureau of Internal Revenue (BIR)	
4. SEC Registration		SEC	
5. DOLE D.O. 18A or 174 /PEA License (if agency)		Department of Labor and Employment (DOLE)	
6. Philippine Contractors Accreditation Board (PCAB) license (if construction company)		PCAB Office	
7. Screenshot of Philjobnet registration		Philjobnet website	
8. Certificate of no pending case (valid for 6 months from date of issuance) – for local		Department of Labor and Employment (DOLE)	
9. DMW License (for Overseas)		Department of Migrant Workers	
10. List of Job Vacancies, number of vacant positions, qualification standard and job description (for local)		Company / Establishment to be accredited	
11. Approved Job Order (for Overseas)			
12. Recruitment process		Company / Establishment to be accredited	
13. National Skills Registration Program (NSRP) Form 2		PESO / DOLE	
14. DOLE RO1 Registry of Establishment Form		Department of Labor and Employment (DOLE)	



CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE STAFF
Complete the National Skills Registration Program (NSRP) Form 2	1. Provide the NRSP Form 2	None	2 minutes	PESO Staff
Submit by email the completed NSRP Form 2 along with the required documents. <i>*Receives approval letter thru email</i>	1.1 Receive the documents forwarded by the company via email.	None	10 minutes	PESO Staff
	1.2 Evaluation and verification of application	None	8 minutes	PESO Manager
	1.3 Approval of Accreditation	None	2 minutes	PESO Manager
End of transaction				

3. APPLICATION FOR THE CONDUCT OF LOCAL RECRUITMENT ACTIVITY (LRA)

Office or Division	Mayor's Office - Public Employment Service Office			
Classification	Simple			
Type of Transaction	G2B – Government to Business			
Who may avail	Local Employer			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent addressed to LCE		Employer		
2. List of Job Vacancies; number of vacant position/s; qualification standard; and job description		Employer		
3. Brief Company Profile		Employer		
4. Valid Business permit (current year)		Municipality where the employer is located		
5. BIR 2303		Bureau of Internal Revenue (BIR)		
6. SEC / DTI Registration		SEC / DTI		
7. DOLE D.O. 18A or 174 /PEA License (if agency)		Department of Labor and Employment (DOLE)		
8. Philippine Contractors Accreditation Board (PCAB) license (if construction company)		PCAB Office		
9. Certificate of no pending case (valid for 6 months from date of issuance) – for local		Department of Labor and Employment (DOLE)		
10. National Skills Registration Program (NSRP) Form 2		PESO		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE STAFF



Submit all the documentary requirements and the letter of intent to conduct LRA addressed to LCE.	1. Receive and review the submitted documents. 1.1 Evaluation and verification of application	None	15 minutes	PESO Staff
Coordinate with PESO Manager to determine the schedule / date of recruitment activity. <i>*Receives confirmation letter thru email</i>	2. Determine the date of recruitment activity.	None	5 minutes	PESO Manager
Provide information materials to PESO	3. Receive information materials. 3.1 Disseminate the information on the schedule of the recruitment activity by posting in the bulletin board, social media and coordinating with other PESO.	None None	5 minutes 5 days	PESO Manager
Conduct Recruitment Activity	4. Supervise / assist in the conduct of LRA	None	1 day	PESO Staff
Submit terminal report.	5. Accept the submitted report	None	15 minutes	PESO Staff / Manager
Report to PESO the result of Job Placement	6. Follow-up and record job placement report	None	Within 30 working days	PESO Staff / Manager
End of transaction				

4. APPLICATION FOR THE CONDUCT OF SPECIAL RECRUITMENT ACTIVITY (SRA)

Office or Division	Mayor’s Office - Public Employment Service Office		
Classification	Simple		
Type of Transaction	G2B – Government to Business		
Who may avail	Recruitment Agency (Overseas)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Letter of Intent addressed to LCE		Employer	
2. List and number of Job Order Balances		Employer	
3. List of Job Orders offered		Employer	
4. Complete Company Profile		Employer	
5. Business permit (current year)		Municipality where the employer is located	
6. DMW License		Department of Migrant Workers (DMW)	
7. SEC / DTI Registration		SEC / DTI	



8. BIR 2303		Bureau of Internal Revenue (BIR)		
9. National Skills Registration Program (NSRP) Form 2		PESO		
10. Special Recruitment Authority with Job Order		Department of Migrant Workers (DMW)		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE STAFF
Submit all the documentary requirements and the letter of intent to conduct LRA addressed to LCE. <i>*Receives NOC thru email</i>	1.1 Receive and review the submitted documents.	None	15 minutes	PESO Staff
	1.2 Evaluation and verification of application	None	15 minutes	PESO Manager
	1.3 Prepare No Objection Certificate (NOC)	None	5 minutes	PESO Manager
	1.4 Signs the NOC	None	2 minutes	LCE
Submit NOC to DMW for issuance of Special Recruitment Authority				
Submit Special Recruitment Authority from DMW with Approved Job Order Balances and name/s of Authorized Agency Representative	2.1 Receive Special Recruitment Authority	None	5 minutes	PESO Manager
	2.2 Evaluation and verification of documents	None	5 days	PESO Manager
Provide information / advertisement materials to PESO	1.4 Disseminate the information on the schedule of the recruitment activity by posting in the bulletin board, social media and coordinating with other PESO Managers.			PESO Staff /Manager
Conduct Recruitment Activity	2. Supervise / assist in the conduct of SRA	None	1 day	PESO Staff
Submit terminal report	3. Accept the submitted report	None	15 minutes	PESO Staff / Manager
Report to PESO the result of Job Placement	4. Follow-up and record job placement report	None	Within 30 working days	PESO Staff / Manager
End of transaction				

5. TUPAD APPLICATION

A program component of the DOLE Integrated Livelihood and Emergency Employment Program (DILEEP) as Emergency Employment Program provided to the displaced or would be displaced workers in coping with the closure or slowing down of operations of companies as a result



of economic disruptions and/or occurrence of natural disasters, calamities or armed conflict that affect their economic base and to augment the meager income of the underemployed or seasonal workers.

Office or Division	Mayor's Office - Public Employment Service Office			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Disadvantaged workers, displaced or would be displaced workers / underemployed			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID		Personal		
2. NSRP 1		PESO		
3. TUPAD Application Form		PESO		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE STAFF
Register in the logbook.	1. Assist the applicant in registration.	None	2 minutes	PESO Staff
Accomplish NSRP 1 and TUPAD Application Form	2. Assist the applicant in accomplishing the forms	None	5 minutes	PESO Staff
Submit NSRP 1 and TUPAD Application Form	3.1 Data encoding in the database of pool of TUPAD Applicants.	None	10 minutes	PESO Staff
	3.2 Submit list of applicants to DOLE for profiling	None		
	3.3 Inform applicant on the schedule of profiling and validation by DOLE TUPAD Coordinators	None		
	3.4 Inform applicants on the schedule of orientation	None		
End of transaction				

6. SUBMISSION OF VACANCY

Office or Division	Mayor’s Office - Public Employment Service Office			
Classification	Simple			
Type of Transaction	G2B – Government to Business			
Who may avail	Establishments / Companies / Employers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. National Skills Registration Program (NSRP) Form 2		Employer		
2. Job Vacancy Ads		Employer		



CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE STAFF
Accomplish and submit the National Skills Registration Program (NSRP) Form 2	1. Receive and evaluate the NRSP Form 2	None	2 minutes	PESO Staff
Submit Job Vacancy Ads	2. Disseminate the Job Vacancy Ad/s by posting in the bulletin board, social media and coordinating with other PESO.	None	10 minutes	PESO Staff / Manager
End of transaction				

7. GOVERNMENT INTERNSHIP PROGRAM (GIP)

A youth employability program which aims to provide 3-6 months' internship opportunity in the government for high school, technical vocational or college graduates to build their capacities and make them more employable.

Office or Division	Mayor's Office - Public Employment Service Office	
Classification	Simple	
Type of Transaction	G2C – Government to Citizen	
Who may avail	<div>(a) Individuals aged 18-30 years old, except those as may be determined by DOLE Regional Offices;</div> <div>(b) At least a graduate of High school/Senior High school, or its equivalent level under the Alternative Learning System, or Technical Vocational graduate;</div> <div>(c) Without work experience except those identified under Section 2 (d) and € of the Department Order No.204-A</div> <div>(d) The program may also be extended to the following groups of disadvantaged persons provided they meet the qualifications:<ul style="list-style-type: none">• Victims of armed conflicts;• Rebel returnees;• Persons with Disabilities (PWDs); and• Indigenous People</div>	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Transcript of Records (TOR); or Form 137/138		School
2. Diploma or Certificate of Graduation		School
3. NSRP 1		PESO
4. Certificate of Indigency		Barangay
5. Personal Data Sheet (PDS)		Personal
6. Birth Certificate		PSA



CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE STAFF
Register online	Provide link for registration	None	2 minutes	PESO Staff
Submit the required documents	Accept and assess the completeness of documents	None	5 minutes	PESO Staff
	Submit the complete documents to the DOLE Field Office	None	3 hours	PESO Staff
	Email / call the applicant of the result of application			
Attend GIP Orientation	Conduct orientation.	None	1 hour	DOLE Staff
End of transaction				

8. SPECIAL PROGRAM FOR EMPLOYMENT OF STUDENTS (SPES) APPLICATION

A youth employability program which aims to provide a short-term employment to underprivileged students, out-of-school youth (OSY), and dependents of displaced or would-be displaced workers. The program helps in augmenting the family's income and in ensuring that the beneficiaries are able to pursue their education.

Office or Division	Mayor's Office - Public Employment Service Office		
Classification	Simple		
Type of Transaction	G2C – Government to Citizen		
Who may avail	(a) Students or OSY who are at least 15 but not more than 30 years of age; (b) Combined net income after tax of parents, including his or her own, if any, does not exceed the regional poverty threshold; (c) Must have obtained a passing general weighted average during the last semester or school year attended; (d) Must be certified by the Barangay or Municipal Welfare and Development Office as OSY.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Copy of birth certificate		PSA	
2. Copy of parent's latest Income Tax Return (ITR) or Certificate of Tax Exemption (CTE); or Certificate of Low Income or Certificate of Indigence issued by the Barangay		BIR Barangay	
3. For Students: Average Passing Grade as indicated in the Form 138; or certification by the school registrar		School	
4. For OSY: Certification as OSY		Barangay or MSWD	
5. NSRP 1		PESO	
6. Resume /Bio-data		Personal	
7. 2x2 ID Picture with white background		Personal	



CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE STAFF
Register online	1. Provide link for registration	None	2 minutes	PESO Staff
Submit the required documents	2. Accept and assess the completeness of documents	None	5 minutes	PESO Staff
	3.1 Summarize the list of applicants and submit to the Mayor for final selection	None	20 minutes	PESO Manager LCE
	3.2 Submit the complete documents of the selected beneficiaries to the DOLE Field Office	None	15 minutes	PESO Staff
	3.3 Email / call the applicants of the result of application	None	5 minutes	PESO Staff
Attend SPES Orientation	Conduct orientation	None	1 hour	DOLE Staff
End of transaction				

9. MIGRANT ADVISORY INFORMATION NETWORK

The Migrant Advisory Information Network (MAIN) and / or the Migrant Desk Office provides information on the relevant programs for the migrant sector and facilitates intake, assessment, psycho-social first aid, and referral services for Overseas Filipino Workers (OFWs) and their families to local and national programs.

Office or Division	Mayor's Office - Public Employment Service Office			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Lingayen Residents, OFW and their Family			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. OFW Profiling Form		PESO / MDO		
2. Intake Form		PESO / MDO		
3. Passport Information Page and arrival stamp		Department of Foreign Affairs		
4. Copy of Overseas Employment Certificate (OEC) and/or Overseas Contract		Overseas Workers Welfare Administration / Local Recruitment Agency		
5. For relatives of OFW: Proof of relationship with OFW (i.e. Birth Cert., or Marriage certificate)		PSA / Local Civil Registrar		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE STAFF
Register personal and contact information in the log book of the MDO	1. Assist the client in filling-up the log book	None	2 minutes	MDO /PESO Staff



Client will proceed to the Migrant Desk Officer to accomplish the OFW Profiling and Intake Form	2.1 Assist, and guide the client in accomplishing both forms	None	10 minutes	PESO Manager / MDO
	2.2 Conduct necessary interview to clearly assess the situation of the OFW/client	None	15 minutes	PESO Staff
	2.3 Verify documents as to completeness and authenticity	None	5 minutes	PESO Staff
	2.4 Prepare a strong endorsement letter to OWWA/DMW/ other Agency for specific concern of OFW	None	10 minutes	PESO Manager
	2.5 Scan and submit documents to OWWA/DMW via email	None	5 minutes	PESO Staff
<i>*Receives duplicate copy of the endorsement letter</i>				
End of transaction				

10. PROVISION OF LABOR MARKET INFORMATION

Provide clients with adequate information on employment and the labor market situation.

Office or Division	Mayor’s Office - Public Employment Service Office			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Jobseeker, Employers, Students, Researchers, Planners, Migratory workers, OSYs, etc.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Pertinent documents (e.g. Business Permit, Valid ID) for employers		Personal		
2. Credentials (e.g. School Records, Resume, valid ID) for jobseekers		Personal / School		
3. Valid ID for researchers, planners, migratory workers		Personal		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE STAFF
Register personal and contact information in the PESO logbook	2.1 Assist the client in registration.	None	2 minute	PESO Staff
	2.2 Verify documents / IDs presented.	None	1 minute	
	2.3 Provide on-line access of employers and job vacancies posted and other requested labor	None	5 minutes	



	market information.			
End of transaction				

11. WORKERS' ASSOCIATION ASSISTANCE

This program aims to encourage workers to establish an association and refer them to different DOLE programs for their development.

Office or Division	Mayor's Office - Public Employment Service Office			
Classification	Complex			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Group of workers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. DOLE Application for registration of Worker's Association (BLR Form No.4)		PESO / DOLE		
2. Letter of Intent addressed to DOLE RD		Client		
3. List of Officers and Members with their Addresses		Client		
4. Minutes of organizational meetings with attendance sheet		Client		
5. Minutes of Ratification of Constitution and By-Laws, with attendance sheet		Client		
6. Constitution and By-Laws duly ratified with attached names of ratifying members		Client		
7. PESO Manager's Certification		Client		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE STAFF
Prepare and present the required documents	Review and evaluates the completeness and correctness of the documents.	None	2 minute	PESO Staff
		None	1 minute	
	If incomplete and found not correct, the same shall be returned to the applicant stating the deficiencies on lacking requirements.	None	5 minutes	
	If complete, issue PESO Certification and return the documents for notarization,	None	5 minutes	PESO Manager
Submit the notarized documents in three (3) copies to FOLE Field Office			1 day	DOLE FO Staff
	Receive communication from		5 minutes	PESO Manager



	DOLE FO on the status/approval of registration			
Receive the Certification of Workers Association	Award the original RWA Certificate and Receive copy of the same.		2 minutes	PESO staff
End of transaction				



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MUNICIPAL TREASURER'S OFFICE



1. ISSUANCE OF REAL PROPERTY TAX RECEIPT

Service Information

Office or Division:	Office of the Municipal Treasurer			
Classification:	Simple Transaction			
Type of Transaction:	Government to Client			
Who may avail:	REAL PROPERTY TAXPAYERS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Notice of Assessment/Real Property Tax Order of Payment (RPTOP)		Office of the Municipal Assessor		
Previous Real Property Tax Receipt				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client presents RPTOP to the Collecting Officer (Window 2/3)	Receives RPTOP, verifies records and computes RPT due.	Basic Real Property Tax = Assessed Value x 1.00% Additional Tax (Special Education Fund) = Assessed Value x 1.00% Payment of Real Property Taxes in installments: DISCOUNTS: Taxpayers with no delinquency, who shall pay their real property tax in full for the following year on or before December 31, of the current year shall be entitled to a TWENTY PERCENT (20%) DISCOUNT and; those who opt to pay on the first quarter (January 1 - March 31) of the current year are entitled to a TEN PERCENT (10%) DISCOUNT. <i>(Provincial Resolution No. 373-2020)</i> INTEREST: Interest on Unpaid Real Property Tax = 2% per month but not to exceed 72%	5 minutes	RCC-II
2. Client pays RPT due and Receives Official Receipt (OR).	Accepts payment and Issues Official Receipt to the Client		5 minutes	



2. ISSUANCE OF GENERAL RECEIPTS

Service Information

Office or Division:	Office of the Municipal Treasurer			
Classification:	Simple Transaction			
Type of Transaction:	Government to Client			
Who may avail:	TAXPAYERS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Payment Checklist/Payment Slip				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client presents request slip/Payment slip/checklist to the Collecting Officer (Window 9/10)	Assesses/checks payment request of client	Depends on the Nature of Payment to be paid. Ex. Certification Fee P 100.00 DST P 30.00 P 130.00	3 minutes	LRCO 1 Admin Aide IV
2. Pay the required charges/fees and Gets Official Receipts (OR)	Accepts payment and Issues Official Receipt (OR) to the client.		5 minutes	

3. ISSUANCE OF COMMUNITY TAX CERTIFICATE

Service Information

Office or Division:	Office of the Municipal Treasurer			
Classification:	Simple Transaction			
Type of Transaction:	Government to Client			
Who may avail:	TAXPAYERS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Applicant must appear personally (for individual)				
Application Form w/ assessed Gross Income (For Business)		Office of the Municipal Treasurer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Window 5/6	Interview client and computes amount to be paid	Basic: For Individuals: P5.00 + 1.00 for every		LRCO-1 Admin Aide IV



		<p>P1,000.00 gross income For Corporation: 500.00 + 2.00 for every P5,000.00 gross income</p> <p>*Penalty of 24% per annum shall be imposed on individuals or corporation securing beyond the following schedules;</p> <p>For Individual- January 1 to February 28 every year</p> <p>For Corporation- Depends on the date it was established/organized.</p>		
2. Pay the required fee and gets CTC	Accepts payment and issues CTC.		5 minutes	

4. ISSUANCE OF PROFESSIONAL TAX RECEIPT
Service Information

Office or Division:	Office of the Municipal Treasurer			
Classification:	Simple Transaction			
Type of Transaction:	Government to Client			
Who may avail:	BUSINESS TAXPAYERS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Present your PRC I.D.		Philippine Regulations Commission		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/s RESPONSIBLE
1. Proceed to Window 9/10	Assesses client.	P 300.00	3 minutes	LRCO 1 Admin Aide IV
2. Pay the required fee and Gets Official Receipt (OR)	Accepts payment and Issues OR.		5 minutes	



5. Processing of Business Permits
Service Information

Office or Division:		Office of the Municipal Treasurer - BPLO		
Classification:		Simple Transaction		
Type of Transaction:		Government to Client (G2C)		
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For New Business: 1. Properly Accomplished Application Forms 2. DTI Registration 3. Barangay Clearance 4. Residence Certificate 5. TIN Number 6. Computation of Taxes & Receipt of Payments 7. FSIC 8. Zoning Permit 9. Sanitary Permit		Business Permits & Licensing Office DTI Barangay Municipal Treasury BIR Municipal Treasury Bureau of Fire Assessor's Office RHU-I		
Renewal of Business Permits: 1. Residence Certificate 2. Barangay Clearance 3. Old Business Permit 4. Sanitary Permit 5. FSIC		Municipal Treasury Barangay RHU I Bureau of Fire		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure the unified application form for business at the BPLO	Provides the client of the application form and instructs client for assessment of requirements. Provides application forms & gives instruction, evaluates and assesses requirements and secure the signature of the following officials <ul style="list-style-type: none">• Zoning Administrator• MHO• Chief Fire Marshall• Revenue Officer	None	20 minutes	Admin. Aide III Clerical Aide/Encoder (License Officer
Properly accomplish the unified application form for business and submit for encoding	Encodes clients information to the Ebpls system.	None	20 minutes	Clerical Aide/Encoder Encoder License Officer I



Proceed to Municipal Treasurer's Office. Submit proof of capital investment/gross income for verification and assessment of taxes, fees and charges	Accepts application form and other necessary documents for assessment (Proof of Gross Income, BIR Tax return (VAT/PERCENTAGE) Assesses business taxes, fees and charges. Instructs client to proceed to zoning official, building permit officer and Sanitary Officer	Gross Sales Tax Mayor's Permit Business Plate Zoning Fee Sanitary Inspection Fee Garbage Fee Occupational Permit Fee Storage Fee Ref: Local Ord. No 49,S.2017 Note: A surcharge of 25% of the Grand total and 2% monthly interest shall be imposed for late payment.	15 minutes	LRCO-II Assistant Municipal Treasurer (Municipal Treasurer
Proceed to endorsing offices and secure zoning permit, building permit and sanitary permit	Issues Permit of endorsing office and uploads to the same to the Ebpls System upon compliance	None	20 minutes	Zoning Clearance Building Permit Sanitary Permit
Proceed to Municipal Treasurer's Office for issuance of TAX ORDER OF PAYMENT and payment of taxes, fees and charges	Issues Tax Order of Payment and official receipt of payment	Total amount Reflected on the Tax Order of Payment	10 minutes	LRCO-I RCC II
Presents Tax Order of Payment/Official Receipt	Fire Officer computes FSIC fees and issues Official receipt	Total Amount computed by the Fire Officer	10 minutes	Fire Officer
Clients presents Official Receipts of Business Permit fees and charges and Xerox copies of clearances and other pertinent documents requested by BPLO	Release/ Issues Permit with BUSINESS PLATE		1 day	Clerical Aide/Encoder License Officer I License Officer II



6. Issuance of Mayor's Permits for Tricycles and Pedicabs

Service Information

Office or Division:		Office of the Municipal Treasurer - BPLO		
Classification:		Simple Transaction		
Type of Transaction:		Government to Client (G2C)		
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Tricycles: 1. Barangay Clearance 2. Certification of TODA membership 3. CTC (CEDULA) 4. OR & CR 5. 2 x 2 Picture 6. Picture of Tricycle (Front & Back)		Barangay TODA President		
Pedicabs: 1. Barangay Clearance 2. Certification of PODA membership		Barangay PODA President		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the required documents	Receive documents and assess completeness		15 minutes	Admin. Aide III Support Staff (All detailed J.O.'s)
Pay the required fee @ the Municipal Treasury	Accept payments and issues O.R.	Tricycle: 300.00 Pedicab: 200.00	10 minutes	LRCO I Admin Aide IV
Submit O.R. at the BPLO	Verifies O.R.	None	5 minutes	(Admin. Aide III
Receive Tricycle Permit	Release/issue Tricycles Permit	None	1 day	Support Staff (All detailed J.O.'s) (License Officer License Officer II

7. Granting of Permit to Conduct Motorcade, Parade, Processions

Service Information

Office or Division:		Office of the Municipal Treasurer - BPLO		
Classification:		Simple Transaction		
Type of Transaction:		Government to Citizens (G2C)		
Who may avail:				



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent/Request Letter indicating the time, date, place, route (duly noted by the PNP Traffic Division) & [purpose of the activity				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the required documents	Receives, verifies and records letter of intent/request	None	5 minutes	CS II SR Admin
Pay the required fee at the Municipal Treasurer’s Office		150.00	5 minutes	Assistant Municipal Treasurer Municipal Treasurer
	Approves Letter of request	None	5 minutes	Municipal Mayor
Receives the Permit	Release the permit	None	1 day	(CS II) (SR Admin,)

8. BUSINESS RETIREMENT

Service Information

Office or Division:	Office of the Municipal Treasurer - BPLO			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Closure Letter 2. Certification of closure from Barangay 3. Last Payment of Business Permit		1. Business owner 2. Barangay 3.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the required documents	BPLO	130.00	30 min	License Officer II

9. BUSINESS AMENDMENT

Service Information



Office or Division:	Office of the Municipal Treasurer - BPLO			
Classification:	Simple Transaction			
Type of Transaction:	Government to Government (G2G)			
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Amendment Letter		1. Business owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the required documents	BPLO	130.00	30 mins	License Officer II

10.Issuance/Granting of Mayor's Clearance

Service Information:

Office or Division:	Office of the Municipal Treasurer - BPLO			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Residence within the vicinity of the Municipality			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Community Tax Certificate		Municipal Treasurer's Office		
Barangay Clearance		Barangay		
Original Copy of Police Clearance or NBI		PNP or NBI		
Official Receipt from the Municipal Treasurer		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the required documents together with the Official Receipt of payment	Validate submitted requirements as to authenticity and completeness	130.00	10 mins	License Officer I (License Officer II Support Staff (All detailed J.O.'s)
Affix signatures and thumb mark on the clearance	Clearance Prepared	None	10 mins	(Admin. Aide IV)
	Signing of the Clearance	None	20 mins	Municipal Mayor



				(Mun. Administrator)
Receive Clearance	Release/issue clearance	None	2 Hours	(Admin. Aide III) Support Staff (All detailed J.O.’s)

11. Issuance of Legalization

Service Information

Office or Division:		Office of the Municipal Treasurer - BPLO		
Classification:		Simple Transaction		
Type of Transaction:		Government to Client (G2C)		
Who may avail:				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Tricycles: 1. Cedula 2. Driver’s License 3. Latest/Updated OR/CR 4. Picture of The Tricycle front and back 5. Deed of Sale (optional)			Municipal Treasurer’s Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the required documents	Receive documents and assess completeness. Prepare the Legalization document		20 minutes	(Admin. Aide III) Support Staff (All detailed J.O.’s)
Pay the required fee at the Municipal Treasury	Accept payments and issues O.R.	P500	10 minutes	(LRCO I) (RCC II)
Submit O.R. at the BPLO	Verifies O.R.	None	3 minutes	Support Staff (All detailed J.O.’s) (License Officer I) (License Officer II)
Receive Legalization	Release/issue Tricycles Permit	None	1 DAY	



Republic of the Philippines
MUNICIPALITY OF LINGAYEN
Province of Pangasinan

Citizen's Charter

EASE OF DOING BUSINESS & EFFICIENT GOVERNMENT
Service Delivery Act of 2018
Republic Act no. 11032

MUNICIPAL ACCOUNTING OFFICE



1. Processing of Disbursements

Service Information

Office or Division:	Office of the Municipal Accountant			
Classification:	Complex Transaction			
Type of Transaction:	Government to Client Government to Government			
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certification on Appropriations, Funds and Obligation of Allotment (CAFOA)		Office of the Municipal Budget Officer		
PO/PR and other BAC Documents		Bids and Awards Committee Office		
Disbursement Vouchers		Office of the Municipal Accountant		
Other pertinent documents as enumerated in COA Circular 2012-001 based on the type of transaction being processed		Various Offices		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit pertinent supporting documents to	Checks supporting documents.	None	5 minutes (simple transactions) 30 – 45 minutes (Complex transactions)	(Accountant III) Admin. Officer II
2. Resubmit documents w/ complete documents (if previously submitted documents are incomplete)	Rechecks supporting documents	None	5 minutes	(Accountant III) Admin. Officer II
	Preparation of Disbursement Voucher	None	5 minutes	(Accountant III) Admin. Officer II
	Assignment of Voucher Number	None	5 minutes	(General Fund) Admin. Officer II (SEF & TRUST Fund)
		None	5 minutes	(General Fund)



	CAFOA to be liquidated as to actual amount payable			Admin. Officer II (SEF)
	Posting of Liquidated CAFOA to the appropriate registry			
	Review and signs disbursement voucher	None	5 minutes	(Municipal Accountant)
	Transmit Disbursement Voucher to Treasury Office	None	5 minutes	Admin Aide III

2. Issuance of Accountant's Advice
Service Information

Office or Division:	Office of the Municipal Accountant			
Classification:	Simple Transaction			
Type of Transaction:	Government to Client Government to Government			
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved disbursement voucher		Office of the Municipal Treasurer		
Duly signed check		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit approved disbursement voucher with corresponding signed check	Prepare accountant's advice	None	10 minutes	(Administrative Aide III)
	Signs accountant's advice	None	5 minutes	(Municipal Accountant) (Accountant III)
	Record signed check with accountant's advice to corresponding Payee's Index Card	None	5 minutes	Admin Aide III
	Transfer disbursement voucher with duly signed check to Treasurer's Office	None	5 minutes	Admin Aide III



	Transmit signed accountant's advice to the depository bank then file the duplicate copy for reference	None	10 minutes	Admin Aide III
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3. Government Remittance (GSIS, BIR, PAG-IBIG, PhilHealth and Banks)

Service Information

Office or Division:	Office of the Municipal Accountant			
Classification:	Simple Transaction			
Type of Transaction:	Government to Government			
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Billing statements		Various government agencies and financial institutions		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transmit monthly billing	prepare list for remittance	None	1 hour	Admin Aide IV
	Checks and reconcile monthly billing statements against the amount posted in the ledger and other subsidiary accounts	None	1 day	Admin Aide IV
	Encodes and finalizes remittance	None	1day	Admin Aide IV
	Prepare Disbursement Voucher	None		Admin Aide IV

4. Processing of Certification on Appropriations, Fund and Obligation of Allotment

Service Information

Office or Division:	Office of the Municipal Accountant
Classification:	Simple Transaction
Type of Transaction:	Government to Government



Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved CAFOA as to request, existence of appropriation and availability of funds		Office of the Municipal Treasurer Office of the Municipal Budget Officer Various office (End-user)		
Approved Purchase Request		Office of the Municipal General Services Officer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transmit approved CAFOA with approved purchase request	Check program/project/activity for availability of allotment for obligation	None	10-15 minutes	Admin. Asst. II
	Record PPA for obligation at corresponding Registry of Allotment			Admin. Officer II (SEF)
	Prepare JEV for the obligation			Municipal Accountant
	Sign CAFOA as to availability of allotment for obligation	None	5 minutes	

5. Receipts of Barangay Transactions

Service Information

Office or Division:	Office of the Municipal Accountant			
Classification:	Simple Transaction			
Type of Transaction:	Government to Government			
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Paid Vouchers and Payroll		Barangay Treasurers		
Financial Reports and Statements		Barangay Treasurers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		None	30 minutes	Admin Assistant II



1. Submit paid vouchers, payroll and other documents on or before the 10 th day of the month	Verify and count the accounts submitted			
	Mark the copies as 'RECEIVED'	None	15 minutes	Admin Assistant II
	Prepare Journal Entry Voucher (JEV) for each barangay transactions	None	1 day	Admin Assistant II
2. Get the documents submitted with JEV to be submitted to COA and returned to Accounting Office	Receive and file Accounting copy of the documents	None	5 minutes	Admin Assistant II

6. Receipts of Sangguniang Kabataan (SK) Transactions
Service Information

Office or Division:	Office of the Municipal Accountant			
Classification:	Simple Transaction			
Type of Transaction:	Government to Government			
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Paid Vouchers and Payroll		Barangay Treasurers		
Financial Reports and Statements		Barangay Treasurers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit pertinent documents on or before the 10 th day of the month	Verify and count the accounts submitted	None	30 minutes	Admin Aide III
	Mark the copies as 'RECEIVED'	None	15 minutes	Admin Aide III
	Prepare Journal Entry Voucher (JEV) for each SK transactions	None	1 day	Admin Aide III



2. Get the documents submitted with JEV to be submitted to COA and returned to Accounting Office	Receive and file Accounting copy of the documents	None	5 minutes	Admin Aide III



MUNICIPAL BUDGET OFFICE



1. CERTIFY CERTIFICATION ON APPROPRIATION, FUNDS AND OBLIGATION OF ALLOTMENT (CAFOA)

Service Information

The Municipal Budget Officer certifies Certification on Appropriation, Funds and Obligation of Allotment (CAFOA) as to the existence of appropriation of: Payrolls/Purchases /Traveling Expenses and others expenditures under the General Fund, Special Education Fund and Economic Enterprises of the Municipality.

Office	Office of the Municipal Budget Officer			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizens (G2C) Government to Government (G2G)			
Who may avail:	Municipal Officials/Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Payroll – CAFOA signed by head of office		Department/Office concerned		
Purchases – Approved Purchase Request – Bidding Documents – CAFOA signed by head of office		Department/Office concerned Bids and Awards Committee (BAC) Department/Office concerned		
Traveling Expenses – Approved Travel Order and Itinerary of travel – Certificate of Appearance, transportation tickets & other applicable documents -CAFOA signed by head of office		Office of the Municipal Mayor Training/Seminar Venue/Office of Place Travelled Department / Office concerned		
Financial Assistance to Indigents – CAFOA signed by head of Office -Case Study as to the eligibility of the client/recipient of the Financial Assistance signed by MSWDO		Municipal Social Welfare and Development Office		
Certification of Appropriation Balances – Written or Verbal Request		Department/Office concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
• For Payroll	1. Obligation & charging of expenses to appropriation expenses title and assign CAFOA number.	None	1 hour	(Job Order) Admin Officer II
	2. Review and certify as to existence of appropriation.		10 minutes	Municipal Budget Officer
• For Purchases	1. Obligation & charging of expenses to appropriation expenses title and assign CAFOA number.	None	30 minutes	(Job Order) Admin Officer II



	2. Review and certify as to existence of appropriation.		10 minutes	Municipal Budget Officer
• For Traveling Expenses	1. Obligation & charging of expenses to appropriation expenses title and assign CAFOA number.	None	10 minutes	(Job Order) Admin Officer II
	2. Review and certify as to existence of appropriation.		5 minutes	Municipal Budget Officer
• For Financial Assistance to Indigents	1. Obligation & charging of expenses to appropriation expenses title and assign CAFOA number.	None	10 minutes	(Job Order) Admin Officer II
	2. Review and certify as to existence of appropriation.		5 minutes	Municipal Budget Officer
• For Certification of Appropriation Balances	1. Scan records and issue certificate of appropriation balance	None	10 minutes	Admin Officer II
	2. Sign certificate of appropriation balance		5 minutes	J Municipal Budget Officer

2. REVIEW AND ENDORSEMENT OF BARANGAY BUDGET

Service Information

The Municipal Budget Officer is tasked to assist Barangays in the preparation of their Annual Budget. It ensures compliance with statutory contractual obligation and budgetary requirements prior to the review and approval by the Sangguniang Bayan.

Office	Office of the Municipal Budget Officer			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizens (G2C) Government to Government (G2G)			
Who may avail:	Barangay Officials concerned			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Copy of Barangay Budget with attached required barangay budget forms		Concerned Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<ul style="list-style-type: none">Submit the Annual/Supplemental Budget for technical review	1.Check the submitted Budget as to completeness of documents and check all the datas	None	Maximum of 10 days if found no corrections	Admin Assistant I
	2.Review the submitted Annual/Supplemental budget and make endorsement to the SB for Approval	None	1 day	Municipal Budget Officer
Copy of SK Budget with attached required SK budget forms		Concerned Barangay		
<ul style="list-style-type: none">Submit the SK Annual/Supplemental Budget for technical review	1.Check the submitted SK Budget as to completeness of documents and check all the datas	None	Maximum of 10 days if found no corrections	Admin Aide IV
	2.Review the submitted SK Annual/Supplemental budget and make endorsement to the SB for Approval	None	1 day	Municipal Budget Officer



**MUNICIPAL LOCAL CIVIL
REGISTRAR**



1. ISSUANCE OF CERTIFIED TRANSCRIPTION/ TRUE COPIES OF BIRTH, MARRIAGE AND DEATH

Office or Division:	LOCAL CIVIL REGISTRAR'S OFFICE			
Classification:	Simple Transaction			
Type of Transaction:	G2G (Govt. to Govt.)/ G2C (Govt. to Client)			
Who may avail:	All government entity; Private persons			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Valid ID/Authorization Letter -Affidavit of Nearest Kin (as need)		➤ Notary Public/ Public attorney		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach LCR personnel and fill-up the query form for Birth/Marriage/Death Certificate	Interview the client	None	5 mins.	Job Order/Administrative Aide IV Administrative Assistant I Registration Officer I
2. Wait for verification of the availability of the Civil registry documents.	Verify the availability of Civil Registry document/s in the database and in the Registry Book.	None	10 mins.	Job Order/ Administrative Aide IV Administrative Assistant I Registration Officer I
3. Pay the required fees at the MTO	Order of Payment	P100.00 + 30.00 DST per copy	5 mins .	MTO Collection Officer
4. Give Official Receipt to the staff	Prepare the certified transcription/true copies of Birth/Marriage/Death	None	3 mins.	Registration Officer II MCR Registration Officer I
5. Get the requested document duly signed by the civil registrar or authorized signatories	Release the requested document/s duly signed by the MCR or his duly authorized signatories.	None	3 mins.	Registration Officer II MCR Registration Officer I
TOTAL:		P100.00 + 30.00 DST	15-26 mins.	

2. REGISTRATION OF BIRTH/MARRIAGE CERTIFICATE

Office or Division:	LOCAL CIVIL REGISTRAR'S OFFICE
Classification:	Simple Transaction



Type of Transaction:		G2G (Govt. to Govt.)/ G2C (Govt. to Client)		
Who may avail:		All government entity; Private persons		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration of Birth Accomplished Certificate of Live Birth (COLB) For Legitimate child: - Marriage Certificate of Parents For Illegitimate child: - AAP - AUSF --Registration of Marriage - Accomplished Certificate of Marriage		➤ Hospital/ RHU/ Lying-in clinic ➤ LCR Office/ Clients Copy/ PSA ➤ Notary Public/ Public Attorney ➤ Notary Public/ Public Attorney ➤ Solemnizing Officer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES SING TIME	PERSON RESPONSIBLE
1.Submit fill-up forms/Accomplished Certificate of Birth/ Marriage documents for review	Interview the informant/client upon submission of the fill-up form/accomplished Certificate of Live Birth(COLB)/Certificate of Marriage(COM)	None	5 mins.	Job Order/ Administrative Aide IV Administrative Assistant I Registration Officer I
2. Wait for the printed Certificate of Live Birth and Certificate of Marriage	Encode and print the Certificate of Live Birth/Certificate of Marriage and let the concerned signatories signed the document	None	10 mins.	Job Order/ Administrative Aide IV Administrative Assistant I Registration Officer I
3. Client pays the required fees at the MTO	Order of Payment	COLB: Legitimate Child: No Fees Illegitimate Child: Acknowledgeme nt Fee - P 100.00 AUSF Fee - P 100.00 COM: No Fees	5 mins.	MTO Collection Officer
4. Give Official Receipt to the assigned staff	COLB: - Illegitimate Child: Prepare certification for AUSF and record in the Record Book of legal instruments Assigned registry number and record the	None	10 mins.	Registration Officer I Registration Officer II MCR



	document in the corresponding Registry Book			
5. Receive the registered COLB/COM	Release the registered COLB/COM duly signed by the MCR or his duly authorized signatories with corresponding registry number Note: The client may request for an advance endorsement to the PSA for the issuance of the document in the security paper(optional)	None	3 mins.	Registration Officer II MCR, Registration Officer I
TOTAL:		P200.00	15-33 mins	

3. REGISTRATION OF DEATH CERTIFICATE

Office or Division:	LOCAL CIVIL REGISTRAR'S OFFICE			
Classification:	Complex Transaction			
Type of Transaction:	G2G (Govt. to Govt.)/ G2C (Govt. to Client)			
Who may avail:	All government entity; Private persons			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
-Valid ID of informant - Proof of relationship to the deceased of the informant -Certificate of Dead on Arrival coming from hospital(as needed) -Police blotter(as needed) -Affidavit of Nearest kin (as needed)		➤ Hospital ➤ Police station ➤ Public Attorney/ Notary Public		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach LCR personnel for interview and fill up the form - Submit Accomplished Certificate of Death	Interview the informant/client upon submission of fill-up form/accomplished Certificate of Death	None	5 mins.	Job Order/ Administrative Aide IV Administrative Assistant I Registration Officer I
2. Client pays the required fees at the MTO	Order of Payment	Burial Permit - P100.00 Transfer Permit	5 mins.	



		(If cadaver is to be transferred to other city/municipality) - P100.00		MTO Collection Officer
3. Give Official Receipt to the assigned staff	Encode and print the Certificate of Death and let the concerned signatories signed the document	None	10 mins.	Job Order/ Administrative Aide IV Administrative Assistant I Registration Officer I
4.	Assigned registry number and record the document in the corresponding Registry Book	None	10 mins.	Registration Officer I Registration Officer II MCR
5. Get the requested document duly signed by the Civil Registrar or authorized signatories	Release the registered COD duly signed by the MCR or his duly authorized signatories with corresponding registry number Note: The client may request for an advance endorsement to the PSA for the issuance of the document in the security paper(optional)	None	3 mins.	Registration Officer II MCR, Registration Officer I
TOTAL		P100.00	15–33 mins.	

4. DELAYED REGISTRATION OF BIRTH, MARRIAGE AND DEATH CERTIFICATE

Office or Division:	LOCAL CIVIL REGISTRAR'S OFFICE		
Classification:	Complex Transaction		
Type of Transaction:	G2G (Govt. to Govt.)/ G2C (Govt. to Client)		
Who may avail:	Private persons		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
For delayed registration of Birth Certificate - Latest Negative Result of Birth from PSA Any two (2) of the following documents a) Baptismal Certificate		➤ PSA	



<p>b) School Record (Form 137) c) Barangay Certification d) Medical record e) Different ID's / Passport f) Voter's Certification Record / Registration Record g) Income Tax Return h) GSIS/SSS/Phil health Membership -Marriage certificate (if applicant is married) -Marriage Certificate of Parents -AAP AUSF(if child's parents are not married) -Affidavit of Two Disinterested Persons</p> <p>For delayed registration of Marriage Certificate -Latest Negative Result of Marriage from PSA -Copy of Certificate of Marriage -Marriage License -Affidavit of Delayed Registration</p> <p>For delayed registration of Death Certificate -Latest Negative Result of Death from PSA -Certificate of Death (Prepared by hospitals, attending physicians, health officers) -Certificate of Burial Rites from the Church -Certification from Caretaker of Cemetery -Affidavit of 2 Disinterested Persons</p>		<ul style="list-style-type: none">➤ Church➤ School➤ Barangay Hall➤ Hospital/ Clinic➤ Comelec➤ BIR➤ GSIS/ SSS/ Phil health ➤ Notary Public/ Public Attorney➤ Notary Public/ Public Attorney ➤ PSA➤ Clients Copy/ LCR Office/ PSA ➤ Notary Public ➤ PSA➤ Hospital/ RHU➤ Church➤ Cemetery➤ Notary Public/ Public Attorney		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Approach LCR personnel for submission of the requirements and fill up the form	Interview the informant/client upon submission of the fill-up form/accomplished Certificate of Live Birth(COLB)/Certificate of Marriage(COM)/Certificate of Death(COD) and the requirements	None	5 mins.	Job Order/Administrative Aide IV Administrative Assistant I Registration Officer I Registration Officer II MCR
2. Client pays the required fees at the MTO	Order of Payment	For Birth Certificate: Legitimate Child: No Fees Illegitimate Child: Acknowledgement Fee - P 100.00 AUSF Fee - 100.00 For Marriage Certificate: No Fees For Death Certificate : No Fees	5 mins.	MTO Collection Officer
3. Give Official Receipt to staff assigned	Encode and print the Certificate of Live Birth (COLB)/Certificate of Marriage(COM)/Certificate of Death(COD) and let the concerned signatories signed the document	None	15 mins.	Job Order/Administrative Aide IV/ Administrative Aide III Administrative Assistant I Registration Officer I



4.	After completion of 10 days posting, assigned registry number and record the document in the corresponding Registry Book	None	10 mins.	Registration Officer I Registration Officer II MCR
5. Get the requested document duly signed by the Civil Registrar or authorized signatories	Release the registered COLB/COM/COD duly signed by the MCR or his duly authorized signatories with corresponding registry number after the completion of 10 days posting period. Note: The client may request for an advance endorsement to the PSA for the issuance of the document in the security paper(optional)	None	3 mins.	Registration Officer I Registration Officer II MCR
TOTAL		P200.00	15-38 mins. 10 days posting	

5. APPLICATION FOR MARRIAGE LICENSE

Office or Division:	LOCAL CIVIL REGISTRAR'S OFFICE				
Classification:	Complex Transaction				
Type of Transaction:	G2C (Govt. to Client)				
Who may avail:	All government entity; Private persons				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
<div>Requirements:</div> <div>-Latest Birth Certificate, PSA copy</div> <div>-Certificate of No Marriage Record (CENOMAR)</div> <div>-Valid ID</div> <div>-Picture</div> <div>-Family Planning Certificate</div> <div>- Pre- Marriage Counseling Certificate (age 18 to 24)</div> <div>- Parental Consent for applicant's 18-20 years old</div> <div>- Parental Advice for applicant's 21-24 years old</div> <div>Other Requirements:</div> <div>- Certificate of Legal Capacity to Contract Marriage for Citizens of a Foreign Country</div> <div>- Death Certificate of deceased spouse</div> <div>-Judicial Decree of Divorce or Annulment for Applicants previously married</div>			<div><div>➤ PSA</div><div>➤ PSA</div><div>➤ POPCOM Office</div><div>➤ Church</div><div>➤ Parents</div><div>➤ Parents</div><div>➤ Embassy/ Consular Affairs</div><div>➤ RTC</div></div>		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	



1.Approach LCR personnel for submission of the requirements and fill up the form	Interview the applicants (groom and the bride), validate the documents being presented and let them fill-up the Fill-up form for Application for Marriage License.	None	10 mins.	Job Order/Administrative Aide IV Administrative Assistant I Registration Officer I Registration Officer II MCR
2. Client pays the required fees at the MTO	Order of Payment	Marriage Application fee - P150.00 Family Planning and Marriage Counseling fee - P100.00 Solemnization Fee - P200.00	5 mins.	MTO Collection Officer
3. Give Official Receipt to the staff	Assigned Registry No., record in the Registry Book, encode and print the Application for Marriage License	None	15 mins.	Administrative Asst. I Registration Officer I Registration Officer II
4.	Signing/Subscribing of the Application form for Marriage License		2 mins.	MCR
5. Client pays the required fees at the MTO	Order of Payment After the completion of 10 days posting period.	Marriage License Fee - P100.00	5 mins.	MTO Collection Officer
6. Receive the Marriage License	Release the Marriage License duly signed by the MCR or his duly authorized signatories indicating the 120 days' expiration date or hold the Marriage License for 90 days if the required requirements is not submitted such as; Parental Consent, Parental Advice Family Planning or the Pre-Marriage Counseling.	None	3 mins.	Registration II MCR



TOTAL:	-P550.00 (If will solemnize by Mayor) – P350.00 (if will solemnize by Priest/Pastor or Judge)	30-40 mins. 10 days posting	
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6. CORRECTION OF CLERICAL ERROR/S, CHANGE OF FIRST NAME, CORRECTIN OF ENTRIES IN GENDER, MONTH AND/ OR DAY OF DATE OF BIRTH

Office or Division:	LOCAL CIVIL REGISTRAR'S OFFICE			
Classification:	Complex Transaction			
Type of Transaction:	G2G (Govt. to Govt.)/ G2C (Govt. to Client)			
Who may avail:	Private persons			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none">-Latest PSA Copy of COLB/COM/COD of the document/s to be corrected.-Baptismal Certificate-Earliest School Record (Form 137)-High School/Transcript of Record/Diploma-Voter's Certification Record-GSIS/SSS/PhilHealth Membership-Valid ID'S/Passport- Medical Record-Birth Certificate of Children(if any)-Birth Certificate of Siblings(if any)-Birth Certificate of Parents (as needed)-Death Certificate of Parents (as needed)Additional Requirements for Change of First Name, Correction of Gender, Day and/or Month of Birth-Police and NBI Clearance-Employer's Clearance (if employed)-Affidavit of Non-Employment (if not employed)-Medical Certificate from Gov't. Physician (correction of gender)-Publication in a newspaper of general circulation once a week in two consecutive weeks-Certificate of Indigency from Brgy. Captain and MSWD (petitioner is indigent)- other related documents that can be use in the correction		<ul style="list-style-type: none">➤ PSA➤ Church➤ School➤ School➤ Comelec➤ GSIS/ SSS/ Phil health ➤ Hospital/ Clinic➤ LCR Office/ Clients Copy/ PSA➤ LCR Office/ Clients Copy/ PSA➤ LCR Office/ Clients Copy/ PSA➤ LCR Office/ Clients Copy/ PSA ➤ Police Station/ NBI➤ Clients Company➤ Notary Public/ Public Attorney➤ RHU ➤ Publishing Company ➤ Barangay Hall/ MSWD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach LCR personnel for submission of the requirements.	Interview the client to identify and know their concern regarding the error/s to be corrected in their document (COLB/COM/COD).	None	10 mins.	Administrative Assistant I Registration Officer I Registration Officer II MCR



2.	Verify the supporting documents being submitted by the client in regards to correctness, consistency and veracity of the documents.	None	30 mins.	Administrative Assistant I Registration Officer I Registration Officer II MCR
3. Client pays the required fees at the MTO	Order of Payment	Filing Fee: Correction of Clerical Error - P1,000.00 Change of First Name, Correction of Gender, Day and Month Of Birth - P3,000.00 Migrant Petition: Service Fee P500.00 for CCE. CFN/ RA 10172 Filling fee- 1,000 If client is indigent: NO filling fee	5 mins.	MTO Collection Officer
4. Give Official Receipt to the staff	Prepare the Petition for Correction of Clerical Error address to PSA Quezon City pursuant to R.A. 9048 and R.A. 10172	None	20 mins	Administrative Assistant I Registration Officer I Registration Officer II MCR
5.	For Change of First Name, Correction of Gender, Day and/or Month of Birth petitions: Instruct the client to have the petition published in a local newspaper of general circulation for 2 consecutive weeks.	None	5 mins.	Administrative Assistant I Registration Officer I Registration Officer II MCR
6.	For Change of First Name, Correction of Gender, Day and/or Month of Birth petitions: After the completion of the Publication in the newspaper validate the entries in the newspaper clippings	None	5 mins.	Administrative Assistant I Registration Officer I Registration Officer II MCR
7.	After the completion of 10 days posting and the completion of two consecutive weeks publication for petitions that requires newspaper publication, the client will mail the petition to PSA Quezon City for approval. Advise the client to wait for the OCRG's decision, usually 2 to 4 months.	None	10 mins.	Administrative Assistant I Registration Officer I Registration Officer II MCR
8.	Upon receiving the Action Taken by the OCRG If the decision of the OCRG is AFFIRMED, prepare the	None	30 mins.	Administrative Assistant I Registration Officer I



	Certificate of Finality and annotate the necessary corrections on the document and record the corrections in the Record Book of Certificate of Live Birth/Marriage/Death of the client subject for corrections in the remarks column. If the decision of the OCRG is IMPUGNED, comply with the observations/suggestions of the OCRG and the client will mail the Motion for Reconsideration to the PSA Quezon City and wait again for the decision of the OCRG.			Registration Officer II MCR
9. The client will mail the Certificate of Finality and will wait for 1 to 2 months for the Annotated Birth/ Marriage/Death Certificate in security paper copy.		None	10 mins.	Registration Officer II MCR
TOTAL:		P1000 - For CCE (RA 9048) P3000 - For CFN and CCE (RA 10172)	For Petition of Corrections: 30-1 Hr & 15 mins. 10 days posting OCRG'S Decision: 2-4 months. For Certificate of Finality: 30-40 mins.	

7. LEGITIMATION OF ILLEGITIMATE CHILD THROUGH SUBSEQUENT MARRIAGE OF THE PARENTS

Office or Division:	LOCAL CIVIL REGISTRAR'S OFFICE			
Classification:	Complex Transaction			
Type of Transaction:	G2G (Govt. to Govt.)/ G2C (Govt. to Client)			
Who may avail:	Private persons			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requirements: - Joint Affidavit of Legitimation of parents - Latest PSA copy of COLB - Marriage Certificate of parents (PSA copy) - Affidavit of Admission of Paternity if Child was not acknowledged when it was registered - Advisory on Marriages of both parents (PSA copy)		<ul style="list-style-type: none">➤ Notary Public/ Public Attorney➤ PSA➤ PSA➤ Notary Public/ Public Attorney➤ PSA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES SING TIME	PERSON RESPONSIBLE



1. Approach LCR personnel for submission of the requirements.	Interview and review the documents submitted by the client.	None	10 mins.	Administrative Assistant I Registration Officer I Registration Officer II MCR
2. Client pays the required fees at the MTO	Order of Payment	Legitimation Fee P250.00 plus Certified Photocopy P100.00 + P30.00 DST (per copy)	5 mins.	MTO Collection Officer
3. Give Official Receipt to the staff	Record the Legitimation in the Record Book of Legal Instruments and prepare certification. Update the registry book of Birth in the remarks column, annotate the Certificate of Live Birth, and endorsed to PSA Quezon City	None	30 mins.	Administrative Assistant I Registration Officer I Registration Officer II MCR
4. The client will mail the Annotated Certificate of Live Birth of their Child and wait for 1-2 months for the copy of Annotated Certificate of Live Birth in security paper.		None	1-2 months.	Registration Officer II MCR
TOTAL		Legitimation Fee – P250.00 Certified Photocopy - P100.00 + P30.00 DST (per copy)	30–55 mins.	

8. PREPARATION OF ANNOTATED BIRTH CERTIFICATE OF AN ILLEGITIMATE CHILD WITH AAP/AUSF



Office or Division:	LOCAL CIVIL REGISTRAR'S OFFICE			
Classification:	Complex Transaction			
Type of Transaction:	G2G (Govt. to Govt.)/ G2C (Govt. to Client)			
Who may avail:	Private persons			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Child born on or after March 19, 2004 -Certificate of Live Birth (PSA copy) -Affidavit of Admission of Paternity -Affidavit to Use the Surname of the Father Child born on August 3 1988 to March 18, 2004 -a petition may be filed in court in order to use the surname of the father		➤ PSA ➤ Notary Public/ Public Attorney ➤ Notary Public/ Public Attorney		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach LCR personnel for submission of the requirements.	Interview the client and review the documents.	None	10 mins.	Administrative Assistant I Registration Officer I Registration Officer II MCR
2. Client pays the required fees at the MTO	Order of Payment	Acknowledgement Fee – P 100.00 AUSF Fee - 100.00 Certified Photocopy - P100.00 + P30.00 DST	5 mins.	MTO Collection Officer
3. Give Official Receipt to the staff	Record the AAP/AUSF in the Record Book of Legal Instruments and prepare certification. Update the Registry Book of Birth in the remarks column, annotate the Child's Certificate of Live	None	30 mins.	Administrative Assistant I Registration Officer I Registration Officer II MCR



	Birth, and endorsed to PSA Quezon City.			
4. The client will mail the Annotated Certificate of Live Birth of their Child and wait for one-two months for the copy of Annotated Certificate of Live Birth in security paper coming from PSA.		None	10 mins.	Registration Officer II MCR
TOTAL		Acknowledgement Fee - P 100.00 AUSF Fee - 100.00 Certified Photocopy - P100.00 + P30.00 DST	30–55 mins. Annotated Birth Certificate 1-2 months	

9. REGISTRATION/ANNOTATIONS OF COURT DECISIONS

Office or Division:	LOCAL CIVIL REGISTRAR'S OFFICE			
Classification:	Complex Transaction			
Type of Transaction:	G2G (Govt. to Govt.)/ G2C (Govt. to Client)			
Who may avail:	Private persons			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
-Original and certified photocopies of Court decision -Certificate of Finality -Entry of Judgement -PSA Copy of Birth/ Marriage/ Death		➤ RTC where the petition filed ➤ RTC where the petition filed ➤ RTC where the petition filed ➤ PSA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Approach LCR personnel for submission of the requirements.	Interview the client and review the submitted documents -6 sets of certified photocopies of the documents if the	None	10 mins.	Administrative Assistant I Registration Officer I Registration Officer II MCR



	court is located in Lingayen and the COLB/COM/COD is registered in other City/Municipality - 4 sets of certified photocopies of the documents if the COLB/COM/COD is registered in Lingayen			
2. Client pays the required fees at the MTO	Order of Payment	Registration of Court Decree Annulment of Marriage - P300.00 Adoption - P250.00 Legal Separation - P300.00 Naturalization - P400.00 Change of Name - P250.00 Certified Photocopy - P100.00 + P30.00 DST (per copy)	5 mins.	MTO Collection Officer
3. Give Official Receipt to the staff	Decisions coming from courts located in Lingayen and the COLB/COM/COD is registered in other City/Municipality: Record the decisions in the Record Book of Court Decrees and issue Certifications. Decisions coming from courts located in Lingayen and the COLB/COM/COD is registered in Lingayen: Record the decisions in the Record Book of Court Decrees, issue Certifications, annotate the decisions	None	60 mins.	Administrative Assistant I Registration Officer I Registration Officer II MCR



	in the COLB/COM/COD and record the decisions in the Registry Book of the COLB/COM/COD in the remarks column. Decisions coming from courts located in other City/Municipality and the COLB/COM/COD is registered in Lingayen: Annotate the decisions in the COLB/COM/COD and record the decisions in the Registry Book of COLB/COM/COD in the remarks column.			
4.	Endorse to PSA Quezon City the Civil Registry document/s and advice the client to wait for 1 to 2 months for the copy of the annotated COLB/COM/COD PSA copy.	None	10 mins.	Registration Officer II MCR
TOTAL	Registration of Court Decree Annulment of Marriage - P300.00 Adoption - P250.00 Legal Separation - P300.00 Naturalization - P400.00 Change of Name - P250.00 Certification- P100 Certificate of Authenticity- P100 Certified Photocopy - P100.00 + P30.00 DST (per copy)		1 hr.–1 hr. & 25 mins.	

10. ENDORSEMENT OF THE REGISTRY RECORD TO THE CIVIL REGISTRAR GENERAL (PSA)

Office or Division:	LOCAL CIVIL REGISTRAR’S OFFICE
Classification:	Simple Transaction
Type of Transaction:	G2G (Govt. to Govt.)/ G2C (Govt. to Client)
Who may avail:	Private persons
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



Negative/ Blurred Copy of the Civil Registry Document from the PSA - Birth Certificate - Marriage Certificate - Death Certificate		➤ PSA ➤ PSA ➤ PSA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Approach LCR personnel for submission of the requirements.	Interview the client and review the documents.	None	5 mins.	Administrative Assistant I Registration Officer I Registration Officer II
2. Client pays the required fees at the MTO	Order of Payment	Fee P100.00 +P30.00 DST	5 mins.	MTO Collection Officer
3. Give Official Receipt to the staff	Prepare the necessary Civil Registry documents COLB/COM/COD for endorsement.	None	20 mins.	Administrative Assistant I Registration Officer I Registration Officer II MCR
4.	Endorse to PSA the Civil Registry documents and advice the client to wait for 1 to 2 months for the positive/clear copy of the documents COLB/COM/COD from PSA.	None	10 mins.	Registration Officer II MCR
TOTAL		Fee P100.00 +P30.00 DST	15–40 mins.	

11. ISSUANCE OF SUPPLEMENTAL REPORT

Office or Division:	LOCAL CIVIL REGISTRAR'S OFFICE		
Classification:	Simple Transaction		
Type of Transaction:	G2C (Govt. to Client)		
Who may avail:	Private persons		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	



Latest PSA Copy of COLB/COM/COD - Affidavit of Supplemental Report executed by the owner of the document of legal age or by parents if the owner of the document is minor -Baptismal Certificate /Voter's Registration (COLB) -Church Certification for Death Certificate (COD) -Marriage certificate (Affidavit of husband and wife) (COM)		<div>➤ PSA</div> <div>➤ Notary Public/ Public Attorney</div> <div>➤ Church/ Comelec</div> <div>➤ Church</div> <div>➤ Notary Public/ Public Attorney</div>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach LCR personnel for submission of the requirements.	Interview the client and review the documents.	None	5 mins.	Administrative Assistant I Registration Officer I Registration Officer II
2. Client pays the required fees at the MTO	Order of Payment	Fees: P100.00 +P30.00 DST	5 mins.	MTO Collection Officer
3. Give Official Receipt to the staff	Prepare the annotations of necessary Civil Registry document/s for the Supplemental Report of COLB/COM/COD for endorsement.	None	15 mins.	Administrative Assistant I Registration Officer I Registration Officer II MCR
4.	Update the registry book of Birth/Marriage/Death in the remarks column	None	5 mins.	Administrative Assistant I Registration Officer I Registration Officer II MCR
5.	Endorse to PSA the Civil Registry documents and advice the client to wait for 1 to 2 months with the annotations of supplemental report of the documents COLB/COM/COD from PSA.	None	10 mins.	Registration Officer II MCR



TOTAL	Fee P100.00 +P30.00 DST	20–40 mins.	
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12. REGISTRATION OF FOUNDLING/ABANDONED CHILDREN

Office or Division:		LOCAL CIVIL REGISTRAR'S OFFICE		
Classification:		Complex Transaction		
Type of Transaction:		G2C (Govt. to Client)		
Who may avail:		Private persons		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none">- Certification issued by the concerned Barangay Captain or Police Blotter Report- Affidavit of the Finder- Affidavit of 2 disinterested persons- Certification from MSWD			<ul style="list-style-type: none">➤ Barangay Hall/ Police Station➤ Notary Public/ Public Attorney➤ Notary Public/ Public Attorney➤ MSWD	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESsing TIME	PERSON RESPONSIBLE
1. Approach LCR personnel for submission of the requirements and fill up the form	Interview the client and review the document/s subject for registration.	None	5 mins.	Administrative Assistant I Registration Officer I
2. Wait for the printed Certificate of Foundling	Encode and print Certificate of Foundling and let the concerned signatories signed the documents	None	15 mins	Job Order Administrative Assistant I Registration Officer I
3.	Assigned registry number and record the document in the Registry Book of Foundling	None	5 mins.	Registration Officer II MCR
4. Receive the registered Certificate of Foundling	Release the registered document duly signed by the MCR or his duly authorized signatories Note: The client may request for an advance endorsement to the PSA for the issuance of the document in the security paper(optional)	None	3 mins.	Registration Officer II MCR
TOTAL		No Fees	15–28 mins.	



Republic of the Philippines
MUNICIPALITY OF LINGAYEN
Province of Pangasinan

Citizen's Charter

EASE OF DOING BUSINESS & EFFICIENT GOVERNMENT
Service Delivery Act of 2018
Republic Act no. 11032

MUNICIPAL ASSESSOR'S OFFICE



1. ISSUANCE OF NEW TAX DECLARATION FOR NEWLY CONSTRUCTED HOUSE/BUILDING& OTHER STRUCTURES; NEWLY INSTALLED MACHINERIES

Office or Division:		ASSESSOR’S OFFICE		
Classification:		Complex Transaction		
Type of Transaction:		G2G (Govt. to Govt.)/ G2C (Govt. to Client)/ G2B (Govt. to Business)		
Who may avail:		All government entity; Private persons; Business Owners		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none">Owner’s written request for inspection/assessmentTax Declaration of land where the building is constructed; where the machinery is installedBuilding permit and building plan; Certificate of occupancySworn declaration of the owner (for machinery)Photocopy of ID (Owner or Authorized representative)		<ul style="list-style-type: none">Property OwnerOwner’s copy/ Municipal Assessor’s OfficeMunicipal Engineering Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Evaluate submitted documents	Request documents for Evaluation	None	5-7 mins.	Local Assessment Operation Officer II Local Assessment Operation Officer I Administrative Assistant I Assessment Clerk II Administrative Aide IV Administrative Aide III
2. Conducts Ocular inspection	Inspection of the building/ building & machineries	P100.00 for inspection fee (Municipal Revised Revenue Code Ordinance No. 49 s.2017)	Variable time	Municipal Assessor Tax Mapper I Any available Staff
3. Forwards documents to computer operator who prepares and prints specific documents requested. Prepare FAAs	Documents forwarded to the computer operator for preparation of FAAS	None	Variable time	Local Assessment Operation Officer II Local Assessment Operation Officer I Administrative Assistant I Assessment Clerk II Administrative Aide IV
4. Forward to tax mapping division for the assignment of PIN	Assignment of property Identification Number	None	Variable Time	Tax Mapper I
	Preparation of FAAS	None	Variable time	Local Assessment Operation Officer II Local Assessment Operation Officer I



5. Forward FAAs to assessment clerk or computer operator for the preparation of new tax declaration				Administrative Assistant I Assessment Clerk II Administrative Aide IV
6. Signing / Approval of prepared documents	Municipal Assessor signs the approved documents		3 mins.	Municipal Assessor
7. Assigns ARP number and records entry in the logbook and releases the document	Indicate ARP No. on the Tax Declaration		5-10 mins.	Local Assessment Operation Officer II Local Assessment Operation Officer I Administrative Assistant I Assessment Clerk II Administrative Aide IV Administrative Aide III

2. ISSUANCE OF CERTIFIED TRUE COPY OF TAX DECLARATION / CERTIFICATIONS (WITH OR NO IMPROVEMENTS/ LANDHOLDINGS/ NO PROPERTY, ET AL.)

Office or Division:	ASSESSOR'S OFFICE			
Classification:	Simple Transaction			
Type of Transaction:	G2G (Govt. to Govt.)/ G2C (Govt. to Client)/ G2B (Govt. to Business)			
Who may avail:	All government entity; Private persons; Business Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none">Title (for titled properties)Mode of Acquisition (Sale, Donation, Quitclaim, other modes of conveyances duly notarized)Certificate Authorizing RegistrationTransfer Tax, Sales tax, Updated or latest Real Property Tax receipt/ Tax ClearanceApproved subdivision plan/Sketch PlanCommunity Tax Certificate		<ul style="list-style-type: none">Register of Deeds (LRA)Property Owner (Notary Public)Bureau of Internal Revenue (BIR)Municipal Treasurer's Office /Owner's CopyPrivate Surveyor/Licensed Geodetic EngineerMunicipal Treasurer's Office/Owner's Copy		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Evaluates/verifies documents	The Staff requires documents	None	5 mins.	ANY AVAILABLE STAFF
2. Instruct client to present the payment slip to the Municipal Treasurer's Office and pay the required fees	Client to pay require fees	P100.00 for certification fee plus P30.00 Documentary Stamp (Municipal Revised Revenue Code Ordinance No. 49 s.2017)	5 mins.	ANY AVAILABLE STAFF



3. Encoding of Certification	Computer operator encodes documents	None	5-10 mins.	ANY AVAILABLE STAFF
4. Signs and approves Certification	Municipal Assessor/Local Assessment Operation officer II signs the approved certification	None	3 mins.	Municipal Assessor/ Local Assessment Operation Officer II
5.Records and releases document	Staff releases documents	None	5-10 mins	ANY AVAILABLE STAFF

3. ISSUANCE OF NEW TAX DECLARATION (TRANSFER OF OWNERSHIP; CORRECTION OF AREA, LOT NUMBER & BOUNDARIES; UPDATE BASED ON TITLE, ET AL.)

Office or Division:	ASSESSOR’S OFFICE			
Classification:	Simple Transaction			
Type of Transaction:	G2G (Govt. to Govt.)/ G2C (Govt. to Client)/ G2B (Govt. to Business)			
Who may avail:	All government entity; Private persons; Business Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none">Owner’s written request for issuanceSPA (for authorized representative)Photocopy of ID (Owner or Authorized representative) <i>For Transfer of Ownership:</i> <ul style="list-style-type: none">Cert. Authorizing Registration (CAR)Documents (Deed of Conveyance)Official Receipts of Sales/Transfer taxLatest payment of RPT/Tax Clearance <i>For Correction of Area, Lot number or Boundaries:</i> <ul style="list-style-type: none">Subdivision/Sketch plan (2 copies of blueprint) <i>For Updating of TD based on Title (TCT/OCT/KOT):</i> <ul style="list-style-type: none">Documents (Deed of Conveyance)OCT/TCT/KOTLatest payment of RPT/Tax Clearance <i>NOTE: All documents/papers presented should be photocopied (2 copies each)</i>		<ul style="list-style-type: none">Property OwnerBureau of Internal Revenue (BIR)Provincial Treasurer’s OfficeMunicipal Treasurer’s OfficeLicensed Geodetic EngineerOwner’s copyMunicipal Treasurer’s Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Evaluate submitted documents	Staff examine documents	None	5-7 mins.	Local Assessment Operation Officer II Local Assessment Operation Officer I Administrative Assistant I Assessment Clerk II Administrative Aide IV Administrative Aide III
2. Verify if subject property is updated in tax payments	Required updated RPT receipt	None	5 mins	Municipal Treasurer’s Office



3. Issue order of payment and process the payment for the assessment fee upon receipt of the complete documents or advice client to submit deficiencies if incomplete	Prepare order of payment and payment slip	P100.00 for assessment fee (Municipal Revised Revenue Code Ordinance No. 49 s.2017)	5 mins	ANY AVAILABLE STAFF
4. Record the document in the logbook and assign corresponding entry number	See if document is complete	None	3 min.	Local Assessment Operation Officer II Local Assessment Operation Officer I Administrative Assistant I Assessment Clerk II Administrative Aide IV Administrative Aide III
5. Forward to assessment clerk for the preparation of FAAs Forward to tax Mapping Division for recording in the TCMR and/or assignment of PIN number in case of new tax declaration	Assessment Clerk prepares FAAS	None	1-2 hours	Local Assessment Operation Officer II Local Assessment Operation Officer I Administrative Assistant I Assessment Clerk II Administrative Aide IV Administrative Aide III
6. Conduct field verification if needed	Staff conduct field verification	P100.00 for field inspection fee (Municipal Revised Revenue Code Ordinance No. 49 s.2017)	Variable time	Municipal Assessor/ Tax Mapper I Or any available staff
7. Tax mapping division forwards the FAAs to computer operator for printing of Tax declaration who encodes FAAs and records in system generated tax declaration number. Cancels hard copy. Prepared tax declaration is verified and forwarded to signatories for review and approval	Staff prints Tax Declaration	None	30 mins. to 1 hour	Local Assessment Operation Officer II Local Assessment Operation Officer I Administrative Assistant I Assessment Clerk II Administrative Aide IV Administrative Aide III
8. Signing/ Approval of prepared documents	Municipal Assessor signs the approved documents	None	3 mins.	Municipal Assessor
9. Releases duly approved tax declaration	Staff releases the Tax Declaration	None	5 mins.	ANY AVAILABLE STAFF



4. ANNOTATION OR CANCELLATION OF MORTGAGE AND OTHER ENCUMBRANCES ON TAX DECLARATION

Office or Division:		ASSESSOR’S OFFICE		
Classification:		Simple Transaction		
Type of Transaction:		G2G (Govt. to Govt.)/ G2C (Govt. to Client)/ G2B (Govt. to Business)		
Who may avail:		All government entity; Private persons; Business Owners		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none">Documents of Real Estate Mortgage/CancellationRPT receiptOwner’s copy/ Photocopy of Tax Declaration		<ul style="list-style-type: none">Mortgagor, Mortgagee, Bank, Companies & other entity		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Evaluates / Verifies documents	Staff evaluates documents	None	5 mins.	Local Assessment Operation Officer II Local Assessment Operation Officer I Administrative Assistant I Assessment Clerk II Administrative Aide IV Administrative Aide III
2. Instruct client to present the payment slip to the Municipal Treasurer’s Office and pay required fees.	Clients pays at the Municipal Treasurer’s Office	Fees depends upon the amount of loan	5 mins.	Local Assessment Operation Officer II Local Assessment Operation Officer I Administrative Assistant I Assessment Clerk II Administrative Aide IV Administrative Aide III
3. Encoding of Certification	Staff encode annotation	None	5 mins.	Local Assessment Operation Officer II Local Assessment Operation Officer I Administrative Assistant I Assessment Clerk II Administrative Aide IV
4. Signs and approves Cancellation	Municipal Assessor signs the approved cancellation	None	3 mins.	Municipal Assessor/ Local Assessment Operation Officer II
5. Records and releases document	Staff record documents	None	3 mins.	ANY AVAILABLE STAFF

5. APPLICATION FOR CERTIFICATE OF ZONING COMPLIANCE / ZONING CLEARANCE

A. ISSUANCE OF ZONING CERTIFICATE FOR NEW BUSINESS

Office or Division:		ASSESSOR’S OFFICE		
Classification:		Simple Transaction		
Type of Transaction:		G2G (Govt. to Govt.)/ G2C (Govt. to Client)/ G2B (Govt. to Business)		
Who may avail:		All government entity; Private persons; Business Owners		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		



<ul style="list-style-type: none">Duly Accomplished Application FormBusiness Name Registration<ul style="list-style-type: none">Single Proprietorship (DTI)Partnership/Corporation (SEC)Cooperative (CDA)Homeowners’ Association (HLURB)Barangay Clearance for BusinessProof of Right over the lot/property where business is locatedCommunity Tax Certificate (Cedula) Other Requirements:Notarized Affidavit of UndertakingAuthorization Letter w/ photocopy of valid IDs of the owner and representativeMarket Certification for Stall Holders/Tenants at Lingayen Public MarketHomeowners’ Association Clearance for businessCertification from Building AdminFranchise Agreement		<ul style="list-style-type: none">Licensing OfficeDepartment of Trade and Industry (DTI)Security of Exchange and Commission (SEC)Cooperative Development Authority (CDA)Housing and Land Use Regulatory Board (HLURB)Respective BarangayOwners Copy / Lease ContractMunicipal Treasurer’s OfficeMunicipal Market and Slaughterhouse		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Instruct client to submit required documents for evaluation / examination	Evaluate submitted documents	None	3-5 mins.	Local Assessment Operation Officer II Administrative Assistant I Administrative Aide IV
	Inspect site if necessary	P100.00 for field inspection fee (Municipal Revised Revenue Code Ordinance No. 49 s.2017)	Variable	ANY AVAILABLE STAFF
	Process the application	None	5 mins.	Local Assessment Operation Officer II Administrative Assistant I Administrative Aide IV
	Approve and signs application	None	3 mins.	Municipal Assessor
	Records and release application	None	2 mins.	ANY AVAILABLE STAFF

B. **ISSUANCE OF LOCATIONAL CLEARANCE / ZONING COMPLIANCE CERTIFICATE**

Office or Division:	ASSESSOR’S OFFICE
Classification:	Highly Technical Transaction
Type of Transaction:	G2G (Govt. to Govt.)/ G2C (Govt. to Client)/ G2B (Govt. to Business)
Who may avail:	All government entity; Private persons; Business Owners
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



<ul style="list-style-type: none">• Three (3) copies of duly accomplished and notarized Application Form• Two (2) copies of any of the following requirements relative to the Rights Over Land• Vicinity Map• Site Development Plan• Environment Compliance Certificate / Certificate of Non-Compliance (ECC / CNC) from DENR OfficeOther Requirements:• For manufacturing Projects <i>Products manufactured or stored</i> <i>Average production output/capacity per day/week/month;</i> <i>Types and volume of raw materials/chemicals used</i> <i>Industrial wastes and plans for pollution control</i> <i>Description of process flow or manufacturing processes;</i> <i>Manpower requirements</i>• Copies of Bill of Materials and Construction Equipment (where applicable) signed and sealed by Civil Engineer/Architect/Owner• Specifications (signed & sealed by Civil Engineer/Architect/Owner)<ul style="list-style-type: none">a. <i>Locational Plan/Vicinity Map, Site Development Plan, Perspective (sheet#1) with Geodetic Engineer</i> <i>Certification of Non-encroachment to adjacent/adjoining properties.</i>b. <i>1 set Building Plans</i>• For applications filed by authorized representative; Sworn Special Power of Attorney for the representative to file/follow-up application, and to claim decision on the application.• Other additional documents as may be needed for projects of national significance which require a more exhaustive evaluation.• <i>For Commercial Projects – ECC/NCC shall be required for four (4) storeys and above</i> <i>Note: Special projects like wireless communication services, funeral establishments, memorial parks, and cemeteries, market poultry and piggery, and gasoline stations, as well as hospitals, among others, will require LZBAA Resolution, placing them under the high technical transaction classification. Other transactions are classified as <u>complex transactions</u>.</i>		<ul style="list-style-type: none">• Municipal Assessor’s Office• Owners Copy• Architect / Engineer / Owner• Department of Environment and Natural Resources• Owners Copy• Owners Copy / Architect / Civil Engineer• Owners Copy• Department of Environment and Natural Resources• Local Zoning Board of Adjudication and Appeals (LZBAA)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Zoning Administration Office.	Issues checklist of requirements and application form/s and ask the client to fill-up the application form.	None	5 mins.	Municipal Assessor Administrative Assistant I Administrative Aide IV



2. Fill-up the required application form/s	Provides assistance while client fills-up the application form.	None	5 mins.	Municipal Assessor Administrative Assistant I Administrative Aide IV
3. Submit duly accomplished form with the necessary documents for evaluation of Zoning Officer a. If requirements are complete, get schedule for site inspection b. If requirements are not complete, inquire to the Zoning Officer about the lacking documents	Receives and evaluates duly accomplished application form/s and other supporting documents. Set schedule for site inspection. Advises the client on the lacking supporting documents	None	10 mins. Site Inspection – Variable Time <i>average of one day (depending on the distance travel)</i>	Municipal Assessor Municipal Assessor
4. Bring receipt of notice that results are already available, proceed to Zoning Administration Office then present the notice.	Conducts inspection. Informs the client of the availability of results of the evaluation.	None	1 hour	Municipal Assessor
5. Proceed to the Zoning Administration Office then present the notice. a. If everything is in order, secure order of payment. Pay at the Municipal Treasurer's Office. b. If needed requirements are not met, seek directions from the Zoning Administrator	Confirms the result of the final evaluation. Issues order of payment and informs client of the next step. Advises the client of the appropriate actions to be taken up.	IMPOSITION OF FEE: <i>There shall be collected zoning fee for the issuance of Certificate of Zoning Compliance/ Locational Clearance/Zoning Clearance from person/entities required to secure the same, computed based on the total project cost/capital investment. (Zoning Ordinance)</i>	10 mins.	Municipal Assessor Administrative Assistant I Administrative Aide IV Municipal Assessor
6. Present to the Zoning Administration Office the proof of payment	Checks or verifies the proof of payment/receipt presented	None	10 mins.	Administrative Assistant I Administrative Aide IV



Wait for the Approved Application for Locational Clearance	Approve and signs application Issues Approved Application for Locational Clearance			Municipal Assessor Administrative Assistant I Administrative Aide IV
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MUNICIPAL AGRICULTURE OFFICE



1. Provision of Technical Assistance

Provision of Technical Assistance on Rice, Corn and Crops Production

Office	Office of the Municipal Agriculturist			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Group of Farmers, Women and Youth.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request		Municipal Agriculture Office		
Resolution		Requesting individual/group		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client’s logbook	Verify identification and needs of client	None	3 minutes	Bejie Dela Cruz <i>Agriculturist II</i> Jimmerick T. Melchor <i>Administrative Aide IV</i>
2. Request for Technical Assistance	Receive request letter or walk-in inquiries	None	3 minutes	Bejie Dela Cruz <i>Agriculturist II</i>
2. Prepare for self-Interview	Interview requesting party for walk-in, analyze, situation and refer the matter to Municipal Agriculturist	None	20mins	Dr. Rodolfo E. Dela Cruz <i>Municipal Agriculturist</i>
3. Acquire communication	1.1Prepare a written communication if necessary 1.2 Prepare written communication 1.3 Recommend or implement immediate action	None	15mins	Dr. Rodolfo E. Dela Cruz <i>Municipal Agriculturist</i>



2. Acquisition of Farm Mechanization

Provision of Technical Assistance for the availment of farm machineries under farm mechanization program

Office	Office of the Municipal Agriculturist			
Classification:	Complex Transaction			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Group of Farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request		Municipal Agriculture Office		
Resolution		Requesting group		
MOA				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client’s logbook	Verify identification and needs of client/s	None	3 minutes	Bejie Dela Cruz <i>Agriculturist II</i> Jimmerick T. Melchor <i>Administrative Aide IV</i>
2. Send letter of intent citing the needs	Replies to the requesting client.	None	1 hour	
3. Accomplishing project proposal, certification of registration from SEC/CDA, Endorsement letter from MAO/CAO/PAO, latest audited financial statement of the association, endorsement letter form MAFC FA/IA.RBO Farmers Profile List of Officers/ Member with corresponding areas and signature and photos of existing shed	Creating Resolution stating its need for the equipment and its capacity to manage, operate and maintain the equipment	None	6days	Joey V. Manuel <i>Agricultural Technologist</i> Bejie Dela Cruz <i>Agriculturist II</i> Dr. Rodolfo E. Dela Cruz <i>Municipal Agriculturist</i>
4. Complies the requirement MOA signing	1.1 Prepare for MOA Signing 1.2 Awarding of Farm Machineries	None	1 day	Dr. Rodolfo E. Dela Cruz <i>Municipal Agriculturist</i>



3. Conduct of farmers classes and farm visitation

Availment of Production Technologies through conduct of seminars, training, and field validation.

Office	Office of the Municipal Agriculturist			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Group of Farmers, women, youth.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Proposal		Municipal Agriculture Office		
Letter of intent		Requesting group		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client’s logbook	Verify identification and needs of client/s	None	3 minutes	Bejie Dela Cruz <i>Agriculturist II</i> Jimmerick T. Melchor <i>Administrative Aide IV</i>
2. Letter of intent/ purpose of visit	Interview, validate, analyse, and planned for training	None	1 hour	Any Assigned Agricultural Technologist and concerned banner
3. Accompany the concerned Agricultural Technologist for ocular inspection, validation, and examination	Conduct ocular inspection and management	None	2 hours	Any Assigned Agricultural Technologist and concerned banner
4. Received recommendation/ Prescription	Give recommendation/ prescription	None	5 mins	Any Assigned Agricultural Technologist and concerned banner

4. Distribution of Vegetable Seeds

Availment of Vegetable Seeds for Planting Material.

Office	Office of the Municipal Agriculturist
Classification:	Simple Transaction
Type of Transaction:	Government to Citizens (G2C)
Who may avail:	Group of Farmers, women, youth.



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter		Municipal Agriculture Office		
One valid ID		Requesting group		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client’s logbook	Verify identification and needs of client/s	None	3 minutes	Bejie Dela Cruz <i>Agriculturist II</i> Jimmerick T. Melchor <i>Administrative Aide IV</i>
2. Letter of request/ Fill up request form at Municipal Agriculture Office	Received request letter for the client	None	5 mins	Bejie Dela Cruz <i>Agriculturist II</i>
3. Accompany site assessment and evaluation for the recommending seeds	Conduct ocular inspection and recommendation	None	2 hours	Bejie Dela Cruz <i>Agriculturist II</i>
4. Claim vegetable seeds	Carry out signing in logbook and necessary forms	None	15 mins	Bejie Dela Cruz <i>Agriculturist II</i>

5. Conduct of Meetings, Forum and Information Dissemination

Availment of Productive Information through forums, meetings, information Education Campaign.

Office	Office of the Municipal Agriculturist			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Group of Farmers, women, youth, students, NGO, Meat vendors.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter		Municipal Agriculture Office		
Proposal letter		Requesting group		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client’s logbook	Verify identification and needs of client/s	None	3 minutes	Bejie Dela Cruz <i>Agriculturist II</i> Jimmerick T. Melchor <i>Administrative Aide IV</i>



2. Letter of request at Municipal Agriculture Office	Received request letter for the client	None	5 mins	Bejie Dela Cruz <i>Agriculturist II</i> Jimmerick T. Melchor <i>Administrative Aide IV</i>
3. Address concern in MA, AT's and associate in planning process	Conduct ocular inspection and recommendation	None	2 hours	Dr. Rodolfo E. Dela Cruz <i>Municipal Agriculturist</i> Any Assigned Agricultural Technologist
4. Accompany MA, AT's in Meeting and Forum	Administer forums, meetings, information Education Campaign.	None	5 hours	Dr. Rodolfo E. Dela Cruz <i>Municipal Agriculturist</i> Any Assigned Agricultural Technologist

6. Conduct of Artificial Insemination
Availment of technical services of large animals.

Office	Office of the Municipal Agriculturist			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Livestock Raiser.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter		Municipal Agriculture Office		
Vaccination book		Requesting individual/group		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client's logbook	Verify identification and needs of client/s	None	3 minutes	Armando R. Cruz <i>Agricultural Technologist</i> Jimmerick T. Melchor <i>Administrative Aide IV</i>
2. Letter of request at Municipal Agriculture Office	Received request letter for the client	None	5 mins	Jhun Mercury Cocal <i>AI Technicain</i>
3. Accompany on conduction of animal insemination	Conduct Artificial Insemination	None	30 mins	Jhun Mercury Cocal <i>AI Technicain</i>



4. Signing on necessary forms and logbook	Carry out signing in logbook and secure necessary forms	None	5 mins	Jhun Mercury Cocal <i>AI Technicain</i>

7. Accommodates Veterinary Consultation

Availment of free consultation for their animal concern.

Office	Office of the Municipal Agriculturist			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Pet Owners, Livestock Raiser.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
		Municipal Agriculture Office		
		Requesting individual/group		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client’s logbook	Verify identification and needs of client/s	None	3 minutes	Armando R. Cruz <i>Agricultural Technologist</i> Jimmerick T. Melchor <i>Administrative Aide IV</i>
2. Fill up request form at Municipal Agriculture Office	Received request letter for the client	None	5 mins	Dr. Rodolfo E. Dela Cruz <i>Municipal Agriculturist</i> Dr. Jelino M. Escaño <i>Veterinarian I</i>
3. accompany on conduction of animal health assessment	1.1 Interview of the history of illness 1.2 Conduct Consultation	None	15mins	Dr. Rodolfo E. Dela Cruz <i>Municipal Agriculturist</i> Dr. Jelino M. Escaño <i>Veterinarian I</i>
4. Signing on necessary forms and logbook	Carry out signing in logbook and secure necessary forms	None	5 mins	Dr. Rodolfo E. Dela Cruz <i>Municipal Agriculturist</i> Dr. Jelino M. Escaño <i>Veterinarian I</i>

8. Conduct Massive Vaccination

Availment of free technical service like Rabies Vaccination of Dogs.

Office	Office of the Municipal Agriculturist
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Classification:	Simple Transaction			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Pet Owners, Livestock Raiser.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
		Municipal Agriculture Office		
		Requesting individual/group		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up request form at Municipal Agriculture Office	Received request letter for the client	None	5 mins	Armando R. Cruz <i>Agricultural Technologist</i> Jimmerick T. Melchor <i>Administrative Aide IV</i>
2. Accompany on conduction of animal vaccination	1.1 Interview of the health history and age of animals 1.2 Administer Rabies Vaccination	None	15mins	Dr. Rodolfo E. Dela Cruz <i>Municipal Agriculturist</i> Dr. Jelino M. Escaño <i>Veterinarian I</i>
3. Signing on necessary forms and logbook	Carry out signing in logbook and secure necessary forms	None	5 mins	Dr. Rodolfo E. Dela Cruz <i>Municipal Agriculturist</i> Dr. Jelino M. Escaño <i>Veterinarian I</i> Armando R. Cruz <i>Agricultural Technologist</i>

9. Conduct of Diagnoses and Treatment

Availment of free technical services like treatment of different sick animals.

Office	Office of the Municipal Agriculturist			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Pet Owners, Livestock Raiser.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
		Municipal Agriculture Office		
		Requesting group		



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client's logbook	Verify identification and needs of client/s	None	3 minutes	Armando R. Cruz <i>Agricultural Technologist</i> Jimmerick T. Melchor <i>Administrative Aide IV</i>
2. Fill up request form at Municipal Agriculture Office	Received request letter for the client	None	5 mins	Dr. Jelino M. Escaño <i>Veterinarian I</i> Armando R. Cruz <i>Agricultural Technologist</i>
3. Accompany on conduction of animal treatment	1.1 Interview the history of illness and age of animals 1.2 Perform Animal Treatment	None	1 hour	Dr. Rodolfo E. Dela Cruz <i>Municipal Agriculturist</i> Dr. Jelino M. Escaño <i>Veterinarian I</i>
4. Signing on necessary forms and logbook	Carry out signing in logbook and secure necessary forms	None	5 mins	Dr. Jelino M. Escaño <i>Veterinarian I</i> Armando R. Cruz <i>Agricultural Technologist</i>

10. Issuance of Certificate/Certification

Issuance of Certificate to Farmers Association for the availment of Agricultural machineries

Office	Office of the Municipal Agriculturist			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Farmers, Fisherfolks and Livestock Raisers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Residence Certificate		Municipal Agriculture Office		
SEC/CDA Registration		Requesting group		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client's logbook	1.2 Verify identification	None	3 minutes	Armando R. Cruz <i>Agricultural Technologist</i> Jimmerick T. Melchor



	and needs of client/s			<i>Administrative Aide IV</i>
2. Fill up request form at Municipal Agriculture Office	1.1 Received request letter for the client Verification for bonafide farmers' association in their barangay	None	5 mins	Assigned Agricultural Technologist and concerned banner
3. Wait for the preparation of required certification/s	Accomplishing Farmers Certification	None	5 mins	Assigned Agricultural Technologist and concerned banner
4. Signing on necessary forms and logbook	Carry out signing in logbook and secure necessary forms	None	5 mins	Assigned Agricultural Technologist and concerned banner

11. Issuance of Certificate for Agricultural and Non-Agricultural land

Issuance of Certificate for land conversion on Agriculture and Non Agricultural land.

Office	Office of the Municipal Agriculturist			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Land owner			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Land title		Municipal Agriculture Office		
Any proof of ownership		Requesting group		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client's logbook	Verify identification and needs of client/s	None	3 minutes	Bejie R. Dela Cruz <i>Agriculturist II</i> Jimmerick T. Melchor <i>Administrative Aide IV</i>
2. Fill up request form at Municipal Agriculture Office	1.1 Received request letter for the client 1.2 Verification for land title or	None	5 mins	Dr. Rodolfo E. Dela Cruz <i>Municipal Agriculturist</i> Assigned Agricultural Technologist in concerned barangay



	proof of land ownership			
3. Wait for the preparation of required certification/s	Accomplishing for the certification	None	5 mins	Dr. Rodolfo E. Dela Cruz <i>Municipal Agriculturist</i> Assigned Agricultural Technologist in concerned barangay
4. Signing on necessary forms and logbook	Carry out signing in logbook and secure necessary forms	None	5 mins	Assigned Agricultural Technologist in concerned barangay

12. Distribution of Fingerlings

Availment of Fingerlings for Fish Production and Stocking.

Office	Office of the Municipal Agriculturist			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Fisherfolks.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter		Municipal Agriculture Office		
		Requesting group		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client's logbook	Verify identification and needs of client/s	None	3 minutes	Anthony C. Magalong <i>Agricultural Technologist</i> Jimmerick T. Melchor <i>Administrative Aide IV</i>
2. Letter of request/ Fill up request form at Municipal Agriculture Office	Received request letter for the client	None	5 mins	Anthony C. Magalong <i>Agriculturist II</i> Assigned Agricultural Technologist in concerned barangay
3. Accompany site assessment and evaluation for the recommending fingerlings	Conduct ocular inspection and recommendation	None	2 hours	Anthony C. Magalong <i>Agricultural Technologist</i> Janno J. Bagacina Job Order Assigned Agricultural Technologist in concerned barangay



4. Claim fingerlings	Carry out signing in logbook and necessary forms	None	15 mins	Anthony C. Magalong <i>Agricultural Technologist</i> Janno J. Bagacina Job Order Assigned Agricultural Technologist in concerned barangay
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13. Request for Soil and Water Analysis
For Soil and Water Fertility and Quality.

Office	Office of the Municipal Agriculturist			
Classification:	Complex Transaction			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Farmers and Fisherfolks			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter		Municipal Agriculture Office		
Collection of Soil		Requesting individual/group		
Collection of Water sample				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client’s logbook	Verify identification and needs of client/s	None	3 minutes	Joey V. Manuel <i>Agricultural Technologist</i> Jimmerick T. Melchor <i>Administrative Aide IV</i>
2. Letter of request/ Fill up request form at Municipal Agriculture Office	Received request letter for the client	None	5 mins	Assigned Agricultural Technologist in concerned barangay
3. Accompany site assessment and collection of soil sampling/water sample	1.1 Conduct ocular inspection and soil and water sampling 1.2 Submit to OPAG/Soil and Water Laboratory (BSWM)	None	2 hours	Assigned Agricultural Technologist in concerned barangay
4. Claim the laboratory results to the Municipal Agriculture Office	1.1 Claim to OPAG/Soil and Water Laboratory (BSWM)	None	7 days	Assigned Agricultural Technologist in concerned barangay



	1.2 advise for the recommended fertilizer and solution.			
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14. Availment of Certified Seeds

Availment/distribution of Palay seeds for Farmers

Office	Office of the Municipal Agriculturist			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Farmer			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
RSBSA Registered		Municipal Agriculture Office		
		Requesting individual/group		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client’s logbook	Verify identification and needs of client/s	None	3 minutes	Joey V. Manuel <i>Agricultural Technologist</i> Jimmerick T. Melchor <i>Administrative Aide IV</i>
2. Farmer-Client Service approach	Verification of Farmer registration in the RSBSA master list	None	5 minutes	Joey V. Manuel <i>Agricultural Technologist</i> Jaymee L. Estrada <i>Agricultural Technologist</i>
3. Received the palayseeds.	1.1 Distribution of palayseeds 1.2 Recommend or implement immediate action	None	5 mins	Joey V. Manuel <i>Agricultural Technologist</i> Jaymee L. Estrada <i>Agricultural Technologist</i> Patrick Francis T. Dela Cruz <i>Agricultural Technologist</i>
4. Fill up post master list and client satisfaction feedback	Recommend necessary consultation	None	5 mins	Joey V. Manuel <i>Agricultural Technologist</i> Jaymee L. Estrada <i>Agricultural Technologist</i> Patrick Francis T. Dela Cruz <i>Agricultural Technologist</i>



15. Conduct Fertilizer distribution

Availment/distribution of fertilizer to Farmers for Crop Production to Farmers

Office	Office of the Municipal Agriculturist			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Farmer			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
RSBSA Registered		Municipal Agriculture Office		
		Requesting individual/group		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client’s logbook	Verify identification and needs of client/s	None	3 minutes	Joey V. Manuel <i>Agricultural Technologist</i> Jimmerick T. Melchor <i>Administrative Aide IV</i>
2. Farmer-Client Service approach	Verification of Farmer’s registration in the RSBSA master list	None	5 minutes	Assigned Agricultural Technologist in concerned barangay
3. Received the fertilizer.	Distribution of fertilizer	None	5 mins	Officer in charge
4. Fill up post master lists and client satisfaction feedback.	Recommend necessary application of fertilizer.	None	5 mins	Assigned Agricultural Technologist in concerned barangay

16. Assist Farmers for Crop Insurance Application

Provision of Technical Assistance on registration for Crop Insurance

Office	Office of the Municipal Agriculturist
Classification:	Simple Transaction
Type of Transaction:	Government to Citizens (G2C)



Who may avail:	Farmer, Fisherfolks and Livestock Raisers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
RSBSA Stub		Municipal Agriculture Office		
Valid ID		Requesting individual/group		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up request form at Municipal Agriculture Office	1.1 Received request letter for the client 1.2 Verification for Proof of identification	None	5 mins	Assigned Agricultural Technologist in concerned barangay
2. Fill up PCIC Application form and submit to office one week before sowing	1.1 Accomplishing for the certification 1.2 submit form to PCIC Office	None	3 hours	Assigned Agricultural Technologist in concerned barangay

17. Rice Crop Manager

Provision of Technical Assistance on Fertilizer Recommendation for Rice

Office	Office of the Municipal Agriculturist			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Farmer			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
RSBSA Registered		Municipal Agriculture Office		
Valid ID		Requesting individual/group		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up request form at Municipal Agriculture Office	1.1 Received request letter for the client 1.2 Verification for Bonafide Member of Association	None	5 mins	Assigned Agricultural Technologist in concerned barangay



2. Interview for RCM	1.1Accomplishing for the interview	None	30 mins	Assigned Agricultural Technologist in concerned barangay
3. Accompany on field validation	1.1 Validation on farmer report 1.2 Prepare request Letter and submit to DA- PREC	None	1 day	Assigned Agricultural Technologist in concerned barangay
4. Fill up post master list and client satisfaction Feedback	Securing post master list and client satisfaction Feedback	None	5 mins	Assigned Agricultural Technologist in concerned barangay

18. Issuance of Mayor’s Permit (Motorized & None Motorized BOAT)

Availment of Boats Mayor’s Permit Operation

Office	Office of the Municipal Agriculturist			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Fisherman/Boat Owner			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Maritime Police Clearance (MB old & new)		Maritime Police Office, Bunuan, Dagupan City		
<ul style="list-style-type: none">• Proof of Ownership (New)• MB/NMB admeasurements (New)• Barangay FARMC endorsement (old & new) <i>Noted by: Punong Barangay</i>		MB/NMB owner BFARMC Chairman		
<ul style="list-style-type: none">• Previous MB/MNB Registration (old)• MB whole body picture• 2 x 2 picture of MB/MNB owner		MB/MNB owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of requirements & issuance of Transaction Receipt	Review requirements	None	3-5 mins	Anthony C. Magalong <i>Agricultural Technologist</i> Janno J. Bagacina Job Order
2. Presentation of Transaction receipt and payment of Registration fee	Review transaction receipt	Treasury to identify according to type of gear used	5 – 15 mins	Treasurer’s Office



3. Presentation of OR	Encoding of Registration, Inspection of MB/NMB to be registered	None	10-15 mins	Anthony C. Magalong <i>Agricultural Technologist</i> Janno J. Bagacina Job Order MFARMC Chairman
4. Signing of Registration Papers		None	2-3 mins	Anthony C. Magalong <i>Agricultural Technologist</i> Dr. Rodolfo E. Dela Cruz <i>Municipal Agriculturist</i>
5. Submit registration papers to BPLO	Verify & Release Registration papers to the MB.NMB owner	None	2-3 mins	BPLO Staff



**HUMAN RESOURCE MANAGEMENT
OFFICE**



1. **Employment with the Municipal Government of Lingayen**

Employment opportunities within the Municipal Government of Lingayen are open to all individuals who meet the qualifications for vacant positions. Vacancies are announced through publication at the Civil Service Commission and are prominently displayed in three locations within the Municipality for a period of fifteen days. The Promotion Merit Selection Board (PMSB) Committee oversees the selection process, chaired by the Municipal Mayor for the Executive Branch or the Municipal Vice Mayor for the Legislative Branch. This selection process ensures fairness and adherence to merit-based principles in filling vacancies within the municipal government, promoting efficiency and effectiveness in service delivery.

Office or Division:	Human Resource Management Office			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	All qualified individuals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Letter		Applicant		
Personal Data Sheet		Applicant		
Authenticated Eligibility (if applicable)		Applicant		
Performance Rating (if applicable)		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client logbook		None	5 minutes	HRM Staff
2. Apply/Submit application letter.	Receive the application letter, resume, etc. Review and screen application of applicants if qualified to position applied for or to any other vacant position Indorse the application letter, resume and other credentials to the PSMB for deliberation and interview. Inform/notify applicants who are qualified to the position to be filled-up	None	5 minutes Within a week after the required 15 calendar days publication period.	Ferline P. Aquino Administrative Officer IV (HRMO II) Judy DL. Vargas-Quiocho Chief Administrative Officer Ferline P. Aquino Administrative Officer IV (HRMO II)



2. PREPARATION/ISSUANCE OF APPOINTMENT TO NEWLY HIRED AND PROMOTED EMPLOYEES

Appointments are issued to all qualified applicants who have successfully navigated the rigorous screening process. Permanent employment is granted to individuals who meet or exceed all the minimum requirements of the positions they aspire to fill.

Office or Division:		Human Resource Management Office		
Classification:		Simple Transaction		
Type of Transaction:		Government to Citizens (G2C)		
Who may avail:		Newly Hired and Promoted Employee/s		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal Data Sheet		Applicant		
NBI Clearance		NBI Office		
Medical Certificate		Municipal Health Office		
Transcript of Record		Applicant		
Certificate of Training		Applicant		
Marriage Contract for Married woman		PSA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get Personal Data Sheet (PDS), properly and completely fill-out the form in triplicate	Assist the applicant on how to fill-out the form	None	5 minutes	HRM Staff
2. Submit the duly accomplished form with supporting documents	Receive the duly accomplished form together with the requirements	None	10 minutes	Maria Christina C. Micu <i>Administrative Assistant I</i> (Computer Operator I)
	Review PDS and ensure that form is completely and properly responded, then proceed to check the completeness of other supporting documents	None		
	Prepare & facilitate the signing of the following: <ul style="list-style-type: none">Position Description formCertificate of availability of FundOath of Office	None	1-2 hours (may vary depending on the availability of the signatories)	Municipal Accountant Municipal Mayor



	<ul style="list-style-type: none">• <i>Assumption of Duty</i>• <i>Appointment</i>			
3. Submit other additional documentary requirements	Review all submitted additional requirements	None	15 minutes	Maria Christina C. Micu <i>Administrative Assistant I</i> (Computer Operator I)
4. Wait for the approval of the appointment by the CSC	Submit the appointment to CSC for approval	None	Depends on the processing time of CSC	Maria Christina C. Micu <i>Administrative Assistant I</i> (Computer Operator I)
5. Employee receives approved appointment	Get the appointment once approved by the CSC then furnish the appointee his/her approved appointment	None	10 minutes	Maria Christina C. Micu <i>Administrative Assistant I</i> (Computer Operator I)

3. PROCESSING OF DOCUMENTS FOR MEMBERSHIP TO GOVERNMENT SERVICE INSURANCE SYSTEM (GSIS), PHILHEALTH, PAG-IBIG

Membership in GSIS, Pag-IBIG, and PhilHealth is mandatory for all regular employees, including elective local officials. This requirement ensures comprehensive social security coverage and access to essential benefits for the municipality's workforce. To facilitate compliance, this office extends support to employees by assisting them in the application process for membership in these institutions.

Office or Division:	Human Resource Management Office			
Classification:	Simple Transaction			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	Regular Employee including elective officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Two (2) valid IDs		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask for membership forms and fill-out	Submit to Pag-Ibig, Philhealth and GSIS, then the Agency Authorized Officer will enroll them electronically	None	5 minutes	Maria Christina C. Micu <i>Admin. Assist. I</i> (Comp. Optr. I)
2. Enroll for UMID in GSIS	Inform the employee to enroll for UMID in GSIS	None	5 minutes	Maria Christina C. Micu



	upon issuance of BP Number			<i>Admin. Assist. I (Comp. Optr. I)</i>
3. Wait for your IDs to be delivered by the concerned agencies		None	Depends on the National Agencies Concerned	HRM Staff

4. PROVISION OF ASSISTANCE TO ALL GOVERNMENT EMPLOYEES IN THE SUBMISSION OF APPLICATION ON RETIREMENT CLAIMS IN GSIS/PAG-IBIG AND TERMINAL LEAVE BENEFITS

Membership in GSIS, Pag-IBIG, and PhilHealth is compulsory for all regular employees, including elective local officials. To ensure compliance and facilitate the process, this Office offers comprehensive assistance and liaison services to all employees regarding the submission and application for their membership and retirement claims with these vital institutions.

Office or Division:		Human Resource Management Office		
Classification:		Simple Transaction		
Type of Transaction:		Government to Government (G2G)		
Who may avail:		Retiring Employee and End of Term Elective Officials		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Service Record		Human Resource Management Office		
Certificate of Leave Credits		Human Resource Management Office		
Letter of Intent		Employee		
Property and Money Accountability Clearance		Office of the Municipal Treasurer		
SALN		Employee		
No Pending Case		Employee		
Ombudsman Clearance		Ombudsman Office		
CSC Clearance		Human Resource Management Office		
GSIS Clearance		GSIS Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask for retirement forms and accomplish it in triplicate	Assist the employee to fill-out the forms Submit application for retirement to concerned agencies	None None	5 minutes	Maria Christina C. Micu <i>Admin. Assist. I (Comp. Optr. I)</i>



2. Terminal Leave Benefits	Compute the TLB of the employee	None	5 minutes	Debbie V. Roca <i>Administrative Officer II (HRMO I)</i>
3. Wait for the release of the payment	Prepare voucher and other supporting documents	None	Depends on the signatories	Mun. Treasurer and/or MTO Staff

5. PROCESSING OF APPLICATION FOR LEAVE OF ABSENCE

Leave of absence is a fundamental right extended to all employees, inclusive of elective Local Officials, allowing them the privilege to be absent from work as necessary. Each employee is entitled to 15 days of vacation leave and 15 days of sick leave annually, with full compensation, excluding Saturdays, Sundays, and Public Holidays.

Office or Division:	Human Resource Management Office			
Classification:	Simple Transaction			
Type of Transaction:	Government to Client (G2C)			
Who may avail:	Regular Employee including elective officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Medical Certificate		Attendant Doctor		
Clearance from Money & Property Accountability (for Abroad purposes)		Office of the Municipal Treasurer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get Application Form for Leave of Absence	3-5 days before the actual date of leave	None	5 minutes	HRM Staff
2. Fill-out the form in duplicate and have it approved by your immediate supervisor and submit to HRM office	Receive the application form and fill-in their leave balances for certification of the availability of leave of credits Return to applicant	None	10 minutes	Debbie V. Roca <i>Administrative Officer II (HRMO I)</i>
3. Have your application form approved by the Mayor/Administrator and furnish a copy of approved Leave of Absence to HRM	Receive the approved Leave of Absence and record it in the logbook for ready reference	None	20 minutes	Municipal Mayor Municipal Administrator



6. ISSUANCE OF SERVICE RECORD, CERTIFICATES OF EMPLOYMENT/LEAVE CREDITS/ COPIES OF PERSONNEL RECORDS AND OTHERS.

In this office, meticulous maintenance of all personnel records, including but not limited to 201 Files, Service Records, Leave Credits, Notice of Salary Increases & Step Increments, and other pertinent documentation, is diligently upheld for immediate access and reference. We extend our services to all employees by providing them with copies of their records as needed for various purposes such as employment verification, salary loan applications, retirement planning, terminal leave arrangements, and any other relevant matters.

Office or Division:	Human Resource Management Officer			
Classification:	Simple Transaction			
Type of Transaction:	Government to Client (G2C)			
Who may avail:	Regular Employee including Elective Officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Slip		Human Resource Management Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the HRM staff about your request and wait for the release	Prepare the requested document	None	10 minutes	HRM Staff

7. PROCESSING OF SALN

In accordance with the provisions outlined in Republic Act No. 6713, also recognized as the Code of Conduct and Ethical Standards for Public Officials and Employees, the submission of the Statement of Assets, Liabilities, and Net Worth (SALN) is mandated for all municipal officials and employees.

Office or Division:	Human Resource Management Officer			
Classification:	Simple Transaction			
Type of Transaction:	Government to Client			
Who may avail:	Municipal Employees including elective officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
SALN Form		Human Resource Management Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask for SALN Form and fill-out.	Assist in the filling-out of forms	None	10 minutes	Clarissa C. Meneses Administrative Aide IV Clarissa C. Meneses
	Accept/collect/ review for correction the notarized	None	20 minutes	



2. Submit filled out and notarized SALN form.	SALN for HR filing and for submission on or before the given due date to the Repository Office (<i>Office of the Ombudsman</i>)			<i>Administrative Aide IV</i>
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8. IMPLEMENTATION OF SPMS (STRATEGIC PERFORMANCE MANAGEMENT SYSTEMS)

The Strategic Performance Management System (SPMS) stands as a beacon of commendable excellence within our organization. It serves not only as a means of fulfilling the mandates set forth by the Civil Service Commission but also as a powerful tool for assessing and enhancing employee performance. By implementing the SPMS, we embark on a journey toward achieving unparalleled excellence in the delivery of public services to the people of Lingayen.

Office or Division:	Human Resource Management Officer			
Classification:	Simple Transaction			
Type of Transaction:	Government to Client (G2C)			
Who may avail:	Municipal Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
IPCR/OPCR form		Human Resource Management Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly approved IPCR quarterly and OPCR semi-annually	Collect IPCR/OPCR per office for review, correction and for HRM filing.	None	20 minutes	Clarissa C. Meneses <i>Administrative Aide IV</i>



MUNICIPAL INFORMATION OFFICE



1. Provision of Press and Photo Releases

Information Services

Office	Office of the Municipal Information			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID		Requesting Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for press and photo release	<ol style="list-style-type: none">Verifies identification of the client.Provides details/data or Photo if available and necessarySchedules the interview and informs the Mayor and the Client of the schedule	None	5-10 minutes	(Municipal Information Officer)
Request for actual interview, phone patch & press conferences	<ol style="list-style-type: none">Verifies identification of the client & its legitimacy.Provides initial data/background of requested topic of discussion.Schedule the interview with the LCE & informs the client.	None	5-15 minutes	(Municipal Information Officer)

2. Provision of Public Information about the LGU

Information Services

Office	Office of the Municipal Information
Classification:	Simple Transaction
Type of Transaction:	Government to Citizens (G2C)



Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID		Requesting Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for public information about LGU	1. Verifies client identification 2. Provides data if available in the Office; If not available, refer to concerned office	None	5-10 minutes	(Municipal Information Officer)

3. Request for Mayor’s Message

Information Services

Office	Office of the Municipal Information			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID / Request Letter for Message		Requesting Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for message (written or digital)	1. Verifies client identification and reads letter to ensure that needed facts are available. 2. Drafts message and secures mayor’s approval and signature. 3. Releases Message. 4. Video Shoot & editing (digital message).	None	Variable Time	(Municipal Information Officer)



**MUNICIPAL PLANNING AND
DEVELOPMENT OFFICE**



1. Granting an Individual Information for Students / Businessmen and Workers

Provision of Technical Information such as Ecological Profile (EP), Comprehensive Land Use Plan (CLUP), Comprehensive Development Program (CDP), Executive-Legislative Agenda – Local Development Investment Program (ELA-LDIP), Community-Based Monitoring System (CBMS), Accomplishment Reports, Municipal Maps, detailed drawings/maps, vicinity maps and other vital documents to researchers, businessmen, students and others.

Office or Division:		Office of the Municipal Planning and Development Coordinator		
Classification:		Simple Transaction		
Type of Transaction:		Government to Citizens		
Who may avail:		Individual who works, lives, studies within the vicinity of the Municipality and other areas.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid Identification Card (ID) / Request Letter		From: School/University/College and other Learning Institutions, Private Agencies Offices, and Companies		
CLIENT STEPS		AGENCY ACTIONS		
1. Sign in client log book	Validation of identity	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Present the request form or letter of intent from the company / school	Technical assistance rendered to students, researchers, and other clients <ul style="list-style-type: none">CLUP, CDP, EP, ELA-LDIP, CBMS, Accomplishment Report and other vital documentsMunicipal Maps, detailed drawings/maps, vicinity mapStatistical tables and other related matters	None	1 – 3 minutes	Support Staff and/or Administrative Aide IV



2. Provision of Technical Assistance to Different Barangays of the Municipality of Lingayen

Provision of Technical Assistance in the Preparation of Barangay Development Plan, Annual Investment Program and Supplemental Annual Investment Plan of various barangays.

Office or Division:	Office of the Municipal Planning and Development Coordinator			
Classification:	Simple Transaction			
Type of Transaction:	Government to Government			
Who may avail:	Barangay and SK Officials and Recipients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Annual Investment Program (BAIP) Barangay Supplemental Annual Investment Program (BSAIP), Barangay Development Plan (BDP)		Barangays of Municipality of Lingayen		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client log book	Validation of identity	None	1 – 3 minutes	Support Staff and/or Administrative Aide IV
2a. Letter of Intent and Project Barangay Resolutions (BR)	Receives and review Project Barangay Resolutions (BR) Provide one (1) at Office the Mayor and two (2) copies at Bids and Award Committee (BAC) office	None	30 minutes/ depending on the extent of the requirement	MPDC and/or Administrative Aide IV and/or Draftsman III
2b. Present the Barangay Annual Investment Program (BAIP), Barangay Supplemental Annual Investment Program (BSAIP) and Barangay Development Plan (BDP)	Receives Barangay Annual Investment Program (BAIP) Barangay Supplemental Annual Investment Program (BSAIP) and Barangay Development Plan (BDP) Review Barangay Annual Investment Program (BAIP) Barangay Supplemental Annual Investment Program (BSAIP) and Barangay Development Plan (BDP) Return to Client after reviewed and do necessary revision or correction	None	5 – 10 minutes 1 day/ depending on the documents being submitted	MPDC and/or Administrative Aide IV and/or Support Staff MPDC and/or Administrative Aide IV and/or Support Staff



2c. Submit two (2) copies of Gender And Development (GAD) Plan and Budget and GAD Accomplishment	Review GAD Plan and Budget and Accomplishment Report Endorsed to DILG for Certification	None	1 day/ depending on the documents being submitted	
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3. Provision of Technical Assistance to National Government Agencies

Provision of Technical Information to Different National Agencies such as Commission on Audit (COA), DILG, PNP, DepEd and other National Agencies.

Office or Division:	Office of the Municipal Planning and Development Coordinator			
Classification:	Simple Transaction			
Type of Transaction:	Government to Government			
Who may avail:	National Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of intent from different National Agencies		National Agency Regional – DPWH-R1/ DOH-R1/DA-R1/DENR-R1/NEDA-R1/DBM-R1 Provincial – AIP, SIP, CLUP and CDP		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client log book	Validation of identity	None	1 – 3 minutes	Support Staff and/or Administrative Aide IV
2. Request from COA Personnel	Prepare and Submit the Quarterly / Annual Report	None	Last week of every quarter / 1 st week of every year	MPDC and/or Statistician I and/or Administrative Asst. I and/or Administrative Aide IV
3. Request from other Agency/ies	Prepare and Submit the Needed Documents	None	Depending on the load/extent of needed information	MPDC and/or Statistician I and/or Administrative Asst. I and/or Administrative Aide IV



**MUNICIPAL ENVIRONMENT &
NATURAL RESOURCES OFFICE
(MENRO)**



1. Provision for the assistance in waste collection of 32 barangays, business establishments, institutions, households, and private entities.

Service Information: Assist in waste collection of all barangays, business establishments, institutions, and private entities.

Office or Division:		Municipal Environment and Natural Resources Office		
Classification:		Simple Transaction		
Type of Transaction:		Government to Citizens/Government to government		
Who may avail:		32 barangays, institutions, business establishments & private entities		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid Identification Card (ID) / Request Letter/Information of requesting person (call)		From: CLIENT		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client logbook/ or thru a phone call	Validation of identity	None	1 – 5 minutes	Planning Officer II, MENRO designate EMS II
2. Receive request letter/or receive message via phone or mobile phone call	Establishment of clear communication between the employee and the client	None	5 minutes or more / depending on the extent of needed information	Planning Officer II, MENRO designate EMS II
3. Schedule the garbage collection for assistance	Make a schedule according to priority/urgency	None	5 minutes or less	Planning Officer II/MENRO designate EMS II

2. Provision for the assistance of various environmental activities such as but not limited to coastal clean-up, river clean-up, tree planting or mangrove planting activity, emission activity, and other environmental operations from various agencies, institutions, and organizations

Service Information: Assistance in various environmental activities such as but not limited to coastal clean-up, river clean-up, tree planting or mangrove planting activity, emission activity, and other environmental operations within the municipality.

Office or Division:	Municipal Environment and Natural Resources Office			
Classification:	Simple Transaction			
Type of Transaction:	Government to Government/Government to Citizens or various organizations			
Who may avail:	Government agencies, organizations, institutions,			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter from Client		From: Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client log book	Validation of identity	none	1 – 5 minutes	EMS II Administrative Aide IV (Casual)



2. Receive and record request letter	Establishment of a clear communication regarding the request	none	5 - 10 minutes	<i>Administrative Aide III</i> <i>Administrative Aide IV (Casual)</i>
3. Schedule conduct of IEC/mark the calendar for the scheduled environmental activities	Make a clear schedule based on prioritization, urgency or stated schedule	none	5 minutes	<i>Planning Officer II/MENRO designate</i> <i>EMS II</i> <i>Administrative Aide IV (Casual)</i>

3. Respond to Environmental related issues and complaints/request for recommendation for the application of cutting tree permit

Service Information: Responds to environmental related issues and/or request of recommendation letter for the application of cutting tree permit and assistance in the OPLAN HULI of stray animals by the Barangays and residents of Lingayen.

Office or Division:	Municipal Environment and Natural Resources Office			
Classification:	Simple Transaction			
Type of Transaction:	Government to Government/ Government to citizens/organizations			
Who may avail:	Residents of Lingayen, government agencies, organizations & other institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		From: Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client log book	Validation of identity	None	1 – 5 minutes	<i>EMS II</i> <i>Administrative Aide IV (Casual)</i>
2. Receive and attend to complaint/issues or Receive request letter for the LGU endorsement for tree cutting permit/ Receive request letter for the assistance of OPLAN Huli of stray animals	Discuss the content of the complaints or request letter Review/deliberate the submitted request letter attached with photos Review the request letter & make a schedule for the OPLAN HULI of stray animals as requested by the barangay	None None	10 minutes or more depending on the extent of the problem and/or concern 5 to 10 minutes for the deliberation of the 5 to 10 minutes for the discussion submitted documents	<i>Planning Officer II/MENRO designate</i> <i>EMS II</i> <i>Administrative Aide IV (Casual)</i> <i>Planning Officer II/MENRO designate</i> JO, Animal Impounding Facility Caretaker



3. Conduct site inspection with the involved parties	Photo documentation and make an interview	None	1 day	<i>Planning Officer II/MENRO designate</i> <i>EMS II</i> Administrative Aide IV (Casual) & Anthony Kim M. Ferrer, Job Order
4 Generate documents and prepare report for referral to concerned and higher authority	Make a final report for final action Make an endorsement letter for the application of cutting tree permit	None	Depending on the load/extent of needed information or action to be taken One (1) day for the mayor to sign the endorsement letter	<i>Planning Officer II/MENRO designate</i> <i>EMS II</i> Administrative Aide IV (Casual) & Job Order



**MUNICIPAL SOCIAL WELFARE AND
DEVELOPMENT OFFICE**
Social Welfare and Administrative Services



1. Availment of Assistance to Individuals in Crisis Situations to All sectors

Office or Division:	MSWD Office			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizens			
Who may avail:	Citizens of Lingayen who are in Crisis Situation			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Indigency		Barangay Captain		
Medical Certificate		Hospital		
Prescription of Medicines		Hospital or attending Physician		
Death certificate		Local Civil Registry Office		
Contract from Funeral Services and Promissory Note remaining Balance		Funeral services		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit requirements	1. Interviews clients, records data, make necessary referral letters to hospitals	None	20 minutes	(SWO III) (SWO I) (DAO I) (Social Welfare Assistant) (Administrative Aide IV)
	2. Assess data and all documents submitted; Prepare Social Case Study report and Certificate of Eligibility for Financial assistance to hospitals			(SWO III) (SWO II) (SWO I) (DAO I) (Social Welfare Assistant) (Administrative Aide IV)



2. Issuance of Senior Citizen ID

Office or Division:	Office of the Senior Citizen Association			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizens			
Who may avail:	Residence of the Municipality ages 60 years old and above			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Birth Certificate		PSA		
Any Valid ID with date of Birth		Requesting Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in to Client Logbook	Listing Name and Address on the logbook Filling up Application Form	None	5 minutes	(Social Welfare Assistant) OSCA Secretary
	Reviewing the requirements	None	5 minutes	(Social Welfare Assistant) OSCA Secretary
3. Certificate of Dual Citizenship (if foreign)	Reviewing the requirements	None	5 minutes	(Social Welfare Assistant) OSCA/MSWDO
4. Signing of Senior Citizens ID	Encoding of the client information	None	5 minutes	(Social Welfare Assistant) OSCA Secretary
	Releasing of ID	None	1 minute	(Social Welfare Assistant) OSCA Secretary

3. Issuance of Purchase Booklet (Medicine and Groceries) for Senior Citizen

Office or Division:	Office of the Senior Citizen Association
Classification:	Simple Transaction



Type of Transaction:	Government to Citizens			
Who may avail:	Residence within the vicinity of Municipality with Senior Citizen ID			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Senior Citizen ID		Requesting Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in to Client Logbook	Listing name and Address	None	5 minutes	(Social Welfare Assistant) OSCA Secretary
2. Present Senior Citizen ID	Typing client information on purchase booklet	None	5 minutes	(Social Welfare Assistant) OSCA Secretary
	Releasing of Purchased Booklet for Medicines & Groceries	None	2 minutes	(Social Welfare Assistant) OSCA Secretary

4. Issuance of New ID for a Lost One

Office or Division:	Office of the Senior Citizen Association			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizens			
Who may avail:	Senior Citizen who lost their OSCA ID			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Affidavit of Loss		Requesting Client		
Police Blotter		PNP		
2pcs 1x1 picture		Requesting Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in to Client Logbook	Assess documents submitted	None	5 minutes	(Social Welfare Assistant) OSCA Secretary
2. Present requirements	Typing client information	None	5 minutes	(Social Welfare Assistant)



				OSCA Secretary
	Releasing of ID and purchase booklets	None	1 minute	(Social Welfare Assistant) OSCA Secretary

5. Provision of Incentive to Octogenarian, Nonagenarian and Centenarian

Office or Division:	Office of the Senior Citizen Association/MSWDO			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizens			
Who may avail:	Senior Citizens of this municipality ages 80 years old and above			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Octo and Nona Only: OSCA ID		Requesting Client		
For Centenarian or 100 years old Sr. Citizen <ul style="list-style-type: none">• Birth Certificate of the client• OSCA ID/Passport• Marriage Contract• Birth Certificate of Siblings• Certification from Punong Barangay• Recent picture of the client (1x1)		Requesting Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in to Client Logbook	Assess documents submitted	None	5 minutes	(Social Welfare Assistant) OSCA Secretary
3.Facilitate documents for the incentive	Submission of documents to concerned departments for approval	None	Variable time	(Social Welfare Assistant) OSCA Secretary
3.Scheduling of Distribution of Incentive	Pay Out for the Octo and Nona	None	1 to 2 days(depends on the number of Beneficiaries	(Social Welfare Assistant) OSCA Secretary
4.Endorsemt of documents to DSWD & PSWDO for the incentive of Centenarian	Submission of Documents to PSWDO & DSWD	None	15 minutes	(MSWD-OFFICER)



6. Issuance of Solo Parent ID

Office or Division:	MSWD Office			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizens			
Who may avail:	Solo Parent within the vicinity of Municipality			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Birth Certificate		PSA		
Baptismal Certificate of Children below 18 years old		Requesting Client		
All of the following: <ul style="list-style-type: none">Birth Certificate of children below 22 years' oldCourt Decision of Annulled MarriageDeath Certificate of SpouseCertificate of No Marriage (Cenomar)Affidavit from Punong Barangay (abandonment of Spouse for 6 months)Sworn Affidavit of non –cohabitation and sole parental care of the children		LCR/PSA RTC LCR PSA Punong Barangay Lawyer/ PAO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in to Client Logbook	Interview Clients to establish eligibility	None	5 minutes	(SWO I) (Admin Aide IV)
2. Present requirements	Assess and validate the requirements presented	None	5 minutes	(SWO I) (Admin Aide IV)
3. Preparation of Social Case Study Report	Conduct home visit and preparation of Case Study report	None	2 - 3 hours m	(SWO I) (Admin Aide IV)
4. Issuance of ID	Releasing of ID	None	7 days upon completion of the requirements	(SWO I) (Admin Aide IV)
5.Provision of Financial Assistance / Subsidy	Process Documents for the subsidy to indigent solo parent	None	2-3 days	SWO I (Admin Aide IV)



7. Availment of Emergency Shelter Assistance

Office or Division:	MSWD Office			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizens			
Who may avail:	Resident of the Municipality whose houses were destroyed by disaster			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Indigency		Punong Barangay		
Police Blotter		PNP		
BFP Certificate		BFP		
Picture of the House		Requesting Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in to Client Logbook	Interview Clients to establish eligibility	None	5 minutes	(Social Welfare Assistant) (Admin Aide IV)
2. Present requirements	Process Documents	None	30 minutes	(Social Welfare Assistant) (Admin Aide IV)

8. Issuance of Certificate of Indigency

Office or Division:	MSWD Office			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizens			
Who may avail:	Resident of the Municipality who are indigent			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Indigency Certificate of No Real Properties		Punong Barangay Municipal Assessor's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present requirements	1.Interview Clients to get details	None	10 minutes	(Admin Aide IV)
	2.Assess documents and prepare Certificate of Indigency	None	10 minutes	
	3.Issues/Releases Certificate of Indigency		3 minutes	



9. Issuance of Social Case Study Report (referral to other agencies and etc.)

Office or Division:	MSWD Office			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizens			
Who may avail:	Resident of the Municipality who are in crisis and needs augmentation services			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Slip		Hospital		
Medical Abstract		Hospital		
Hospital Statement of Accounts		Hospital		
Personal Letter Request Addressed to PCSO		Requesting Client		
Certificate of Indigency		Punong Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present requirements	1.Interview Clients for the case study report	None	15minutes	(Social Welfare Assistant) (SWO I) (Admin Aide IV)
	2.Release case study report	None		(Social Welfare Assistant) (SWO I) (Admin Aide IV)

10. Issuance of Persons with Disability ID and Purchase Booklet

Office or Division:	MSWD Office			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizens			
Who may avail:	Children/Persons with Disability residing in Lingayen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 pc 1x1 picture		Requesting Client		
Medical Certificate		Requesting Client		



Certificate of Disability		Hospital / attending Physician		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present requirements	1.Assess qualifications of the client	None	12 minutes	(Disability Affairs Officer I) (Admin Aide IV)
	2.Release ID and purchase booklet	None		
	3.Online registry on Philippine Registry Form for PWD	None	15minutes	

11. Availment of the BBC-STAC Programs and Services

Office or Division:	MSWD Office		
Classification:	Simple Transaction		
Type of Transaction:	Government to Citizens		
Who may avail:	Children/Persons with Disability residing in Lingayen		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Birth Certificate		LCR/PSA	
PWD ID		Requesting Client	
Whole body picture		Requesting Client	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Requirements	Assess and review the documents presented	None	5 minutes	(Physical Therapist)
2.Intake Interview	Admission of client to STAC-BBC Center	None	15 minutes	(Physical Therapist)
3. Initial assessment of Physiatrist on the rehabilitation process of the client	Referral for medical check up to DR. Escano	None	Variable time	
4.Provision of Social and Physical Rehabilitation of CWD	Conduct of Physical Therapy sessions and other support services	None	One hour by scheduling	(Physical Therapist) (Admin Aide IV)



12. Availment of Pre-Marriage Orientation and Pre-Marriage Counselling

Office or Division:	MSWD Office			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizens			
Who may avail:	Would be couple who want to legalize their marriage			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt for Pre Marriage Counseling		MTO		
Application Form		RHU/POPCOM		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Application Form	1.Conducts initial interview with the couple	None	10 minutes	(POPCOM Officer II)
	2.Provide Marriage Expectation Inventory form to would be couples	None	15 minutes	(POPCOM OFFICER)
2. Attendance to Pre Marriage Orientation and Pre Marriage Counselling	3.Conducts Pre-Marriage Orientation	100.00	3 hours every Thursday	(RHU, MSWD & CSO)
	4.Pre-marriage Counselling	None	3 hours every Thursday	(MSWD Officer / Pre Marriage Counselor)

13. Case Management to Victim of Child Victims of Child Abuse, Neglect and Exploitation

Office or Division:	MSWD Office			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizens			
Who may avail:	Children in Need of Special Protection			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Birth Certificate School Card		PSA Requesting Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Present Requirement	1. Conduct interview for validation/assessment	None	30 minutes	SWO Ili SWO I MSWD-OFFICER
	2. Conduct home visitation for the client	None	30 minutes	SWO III SWOI MSWD-OFFICER
	3. Conducts of series of counseling sessions both child & parents	None	1 – 2 hours	SWO III SWOI MSWD-OFFICER
	4. Preparation of Case Study Report	None	1 day	SWO III
	Referral to institution for temporary shelter, if needed	None	1-2 hours	(SWO III)
	Follow up and After Care Services	None	6 months after care services	(SWO III)

14. Case Management to Child victims of abuse, neglect and exploitation who want to file complain

Office or Division:	MSWD Office
Classification:	Simple Transaction
Type of Transaction:	Government to Citizens
Who may avail:	Victim of Child Abuse who want to seek justice
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
PNP Letter for medico legal	PNP
Medico Legal	Hospital
1x1 picture of victim	Requesting client
Brown envelope	Requesting Client



Birth Certificate		PSA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Requirement	1. Interview Clients	None	20 minutes	SWO III SWOI
	2.Referral to WCPD-PNP for blotter and investigation	None	5 minutes	SWO II SWOI
	3.Medico Legal as scheduled and Counseling Sessions	None	Variable Time	WCPD- PNP WAPCU-R1MC
	4.Conducts of social work intervention to series of victim & parents	None	1 – 2 hours	SWO III SWOI MSWD-OFFICER
	5.Coordinate to RTC on the status, if case filed	None	1 hour	SWOIII
	7.Referral to institution if needed	None	1-2 hours	SWO III SWOI

15. Case Management on Violation against Women and Children (VAWC)

Office or Division:	MSWD Office			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizens			
Who may avail:	Resident of the Municipality WHO ARE VICTIMS OF DOMESTIC VIOLENCE			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Birth Certificate		PSA		
Medico-legal certificate		MHO/Hospital		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Requirements	1.Conducts initial interview with the client	None	30 minutes	(MSWD-OFFICER) (SWO III) (SWO II)
		None	1-2 hours	EZRAH V. PASCUAL



	2.Referred to PNP for blotter and for police assistance for rescue, if needed -* and for filing of case to court, if needed			SWO II SWOII
	3.Conduct series of Counselling Sessions and provision of support services based on the assessment of social worker	None	Variable times	(MSWD-OFFICER) (SWO III) (SWO II)
	4.Referral to Punong Barangay for issuance of BPO, if applicable	None	5 minutes	(SWO III)
	5. Coordinate with Barangay VAW-Desk Officer for support services	None	5 minutes	(MSWD-OFFICER) (SWO III) (SWO II)
	6. Coordinate with Court on the status of the case	None	30 minutes	(SWO III)

16. Case Management on Trafficked in Person

Office or Division:	MSWD Office			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizens			
Who may avail:	Any person who are allegedly victim of trafficking			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Birth Certificate		PSA		
Medical Certificate		MHO/Hospital		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Requirements	1. Conducts initial interview with the client	50.00	10 minutes	(MSWD-OFFICER) (SWO III)



	2. Referred to PNP for blotter and for police assistance for rescue, if needed and for filing of case to court, if needed	None	1-2 hours	EZRAH V. PASCUAL (SWO III)
	3. Provision of Direct Services to Trafficked Person	None	Variable times	(MSWD-OFFICER) (SWO III)
	4. Provision of temporary shelter, as needed	None	20 minutes	(SWO III)
	5. Reintegration to family	None	1 hour	(SWO III)

17. Case Management of Child at Risk

Office or Division:	MSWD Office			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizens			
Who may avail:	Parent and Children in Need of Special Protection			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Birth Certificate		PSA		
Baptismal Certificate		Requesting Client		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present Requirement	1.Interview client with the mother	None	1-2 hours	(SWO III)
	2.Conduct advice and counselling both CAR & parents	None	1-2 hours	(SWO III)
	3.Record on the Registry of CAR & CICL	None	10 minutes	(SWO III)
	4.Preparation of Diversion Contract with the	None	30 minutes	(SWO III)



	parents and BCPC			
	5. Execution of Diversion Program	None	Variable time within six months	(SWO III)
	6. Preparation of Progress Report until termination of the case	None	15 minutes for six months	(SWO III)

18. Case Management of Children with Conflict with the Law

Office or Division:	MSWD Office			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizens			
Who may avail:	Parent and Children in Conflict with the Law			
CHECKLIST OF REQUIREMENTS		HERE TO SECURE		
Birth Certificate		PSA		
Baptismal Certificate		Requesting Client		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present Requirement	1. Interview client with the mother	None	1-2 hours	SWO III
	2. Conduct advice and counselling both CICL & parents	None	1-2 hours	SWO III
	3. Conduct of Discernment tool	None	5-7 days	SWO III
	4. Conduct of intervention conferencing and design intervention program, if CICL is for diversion program as per Resolution of Prosecutors Office	None	Variable time within six months	SWO III
	5. Preparation & Submission of	None	Monthly within six months	SWO III



	Progress Report to Court			
IF CICL is for Rehabilitation the following requirements are as follows: 1. Birth Certificate 2. School Record 3. Sworn Affidavit of Statement 4. Medical Certificate 5. Resolution 6. Court Order /Commitment Order 7. Social Case Study Report	1. Referral to DSWD-Regional Rehabilitation Center for Youth, Bauang La Union for rehabilitation Program and services	1/3 of the expenses for the care & maintenance of CICL or 94.00/day x no of days staying in the center as per RA 9344	6 months to 1 year or it depends on the performance of the child while at the Center	SWO III
	2.Attendance to case conferences at RRCY	None	Quarterly	SWOIII
IF CICL is Discharged by Court from RRCY	Conduct After Care Services	None	Variable time monthly within 6 months	SWO III
	Submit Progress Report to Court	None	Variable time monthly within 6 months	SWO III
	Submission of Final Report to Court	None	15 minutes	SWO III



Republic of the Philippines
MUNICIPALITY OF LINGAYEN
Province of Pangasinan

Citizen's Charter

EASE OF DOING BUSINESS & EFFICIENT GOVERNMENT
Service Delivery Act of 2018
Republic Act no. 11032

MUNICIPAL HEALTH OFFICE



1. Provision of Out-Patient Consultation

Service Information

Office or Division:	Office of the Municipal Health Officer			
Classification:	Government to Citizens (G2C)			
Type of Transaction:	Simple Transaction			
Who may avail:	Any individual who needs medical attention			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Senior Citizens / PWD ID Card and Booklet		MSWDO		
Referral Form		RHMs		
Philhealth/MDR		Philhealth		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the RHU logbook/folder	Gets the patient's folder from the cabinet (old patient); makes patient folder (if new)	None	2 minutes	OPD Staff on Duty
2. Wait for the staff to hand you the folder; or wait for your number/name to be called			5 minutes	Nurse on Duty Midwife on Duty
3. Go to the admission area, where vital signs & condition will be recorded	Nurse/Midwife gets the ff. – weight, blood pressure reading, temperature RR and PR(vital signs) MHO reviews records and vital signs, interviews patient; issues prescription		3 minutes	Nurse on Duty / Staff on Duty
4. Go to the Doctor's room for Consultation			10 minutes	MHO
5. Go to the Pharmacy & hand in prescription	Staff receives the prescription and issues the medicine.		3 minutes	PHARMACIST

2. PROVISION OF MATERNAL CARE SERVICES

Service Information

Office or Division:	Office of the Municipal Health Officer
Classification:	Government to Citizens (G2C)
Type of Transaction:	Simple Transaction
Who may avail:	Any individual who needs medical attention



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Senior Citizens / PWD ID Card and Booklet		MSWDO		
Referral Form		RHMs		
Philhealth/MDR		Philhealth		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in Client Logbook at Information Desk.	Gives HBMR form Assist patient to fill up HBMR form Take general information from patient (vital signs, weight, etc.)	None	3 minutes	Midwife on Duty
2. Proceed to the waiting area and wait for your name/number to be called.	➤ Perform abdominal exam.		10 minutes	MHO Midwife on Duty
3. Once called, proceed to the OB-Gyne room.	➤ Injection of tetanus toxoid (if scheduled).		3 minutes	MHO Midwife on Duty
4. After consultation, go to dispensing area/nurse station for other procedures.	➤ Conduct Health Education on Proper Nutrition and Maternal Care.		5 minutes	MHO Midwife on Duty
5. If delivery go to birthing Clinic	➤ Refer Complicated Pregnancies.			

3. PROVISION OF EXPANDED IMMUNIZATION PROGRAM (EPI)

Service Information

Office or Division:	Office of the Municipal Health Officer		
Classification:	Government to Citizens (G2C)		
Type of Transaction:	Simple Transaction		
Who may avail:	Any individual who needs medical attention		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Senior Citizens / PWD ID Card and Booklet		MSWDO	
Referral/Laboratory Request Forms		RHMs/PHNs/MHO	
Philhealth/MDR		Philhealth	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in Client Logbook at Information Desk.	Take general information of patient such as history, vital signs etc.	None	3 minutes	Staff on Duty Midwife on Duty
2. Wait until name I called.	For new patient, issue and fill – up HBMR.		3 minutes	Midwife on Duty
3. Once called, bring the baby to the Immunization Area.	Perform Immunization		3 minutes	Nurse on Duty/ Midwife on Duty
4. After Immunization, proceed to the nurse station/dispensing area.			3 minutes	Nurse on Duty

4. PROVISION OF INFORMATION ON FAMILY PLANNING
Service Information

Office or Division:	Office of the Municipal Health Officer			
Classification:	Government to Citizens (G2C)			
Type of Transaction:	Simple Transaction			
Who may avail:	Any individual who needs medical attention			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Senior Citizens / PWD ID Card and Booklet		MSWDO		
Referral/Laboratory Request Forms		RHMs/PHNs/MHO		
Philhealth/MDR		Philhealth		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in Client Logbook at Information Desk.	Interviews client Orient/brief the client on the different methods of FP	None	3 minutes	Midwife on Duty
2. Proceed to Rural Health Midwife for Personal Information			15 minutes	Midwife on Duty
3. Proceed to the Nurse Room for counselling and advise on the best method of Family Planning			10 minutes	Nurse on Duty



	Guides the client in choosing the best suitable method.			
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5. COLLECTION OF SPUTUM AND CHEST X – RAY PROCEDURE
Service Information

Office or Division:	Office of the Municipal Health Officer			
Classification:	Government to Citizens (G2C)			
Type of Transaction:	Simple Transaction			
Who may avail:	Any individual who needs medical attention			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Senior Citizens / PWD ID Card and Booklet		MSWDO		
Philhealth/MDR		Philhealth		
Referral/DSSM Request Form		RHMs		
X-ray film and result/s		Secondary or Tertiary Health Facility		
TBDC result		Secondary or Tertiary Health Facility		
Gene Xpert result/s		Secondary or Tertiary Health Facility		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register				
2. Secure Sputum Cups and follow instructions for collection of samples.	Instruct patients on the proper collection of the specimen	None	2-3 minutes	Med – Tech Midwife on Duty
3. Submit sputum	Receives specimen and examines the sputum	None	2-3 minutes	Med – Tech Staff
4. Come back on Friday for the result of sputum examination.	Refers the result to the Rural Health Physician Reviews and confirms the result.	None		
5. If recommended for chest X-ray, come back with the X-ray result for evaluation.	a) If result is positive, treatment starts immediately after assessment if patient is qualified to the TB_DOTS Program.	None	TBDC reading in LDH Every 3rd Friday of the month	Nurse on Duty



6. Come back for TBDC result as scheduled by the DOTS Panel.	b) If sputum is negative, recommend chest x – ray Refer X-ray result to TBDC for further evaluation. Determine if treatment is needed. If needed, treatment starts immediately.	None		
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6. PROVISION OF ANTI – TUBERCULOSIS DRUGS

Service Information

Office or Division:	Office of the Municipal Health Officer			
Classification:	Government to Citizens (G2C)			
Type of Transaction:	Simple Transaction			
Who may avail:	Any individual who needs medical attention			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Senior Citizens / PWD ID Card and Booklet		MSWDO		
Philhealth/MDR		Philhealth		
Referral/DSSM Request Form		RHMs		
X-ray film and result/s		Secondary or Tertiary Health Facility		
TBDC result		Secondary or Tertiary Health Facility		
Gene Xpert result/s		Secondary or Tertiary Health Facility		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in Client Logbook at Information Desk.	Verify client from the list of TB patients Determine qualification of patient to undergo the free TB – DOTS Program.	None	3 minutes	Med – Tech Staff
2. Wait for confirmation	Interview qualified patient and make entries to NTP Treatment Card If patient is not qualified, properly informs patient of the disqualification.		2 minutes	Med – Tech Staff
				Nurse on Duty



3. Follow instruction of Health Personnel	Evaluate patient, conducts health education. <u>Provides initial dose.</u>		15 minutes up to 1 hr for the initial dose	
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7. PROVISION OF DENTAL CARE SERVICES

Service Information

Office or Division:	Office of the Municipal Health Officer			
Classification:	Government to Citizens (G2C)			
Type of Transaction:	Simple Transaction			
Who may avail:	Any individual who needs medical attention			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Senior Citizens / PWD ID Card and Booklet		MSWDO		
Referral Form		Secondary or Tertiary Health Facility		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in Client Logbook at Information Desk.	Take general information of patient such as history, vital signs etc.	None	3 minutes	Dental Staff /Aide
2. Wait for the name/number to be called.	Conducts tooth examination/ tooth extraction. Gives post – extraction instructions about oral health.		20 – 30 minutes	Dentist On Duty
3. Once called, proceed to dental room for treatment.	Prescribes medicines if necessary.			Dentist on duty

8. ISSUANCE OF SANITARY PERMITS

Service Information

Office or Division:	Office of the Municipal Health Officer			
Classification:	Government to Citizens (G2C)			
Type of Transaction:	Simple Transaction			
Who may avail:	Any individual who needs medical attention			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit necessary documents to Sanitation Inspector.	Verifies and assesses documents. Refers documents to MHO/Rural Health Physician for further review and assessment. Evaluates, assesses and sign documents.	None	5 minutes	Sanitation Inspector
2. Receives permit	Releases permit (if all requirements are accomplished)			MHO/RSI

9. **ISSUANCE OF EXHUMATION OR TRANSFER PERMIT**

Service Information

Office or Division:	Office of the Municipal Health Officer			
Classification:	Government to Citizens (G2C)			
Type of Transaction:	Simple Transaction			
Who may avail:	Any individual who needs medical attention			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit necessary documents to Sanitation Inspector.	Assess the documents presented by the client/s.	None	2-3 minutes	Sanitation Inspector
2. Receives permit	Issuance of Permit			MHO

10. **ISSUANCE OF HEALTH AND MEDICAL CERTIFICATE**

Service Information

Office or Division:	Office of the Municipal Health Officer			
Classification:	Government to Citizens (G2C)			
Type of Transaction:	Simple Transaction			
Who may avail:	Any individual who needs medical attention			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		



CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit necessary documents to Sanitation Inspector.		Assess the documents presented by the client/s for confirmation of all the requirements needed. Advised to pay at the MTO for official receipt. (If all the requirements presented are complete)	None	2-3 minutes	Sanitation Inspector MHO
2. Receives permit		Issuance of Permit		1 minute	MHO

11. SIGNING OF DEATH CERTIFICATE

Service Information

Office or Division:	Office of the Municipal Health Officer				
Classification:	Government to Citizens (G2C)				
Type of Transaction:	Simple Transaction				
Who may avail:	Any individual who needs medical attention				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Death Certificate		Conduct assessment of the history of the person/s prior to determine the cause of death of the person/s.	None	2-3 minutes	Nurse / Staff on Duty MHO

12. DISPENSING OF MEDICINES

Service Information

Office or Division:	Office of the Municipal Health Officer				
Classification:	Government to Citizens (G2C)				
Type of Transaction:	Simple Transaction				
Who may avail:	Any individual who needs medical attention				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Prescription			Physician		



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present prescription	Give instruction(s) to patient & dispense medicine/s	None	2 minutes	Pharmacist

MUNICIPAL POPULATION OFFICE:

1. Issuance of Pre-Marriage Counseling Certificate

Office or Division:	POPCOM Office			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizens			
Who may avail:	One of the engaged couple is a resident of Lingayen.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any valid ID				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Interview of the clients and scheduling.	Listing of Names and Address on a logbook	None	5 minutes	Jean S. Cañete (Admin. Officer IV)
2. Payment for application		P100.00	3 - 5 minutes	Mun. Treasurer’s Office
3. Fill – up the Pre – Marriage Certificate Information Sheet	Listing of other information of the couple on a logbook	None	5 – 10 minutes	Jean S. Cañete (Admin. Officer IV)
4. Scheduling of Seminar	Preparing & encoding the Pre-Marriage Certificate	None	3 – 5 minutes	Jean S. Cañete (Admin. Officer IV)
5. Attend the PMOC Seminar	Conduct the Pre-Marriage Orientation & Counseling Session	None	2 – 3 hours	Jean S. Cañete (together with the other members of PMOC Team)
6. Wait for the certificate	Releasing of the certificates	None	3 - 5 minutes	Jean S. Cañete (Admin. Officer IV)

MUNICIPAL NUTRITION OFFICE:

Service Information

Office or Division:	NUTRITION Office
Classification:	Simple Transaction
Type of Transaction:	Government to Citizens
Who may avail:	



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Slip and ECCD Card		MHO,MSWDO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presentation of referral slip from BHS & ECCD card		None	2 minutes	Maria Clara G. Sison Nurse II / MNAO Designate Sany Visperas MNAO Technical Staff
	1. Admission / Vital Signs Records	None	15 minutes	
2. Counseling	2. Counseling	None	15 minutes	Maria Clara G. Sison Nurse II / MNAO Designate Sany Visperas MNAO Technical Staff
	3. Giving of micronutrients to referred high risk children 6 y/o & below	None	10 minutes	Maria Clara G. Sison Nurse II / MNAO Designate Sany Visperas MNAO Technical Staff



MARKET & SLAUGHTERHOUSE



1. ISSUANCE OF MARKET CLEARANCE AND CERTIFICATION

Issuance of Market Clearance and Certification as one of requirements for renewal of business permits of stalls at the Lingayen Public Market.

Office or Division:		Market & Slaughterhouse		
Classification:		Simple Transaction		
Type of Transaction:		Government to Citizens (G2C)		
Who may avail:		Stall Owners		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Business Permit Application Form		Business Permits and Licensing Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client's logbook.	Verifies identification and other data of client		3 minutes	ARNULFO S. BERNARDO <i>Market Supervisor IV</i> MICHELLE M. PECSON <i>Market Supervisor I</i> DHARRYL P. PAULO <i>Administrative Assistant I</i>
2. Wait for the result of Verification	Once verified, advice client to pay Market Clearance fee.		5 minutes	ARNULFO S. BERNARDO <i>Market Supervisor IV</i>
3. Pay Market Clearance Fee at the Treasurer's Office, then present a photocopy of the receipt of payment to the Market Office	Accepts payment and issues official receipt	₱ 130.00		SAMUEL P. FERRER LRCO I JEMELYN C. OLASIMAN RCC II
4. Receives Market Clearance/Certification	Releases Clearance / Certification		1 minute	ARNULFO S. BERNARDO <i>Market Supervisor IV</i> MICHELLE M. PECSON <i>Market Supervisor I</i> DHARRYL P. PAULO <i>Administrative Assistant I</i>

2. ISSUANCE OF MAYOR'S PERMIT FOR PROMOTIONAL SALES

Issuance of Mayor's Permit as a requirement for having promotional sales at the Lingayen Public Market.

Office or Division:		Market & Slaughterhouse		
Classification:		Simple Transaction		
Type of Transaction:		Government to Citizens (G2C)		
Who may avail:		Stall Owners, Other companies		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent/Proposal				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client's logbook.	Verifies identification and other data of client		3 minutes	ARNULFO S. BERNARDO <i>Market Supervisor IV</i> MICHELLE M. PECSON <i>Market Supervisor I</i> DHARRYL P. PAULO <i>Administrative Assistant I</i>



2. Submit letter of intent/proposals for scheduled promo	Once verified, advice client to pay Promotional Sales fee.		5 minutes	ARNULFO S. BERNARDO <i>Market Supervisor IV</i>
3. Pay Promotional Sales Fee at the Treasurer’s Office, then present a photocopy of the official receipt of payment to the Market Office for endorsement at the BPLO	Accepts payment and issues official receipt	₱ 2,000.00 Per day		SAMUEL P. FERRER LRCO I JEMELYN C. OLASIMAN RCC II
4. Wait for the approval of Promotional Sales Permit	Approval of the Mayor’s Permit			LEOPOLDO N. BATAOIL Municipal Mayor
5. Receives Mayor’s Permit and submission of photocopy of Mayor’s Permit	Release of Permit		1 minute	EDGARDO L. SISON License Officer II ARNULFO S. BERNARDO <i>Market Supervisor IV</i> MICHELLE M. PECSON <i>Market Supervisor I</i> DHARRYL P. PAULO <i>Administrative Assistant I</i>

3. PROCESSING OF APPLICATIONS FOR MARKET STALLS/AMBULANT OPEN-SPACE

Processes applications of stall owners/vendors at different sections that is available for occupancy and lease.

Office or Division:	Market & Slaughterhouse			
Classification:	Complex Transaction			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Stall Owners, Vendors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For New Applicants: a) Police Clearance b) Residence Certificate/VIN ID c) Application Form with 2pcs - 2x2 picture Additional Requirements for Old Occupants: d) Submit Letter / Waiver of the Occupant e) Certification of no Stall Rentals / Goodwill liability		PNP Treasurer’s Office Business Permits and Licensing Office Municipal Treasurer’s Office		
Previous Business Permit Letter from the Market Supervisor for occupancy		Business Permits and Licensing Office Market & Slaughterhouse		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client’s logbook.	Provide copy of application form and give instructions		3 minutes	ARNULFO S. BERNARDO <i>Market Supervisor IV</i> MICHELLE M. PECSON <i>Market Supervisor I</i> DHARRYL P. PAULO <i>Administrative Assistant I</i>
2. Accomplish application form to lease a market stall / occupy an open space	Verify / Assess requirements		5 minutes	ARNULFO S. BERNARDO <i>Market Supervisor IV</i> MICHELLE M. PECSON <i>Market Supervisor I</i>



				DHARRYL P. PAULO <i>Administrative Assistant I</i>
3. Proceed to the Licensing Office for the filling up of Application form for Business / Mayor’s Permit	Issues application form Verifies requirements		10 minutes	EDGARDO L. SISON <i>License Officer II</i> ARVIN UNGSON <i>License Officer I</i>
4. Pay the required Fees such as Goodwill fee, stall fee/ rental fee, Business/Mayor’s Permit to the Treasurer’s Office	Accepts payment and issues OR	In accordance with the set approved Goodwill fee, stall fee/rental fee, Business/ Mayor’s Permit by the Treasurer’s Office / Ordinance Concern	10 minutes	LILIBETH C. MANAOAT Municipal Treasurer SAMUEL P. FERRER LRCO I JEMELYN C. OLASIMAN RCC II
5. Return to the Market Office and submit Xerox copies of the ORs and other requirements	Receives all requirements and verifies authenticity		5 minutes	ARNULFO S. BERNARDO <i>Market Supervisor IV</i> MICHELLE M. PECSON <i>Market Supervisor I</i> DHARRYL P. PAULO <i>Administrative Assistant I</i>
6. Wait for the Approval of application and signing of Contract of Lease (you will be notified by the Market Supervisor)	Advises client to claim application Releases application			LEOPOLDO N. BATAOIL <i>Municipal Mayor</i> ARNULFO S. BERNARDO <i>Market Supervisor IV</i> MICHELLE M. PECSON <i>Market Supervisor I</i> DHARRYL P. PAULO <i>Administrative Assistant I</i>

4. CALIBRATION OF WEIGHTS AND MEASURES

Calibration and Sealing of all scales, weights, balances and measures use for commercial purposes and prescribing penalties for violation.

Office or Division:	Market & Slaughterhouse			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Stall Owners, Vendors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Weighing Scale				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client’s logbook.	Provides application form		3 minutes	ARNULFO S. BERNARDO <i>Market Supervisor IV</i> JENHRE R. REYES <i>Market Inspector I</i> CYRIL P. ALPAY <i>Administrative Aide III</i>
2. Submit accomplished for to the calibration officer and wait for the weighing scale to be calibrated and sealed	Calibrates and seals weighing scale		30 minutes	ARNULFO S. BERNARDO <i>Market Supervisor IV</i> JENHRE R. REYES <i>Market Inspector I</i>



3. Pay the required Fees		<p>For sealing linear metric measure: Not over 1 meter-₱ 100.00 Over 1 meter - ₱ 150.00</p> <p>For sealing metric measures of capacity: Not over ten (10) liters-₱ 150.00 Over ten (10) liters-₱ 200.00</p> <p>For sealing metric instruments of weights: Not more than 10kg - ₱ 150.00 Not more than 30kg-₱ 200.00 More than 30kg but no more than 300kg-₱250.00 More than 300kg but not more than 3,000kg - ₱350.00 More than 3,000kg - ₱450.00 For sealing apothecary balances of precision - ₱450.00 For Sealing scale or balance with complete set of weights - ₱450.00</p>	5 minutes	<p>ARNULFO S. BERNARDO <i>Market Supervisor IV</i></p> <p>JENHRE R. REYES <i>Market Inspector I</i></p> <p>CYRIL P. ALPAY <i>Administrative Aide III</i></p> <p>JEFFREY DEL CASTILLO <i>Administrative Aide IV</i></p>
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5. SECURING PERMIT FEE FOR MEAT BUTCHER

Securing Permit Fee for Meat Butcher as a requirement for renewal of their permit as meat butcher at the Lingayen Municipal Slaughterhouse.

Office or Division:	Market & Slaughterhouse			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Meat Butchers / Meat Capitalists			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Health Certificate		RHU-I Lingayen		
Drug-Free Certification		DOH Accredited Drug Testing Laboratory		
Police Clearance		Lingayen Police Station		
Barangay Clearance		Respective Barangay		
Endorsement letter from their Meat Capitalist		Meat Capitalist		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client’s logbook.	Verifies identification and other data of client		3 minutes	<p>ARNULFO S. BERNARDO <i>Market Supervisor IV</i></p> <p>MICHELLE M. PECSON <i>Market Supervisor I</i></p> <p>DHARRYL P. PAULO <i>Administrative Assistant I</i></p>
2. Submit the following:	Once verified, advice client to pay permit fee.		5 minutes	<p>ARNULFO S. BERNARDO <i>Market Supervisor IV</i></p>



a) Health Certificate issued by the LGU Physician b) Drug-Free Certification c) Police Clearance d) Barangay Clearance e) Endorsement letter from their Meat Capitalist				MICHELLE M. PECSON <i>Market Supervisor I</i> DHARRYL P. PAULO <i>Administrative Assistant I</i>
3. Pay Permit Fee at the Treasurer's Office, then present a photocopy of the receipt of payment to the Market Office	Accepts payment and issues official receipt	₱ 150.00		SAMUEL P. FERRER LRCO I JEMELYN C. OLASIMAN RCC II
4. Receives Permit/Identification Card as registered Meat Butcher	Releases Permit/Certification		2 minutes	ARNULFO S. BERNARDO <i>Market Supervisor IV</i> MICHELLE M. PECSON <i>Market Supervisor I</i> DHARRYL P. PAULO <i>Administrative Assistant I</i>

6. RESPONDING TO COMPLAINTS AGAINST VIOLATORS OF CONSUMER WELFARE RIGHTS

Addresses complaints against violation of rights of consumers

Office or Division:	Market & Slaughterhouse			
Classification:	Complex Transaction			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Consumers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complain Form		Market & Slaughterhouse		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client's logbook and accomplish complaint form	Provides complaint form		3 minutes	ARNULFO S. BERNARDO <i>Market Supervisor IV</i> MICHELLE M. PECSON <i>Market Supervisor I</i> DHARRYL P. PAULO <i>Administrative Assistant I</i>
2. Approach the consumer Welfare desk officer for inquiry regarding complaint	Advises client on possible measures to be undertaken regarding complaint		30 minutes	ARNULFO S. BERNARDO <i>Market Supervisor IV</i> MICHELLE M. PECSON <i>Market Supervisor I</i> JENHRE R. REYES <i>Market Inspector I</i>
3. Report for confrontation and solution of the complaint at the Lingayen Public Market Office	Mediates and documents confrontation		10 minutes	ARNULFO S. BERNARDO <i>Market Supervisor IV</i> MICHELLE M. PECSON <i>Market Supervisor I</i> JENHRE R. REYES <i>Market Inspector I</i> SAMUEL C. BERNAL <i>Market Inspector I</i> MARLON M. TOMELDEN



				<i>Meat Inspector II</i>
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LINGAYEN ABBATOIR (SLAUGHTERHOUSE)

**1. ACCEPTANCE AND INSPECTION OF FOOD ANIMALS PRIOR TO SLAUGHTER
(ANTE- MORTEM INSPECTION)**

Ante-mortem inspection is a service at the slaughterhouse.

Office or Division:	Market & Slaughterhouse			
Classification:	Complex Transaction			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Meat Capitalists / Meat Dealer			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Shipping Permit		Bureau of Animal Industry / BAI / Provincial Veterinary Office		
Veterinary Health Certificate		Licensed Veterinarian		
Certificate of Ownership (Cattle)		Business Permits and Licensing Office (BPLO)		
Certificate of Transfer		Business Permits and Licensing Office (BPLO)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the animals to the slaughterhouse	Inspects animal and obtain necessary documents / information from owner			GERVACIO C. SANTOS, JR. <i>Administrative Aide III</i> ROYDELINE S. CRUZ <i>Administrative Aide III</i> ROMEO S. SINDAYEN <i>Administrative Aide IV</i>
2. Inform the Deputized Meat Inspection Officer of the origin of the animal			3 minutes	GERVACIO C. SANTOS, JR. <i>Administrative Aide III</i> ROYDELINE S. CRUZ <i>Administrative Aide III</i> ROMEO S. SINDAYEN <i>Administrative Aide IV</i>
3. In case of large cattle submit documents for verification	Verifies documents		5 minutes	JOHNALEX S. ESCAÑO <i>Meat Inspector III</i> HERBERT C. AQUINO <i>Administrative Aide III</i> ROYDELINE S. CRUZ <i>Administrative Aide III</i>
4. Wait for the inspection on the animals.	Inspects animals		2 minutes per animal	JOHNALEX S. ESCAÑO <i>Meat Inspector III</i> HERBERT C. AQUINO <i>Administrative Aide III</i>
5. Leave animals in the coral for quarantine purposes.			6 hours	JOHNALEX S. ESCAÑO <i>Meat Inspector III</i> HERBERT C. AQUINO <i>Administrative Aide III</i>

**2. INSPECTION AND BRANDING OF FOOD ANIMAL CARCASSES, ORGANS AND PARTS
(POST- MORTEM INSPECTION)**

After the slaughter of hogs and cattle, the slaughterhouse master or meat inspectors assigned inspect the food animal's carcasses, organs and parts that is not afflicted with any disease or fit for consumption. After which branding will ensure to show that is inspected and safe of human consumption.

[illegible]

3. ISSUANCE OF MEAT INSPECTION CERTIFICATE (MIC).

This certificate is issued to Meat Capitalists as proof of Inspection of the meat/meat products being transported from slaughterhouse to public market and of other municipalities. It is also certifying that the products being certified were subjected to ante – mortem and post – mortem inspection by the slaughterhouse master or meat inspectors and is fit for consumption.

Office or Division:	Market & Slaughterhouse			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Meat Capitalists			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Meat/Meat products				
Previous Meat Inspection Certificate from point of origin				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Fill up service data form	Provide service data form and verifies information		3 minutes	JOHNALEX S. ESCAÑO <i>Meat Inspector III</i> HERBERT C. AQUINO <i>Administrative Aide III</i>
2. Present the meat / meat products and submit documents	Verifies documents submitted		1 minute	JOHNALEX S. ESCAÑO <i>Meat Inspector III</i> HERBERT C. AQUINO <i>Administrative Aide III</i>
3. Wait for the products to be inspected and verification of documents	Inspects products		5 minutes or may vary depending on the volume of the products	JOHNALEX S. ESCAÑO <i>Meat Inspector III</i> HERBERT C. AQUINO <i>Administrative Aide III</i>
4. Wait for the preparation and release of the Meat Inspection Certificate	Prepares certificate Signs certificate of meat inspection release		5 minutes	JOHNALEX S. ESCAÑO <i>Meat Inspector III</i> HERBERT C. AQUINO <i>Administrative Aide III</i>

4. CONSUMERS WELFARE

Person with problems of lost cattle often inform the Slaughterhouse Master so that in case the cattle would be presented for slaughter the same can be abated and the real owner be notified. This service also resolves issues regarding meat products that were brought which were found not fit for human consumption.

Office or Division:		Slaughterhouse		
Classification:		Complex Transaction		
Type of Transaction:		Government to Citizens (G2C)		
Who may avail:		Meat Capitalists		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Ownership		Business Permits and Licensing Office (BPLO)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client's logbook.				GERVACIO C. SANTOS, JR. <i>Administrative Aide III</i> ROYDELINE S. CRUZ <i>Administrative Aide III</i>
2. Inform the Slaughterhouse Master / Meat Inspectors of the nature of complaint	Interviews client		3 minutes	ARNULFO S. BERNARDO <i>Market Supervisor IV</i> DR. JAYSON B. BARADI <i>Slaughterhouse Master II</i> JOHNALEX S. ESCAÑO <i>Meat Inspector III</i> GERVACIO C. SANTOS, JR. <i>Administrative Aide III</i>
3. Wait for the verification and solution of the complaint	Verifies information provided by client and schedules confrontation if necessary		5 minutes or may vary depending on the nature of complaint	ARNULFO S. BERNARDO <i>Market Supervisor IV</i> DR. JAYSON B. BARADI <i>Slaughterhouse Master II</i> JOHNALEX S. ESCAÑO <i>Meat Inspector III</i>



				GERVACIO C. SANTOS, JR. <i>Administrative Aide III</i>
4. Formal confrontation if there exist a prima facie case	Mediates and documents confrontation		1 day	ARNULFO S. BERNARDO <i>Market Supervisor IV</i> DR. JAYSON B. BARADI <i>Slaughterhouse Master II</i> JOHNALEX S. ESCAÑO <i>Meat Inspector III</i> GERVACIO C. SANTOS, JR. <i>Administrative Aide III</i>



MUNICIPAL ENGINEERING OFFICE



1. Issuance of Building Permits

Service Information: Clients applying for Building Permits.

Office or Division:	Municipal Engineering Office / Office of the Building Office
Classification:	Simple Transaction
Type of Transaction:	Government to Citizens (G2C)
Who may avail:	Clients applying for building permits
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Secure checklist of requirements:</p> <ol style="list-style-type: none">1. Duly accomplished application form.2.<ol style="list-style-type: none">a) Original or Certified True Copy of Transfer Certificate Title - (5 copies).b) Tax Declaration – (4 copies)c) Current Tax Receipt (2 copies) <p>-In Case the applicant is not the registered owner of the lot:</p> <ol style="list-style-type: none">a) Duly Notarized copy of the Contract of Lease, orb) Duly Notarized copy of the Deed of Absolute Sale, orc) Duly Notarized copy of the Contract of Sale, ord) Duly Notarized Affidavit of consent from the lot owner/s 3. Five (5) sets of plans. Prepared, signed and sealed by:<ol style="list-style-type: none">a) Duly licensed Architect – Architectural Plansb) Duly licensed Civil Engineer – Structural Plansc) Duly licensed Sanitary Engineer or Master Plumber – Plumbing Plansd) Duly licensed Professional Electrical Engineer – Electrical Planse) Duly licensed Professional Mechanical Engineer – Mechanical Plans 4. Bill of Materials (5 copies) 5. Technical Specifications (5 copies) 6. Additional Requirements for Building Permit<ol style="list-style-type: none">a) (For Two (2) Storey & up) Structural Analysis and Design for all buildings structure with one storey and single detached building structure with a minimum total area of 20sq meters (5 sets/copies)b) (For Three (3) Storey & up) Boring or Load Test for buildings or structures with three (3) storey and higher – (2 copies)c) Seismic Analysis except for residential buildings less than 7.5 meters in height 7. Logbook duly signed by the Architect/Civil Engineer in charge of construction with PRC No. and PTR No. with corresponding date and issue. 8. Zoning Clearance – (2 copies) 9. Endorsement from the Fire Department for those applying for building permits (new construction, addition, alteration, renovation etc..	<p>Municipal Engineering Office</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get list/Acquire the needed requirements at MEO	List of requirement given to the applicant.	BFP Fees	3 days	Engr. Romel I. Melendez Engineer III/Acting Building Official BFP Fire Marshall
2. Secure Locational Clearance and Zoning Certificate at Zoning Office	Locational Clearance Granted/issued	See schedule of fees.	2 days	Engr. Jerome V. Canullas Municipal Assessor
3. Submit to Municipal Engineers Office for approval	Approved Building permits issued		2 days	Engr. Romel I. Melendez Engineer III/Acting Building Official

2. Issuance of Electrical Permit to Indigenous Dwellings

Service Information: Clients applying for Electrical Permit to Indigenous Dwellings

Office or Division:	Municipal Engineering Office			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Clients applying for Electrical Permit to Indigenous Dwellings / Existing Buildings			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For those applying for Electrical Permit to Indigenous Dwellings / Existing Buildings Xerox copy of Tax Declaration Barangay Clearance / Certification Picture of the Building Fire Safety Clearance		Municipal Engineering Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply for the issuance of electrical permit	Bring copy of Tax declaration or any applicable papers for site inspection	See schedule of fees	1 day	Engr. Romel I. Melendez Engineer III/Acting Building Official
2. Endorsement to the BFP	Processing / Issuance of Fire Safety Clearance	-	2 days	Engr. Romel I. Melendez Engineer III/Acting Building Official BFP Fire Marshall
3. Submit Fire Safety Clearance / Processing of the Permit	Approval of application for electrical permit	-	1 day	Engr. Romel I. Melendez Engineer III/Acting Building Official



3. ISSUANCE OF OCCUPANCY PERMIT

Service Information: Clients applying for Occupancy Permit

Office or Division:	Municipal Engineering Office			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Clients applying for Occupancy Permit			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For those applying for Occupancy Permit Xerox copy of approved building permit Completion certificate Fire safety inspection certificate from BFP		-		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get list/Acquire the needed requirements at MEO	Check the requirements/docu ments submitted at MEO. Endorse to the BFP	See schedule of fees	1 day	Engr. Romel I. Melendez Engineer III/Acting Building Official BFP Fire Marshall
2. Submit to MEO the documents acquired at BFP	Check the submitted documents acquired at BFP	-	2days	Engr. Romel I. Melendez Engineer III/Acting Building Official BFP Fire Marshall
3. Get / Acquire the Certification of Occupancy	Prepare & issue the certification of Occupancy	-	1 day	Engr. Romel I. Melendez Engineer III/Acting Building Official BFP Fire Marshall



OFFICE OF THE GENERAL SERVICES



1. Issuances of Office, Janitorial, Electrical and Other Supplies

Office or Division:	Office of the General Services			
Classification:	Simple Transaction			
Type of Transaction:	G2G			
Who may avail:	All LGU -Lingayen Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Requisition Issue Slip				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client log book	Validation of identity	None	1 – 5 minutes	Leah Marie C. Cruz <i>Job Order</i>
2. Prepare & Submit Accomplished RIS for withdrawal of Supplies & materials	Check The Availability of Items requested	None	1 – 5 minutes	Marianne E. Tañedo <i>AO III/ Supply Officer II</i> Marvien Julius Flores , <i>Job Order</i>
3.	Prepare Requested Supplies	None	5 minutes – 1 hour(depends upon the bulk of materials withdrawn)	Marianne E. Tañedo <i>AO III/ Supply Officer II</i> Marvien Julius Flores , <i>Job Order</i> Jerome A. Tomelden <i>Job Order</i>
4.	Approval of RIS	None	5 minutes	Larry B. Flores , MBA Municipal General Services Officer
5.Sign RIS(Received Portion)	Release of Items, Numbering and File RIS for Monitoring Purposes	None	5 minutes	Marvien Julius DC. Flores Jerome A. Tomelden

2. Request for Repair and Maintenance (Workplace Improvement and Maintenance)

Office or Division:	Office of the General Services			
Classification:	Simple Transaction			
Type of Transaction:	G2G			
Who may avail:	All LGU -Lingayen Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	



MAINTENANCE WORK ORDER REQUEST FORM		Office of the General Services Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client log book	Validation of identity	None	1 – 5 minutes	Leah Marie C. Cruz <i>Job Order</i>
2. Secure and Fill up Maintenance Work Order Request Form and Forward to GSO	Approve Request and Forward to Assign Personnel	None	1-5 minutes	Larry B. Flores , MBA
3.	Evaluate damaged unit in terms of cost and time and Schedule Repair w/c includes: Plumbing Works Carpentry Works RAC Servicing ICT Works Mechanic/Motor Vehicle	None	5 minutes	Assign Maintenance Personnel Israel Palabino COS(Plumber) Efren Macasieb COS(Carpentry) Israel Palabino, Jr. COS(Aircon Technician) Renato Santos Casual(IT Technician) Melvin Cruz COS(IT Technician) Paul Vargas Mechanic III
4.	Perform Repair	None	45minutes (depends on how critical the repair to be done)	Assign Maintenance Personnel
5. Sign Maintenance Work Order Request Form (Request Completed Portion)	Sign Maintenance Work Order Request Form(Confirmation of Completion)	None	1-5 minutes	Assign Maintenance Personnel

3. Request for Borrowing Equipment, Tool, Materials and Other Supplies

Office or Division:	Office of the General Services
Classification:	Simple Transaction
Type of Transaction:	G2G
Who may avail:	All LGU -Lingayen Employees
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



Borrowing Request Form & Borrowers Agreement for Equipment and Other Supplies		Office of the General Services Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client log book	Validation of identity	None	1 minute	Leah Marie C. Cruz Job Order(Filing Clerk)
2.Fill up Borrowing Request Form & Borrowers Agreement for Equipment and Other Supplies	Check the Availability of Request item(s) to be borrowed	None	1-2 minutes	Marianne E. Tañedo AO III/Supply Officer II
3.	Approve Request and forward Borrowers Request form to assigned Personnel for appropriate action	None	1-2 minutes	Larry B. Flores, MBA Municipal General Services Officer
4. Agreed and Sign the Borrowers Request Form & Borrowers Agreement for Equipment and Other Supplies	Release the Item to be Borrowed	None	1-5 minutes(depends on the bulk of borrowed items)	Marianne E. Tañedo AO III/Supply Officer II Patrick L. Santos Administrative Aide III
5.	Record and File Borrowing Request Form & Borrowers Agreement for Equipment and Other Supplies for monitoring purposes		1 minute	Patrick L. Santos Administrative Aide III

4. Request for Turn Over of Unserviceable Property Plant equipment and Other Supplies and Materials

Office or Division:	Office of the General Services	
Classification:	Simple Transaction	
Type of Transaction:	G2G	
Who may avail:	All LGU -Lingayen Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Property Turn Over Letter		



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client log book	Validation of identity	None	1 minute	Leah Marie C. Cruz Job Order
2. Transmit Property Turn Over letter	Receive the Property Turn Over letter	None	1 minute	Marianne E. Tañedo AO III/Supply Officer II
3.	Approve and Notify Concerned Employee for Appropriate action	None	1-2 minutes	Larry B. Flores , MBA Municipal General Services Officer
4.	Pull out PAR/ICS on file and Retrieve Unserviceable PPE	None	5 min. (depend upon the bulks of unserviceable Equipment	Marianne E. Tañedo AO III/Supply Officer II Janitorial/utilities Staff
5.	Filing /Hauling/Stocking of Unserviceable at the Stock room(as the case maybe)	None	5 min. (depend upon the bulks of unserviceable Equipment	Marianne E. Tañedo AO III/Supply Officer II Janitorial/utilities Staff

5. Issuances of New Equipment and Other Tools and Materials.

Office or Division:	Office of the General Services			
Classification:	Simple Transaction			
Type of Transaction:	G2G			
Who may avail:	All Municipal Department			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requisition Issue Slip				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client log book	Validation of identity	None	1 minute	Leah Marie C. Cruz Job Order
2. Submit Accomplished RIS for Issuances of PPE	Numbering of Requisition Issue Slip (RIS) and Prepare Property Acknowledgment (PAR) or Inventory	None	5 minute	Marianne E. Tañedo AO III/Supply Officer II



	Custodian Slip (ics)and its Property Sticker and Record it for Monitoring Purposes			
3.	Approval & Signing of RIS	None	1 minute	Larry B. Flores , MBA Municipal General Services Officer
4.Receive and Sign the Property Acknowledgment (PAR)or Inventory Custodian Slip (ICS)	Release of PPE		10-20 minutes (depends on the bulk of request PPE	Marianne E. Tañedo AO III/Supply Officer II

6. Procurement of Equipment, Goods, Supplies and Materials

Office or Division:	Office of the General Services			
Classification:	Simple Transaction			
Type of Transaction:	G2G			
Who may avail:	All Municipal Department			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requisition Issue Slip				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client log book	Validation of identity	None	1 minute	Leah Marie C. Cruz Job Order
2. Submit Accomplished END User Procurement Request	Verify if its included in their Project Procurement Management Plan(PPMP)	None	1 minute	Marianne E. Tañedo AO III/Supply Officer II
3.	Conduct Canvass	None	30 minutes(depends upon the bulk of request)	Marianne E. Tañedo AO III/Supply Officer II Larry B. Flores , MBA Municipal General Services Officer
4.	Prepare Purchase Request	None	5 minutes	Larry B. Flores , MBA Municipal General Services Officer



5.	Process Purchase Request (Includes Signature of Signatories	None	5 minutes	Marvien Julius Flores Job Order Jerome Tomelden Job Order
6	Submit Purchase Request to Bid and Awards Committee(BAC)	None	2 minutes	Marvien Julius Flores Job Order Jerome Tomelden Job Order

7. Acceptance of Delivery of Supplies

Office or Division:	Office of the General Services			
Classification:	Simple Transaction			
Type of Transaction:	G2G			
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Delivery Receipt				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client log book	Validation of identity	None	1 minute	Leah Marie C. Cruz Job Order
2.Handing Over Supplies	Receives Deliveries from Supplier/verify items specifications	None	5 minutes (depends upon the bulk of supplies delivered)	Marianne E. Tañedo AO III/Supply Officer II
3.	Calls Attention of Inspection Committee	None	5 minutes (depends upon the bulk of supplies delivered)	Marissa L. Santos Sr. Admin. Marle M. Tacud Admin. Assistant II Myra B. Garcia RCC II Eduardson L. Viray RCCII
4.	Signs Acceptance and Inspection Report	None	1 minute	Larry B. Flores MGSO Marissa L. Santos Sr. Admin Marle M. Tacud



				Admin. Assistant II Myra B. Garcia RCC II Eduardson L. Viray RCCII
5.	Submits Acceptance and Inspection Report to Bids and Awards Committee(BAC)	None	1 minute	Marvien Julius Flores Job Order Jerome Tomelden



**LOCAL TOURISM & CULTURAL
AFFAIRS OFFICE (LTCAO)**



1. **Tourist Assistance and Information**

Office or Division:	Tourism Information Desk			
Classification:	Simple			
Type of Transaction:	Government to Client			
Who may avail:	All locals/tourists visiting the tourist destinations of the Municipality.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Register in the logbook and filled-up the required information.	<ul style="list-style-type: none">Provide the logbook, assist the client and verify the information for record purposes	None	2 minutes	Kristin Louise S. Infante (J.O) Natalie Iain S. White (J.O)
Request the needed data on tourism related information	<ul style="list-style-type: none">Receive and answer client's inquiryVerify and review if information requested is availableProvide list or give brochure or any tourism related data/information	None	5 minutes	Kristin Louise S. Infante (J.O) Natalie Iain S. White (J.O)
Receive the data/information requested	<ul style="list-style-type: none">Release the data on tourism related information	None	1 minute	Kristin Louise S. Infante (J.O) Natalie Iain S. White (J.O)

2. **Conduct of Activities and Special Events**

Service Information

Office or Division:	Lingayen Tourism & Cultural Affairs Office			
Classification:	Simple Transaction			
Type of Transaction:	Government to Client			
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		



None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/OFFICE RESPONSIBLE
Go to the Events Division and submit activity/event proposal.	<ul style="list-style-type: none">Receives and review proposals	None	1 minute	Michelle Z. Lioanag (MTO designate)
	<ul style="list-style-type: none">Initial meeting for the conduct of events/activitiesPrepare endorsement to the mayor	None	15 minutes	Michelle Z. Lioanag (MTO designate) Kathyren D. Dungca (Tourism Operations Officer I)
	<ul style="list-style-type: none">Review endorsement for Mayor's approval	None	2 minutes	Michelle Z. Lioanag (MTO designate)
	<ul style="list-style-type: none">Received Endorsement of the Event/Activity ProposalApproval/Disapproval of the Activity Proposal	None	1 Day	Office of the Mayor
Receive Approved/Disapproved Proposal	<ul style="list-style-type: none">Record and Release Request	None	3 minutes	Michelle Z. Lioanag (MTO designate)

3. Request for Tourism Frontliners Training

Office or Division:	Lingayen Tourism Cultural Affairs Office			
Classification:	Simple Transaction			
Type of Transaction:	Government to Client			
Who may avail:	Lingayen Tourism Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Go to the Tourism Office	<ul style="list-style-type: none">Receives and review letter of request	None	2 minutes	Kathyren D. Dungca (Tourism Operations Officer I)



				Bethany Alleson L. Dela Cruz (Admin. Aide IV)
	<ul style="list-style-type: none">Review of Request for DOT endorsement	None	1 Day	Michelle Z. Lioanag (MTO designate)
	<ul style="list-style-type: none">Approve Endorsement	None	5 minutes	Michelle Z. Lioanag (MTO designate)
Receive copy of Endorsement Letter	<ul style="list-style-type: none">Release request	None	2 minutes	Bethany Alleson L. Dela Cruz (Admin. Aide IV) Kristin Louise S. Infante (J.O)



**OFFICE OF THE SANGGUNIANG
BAYAN
SECRETARIAT**



1. ISSUANCE OF CERTIFIED TRUE COPIES OF OFFICIAL SANGGUNIANG BAYAN DOCUMENTS

Service Information

The public may request for certified true copies of public documents.

Office or Division:	Office of the Sangguniang Bayan Secretariat			
Classification:	Simple Transaction			
Type of Transaction:	Government to Government/Government to Client			
Who may avail:	Any individual who asked for request with purpose			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		Personal		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client log book and present Letter Request	Review Letter of Request	None	2 minutes	Cheska Mae G. Escaño <i>Administrative Aide III</i> Sherame S. Tuazon <i>Administrative Aide IV</i>
2. Submit Requirements	Research the documents needed and issue order of payment	None	3 minutes	Realyn M. Ferrer <i>Administrative Officer I</i> Christine E. Fernandez <i>Administrative Assistant I</i>
3. Pay the required fees at the Office of the Municipal Treasurer		PhP 65.00	3 minutes	Municipal Treasury Staff
4. Present the Official Receipt	Preparation of documents for signature of the SB Secretary	None	5 minutes	Sherame S. Tuazon <i>Administrative Aide IV</i> Christine E. Fernandez <i>Administrative Assistant I</i> Gina A. Flores <i>Secretary to the SB</i>
5. Receive certified/signed documents	Release the documents	None	2 minutes	Sherame S. Tuazon <i>Administrative Aide IV</i> Christine E. Fernandez <i>Administrative Assistant I</i>

2. ISSUANCE OF CERTIFICATE OF POSTING

Service Information

Petitioners of Second Owner's Duplicate Copy of Land Titles/ERC Orders/other agencies may request for issuance of Certificate of Posting

Office or Division:	Office of the Sangguniang Bayan Secretariat			
Classification:	Simple Transaction			
Type of Transaction:	Government to Client, Government to Private Company			
Who may avail:	Any individual who asked for request with purpose			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		



Request Letter		Personal		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client log book		None	2 minutes	Cheska Mae G. Escaño <i>Administrative Aide III</i> Sherame S. Tuazon <i>Administrative Aide IV</i>
2. Submit documents for 10 day posting	Review/Post submitted documents	None	5 minutes	Christine E. Fernandez <i>Administrative Assistant I</i> Sherame S. Tuazon <i>Administrative Aide IV</i>
3. Pay the required fees at Office of the Municipal Treasurer	Issue order of Payment	PhP 65.00	3 minutes	Municipal Treasury Staff
4. Present the Official Receipt	Preparation of Certification for signature of the SB Secretary	None	5 minutes	Areanne Grace M. De Guzman <i>Administrative Officer III</i> Gina A. Flores <i>Secretary to the SB</i>
5. Receive certified/signed documents	Release the documents	None	2 minutes	Christine E. Fernandez <i>Administrative Assistant I</i> Sherame S. Tuazon <i>Administrative Aide IV</i>

3. LEGISLATIVE ENACTMENT SERVICES

Service Information
The Sangguniang Bayan under RA 7160 is mandated to review all ordinances approved by the Sangguniang Barangay to determine whether they are within the prescribed power of the sanggunian to enact.

REVIEW OF BARANGAY ORDINANCES/ANNUAL AND SUPPLEMENTAL BUDGETS

Office or Division:	Office of the Sangguniang Bayan Secretariat		
Classification:	Complex Transaction		
Type of Transaction:	Government to Government		
Who may avail:	Barangay Councils		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Transmittal Letter 13 Copies of Barangay Ordinance/Annual/Supplemental Budgets Proof of Public Hearing		Brgy. Council of Origin	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client log book		None	2 minutes	Cheska Mae G. Escaño <i>Administrative Aide III</i> Sherame S. Tuazon <i>Administrative Aide IV</i>
2. Submit all documents for review and approval	Review submitted documents	None	5 minutes	Christine E. Fernandez <i>Administrative Assistant I</i> Divina C. Soriano <i>Asst. Secretary to the SB</i>
3. Wait for recommendation of the Local Finance Committee/Legal Officer	Endorse the documents to the Local Finance Committee/Legal Officer for review and recommendations	None	3 minutes	Divina C. Soriano <i>Asst. Secretary to the SB</i> Gina A. Flores <i>Secretary to the SB</i>
4. Attend Committee Meeting	SB will deliberate at the Committee Level	None	1 Regular Committee Meeting	Committee concerned
5. Wait for approval	Committee concerned will render its report and pass a corresponding resolution if review is favorable	None	1 Regular Session	Committee concerned
6.	Secretariat finalizes the adopted measure	None	1 Day	Gina A. Flores <i>Secretary to the SB</i> Areanne Grace M. De Guzman <i>Administrative Officer III</i>
7. Receive certification resolution	Release the documents	None	2 minutes	Christine E. Fernandez <i>Administrative Assistant I</i> Sherame S. Tuazon <i>Administrative Assistant I</i>

4. ISSUANCE OF AUTHORITY TO CONSTRUCT/INSTALL CELL SITE (CS)
Service Information

Under the Local Government Code, the Sangguniang Bayan is empowered to authorize the construction/installation of cell sites by Telecommunication providers subject to existing rules and regulations.



Office or Division:	Office of the Sangguniang Bayan Secretariat			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	Telecommunication Providers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none">Letter for Legislative ActionTax Declaration/Land Title of the proposed cell siteAffidavit of UnderstandingStructural blue print of the antennaeDepartment of Health CertificationAir Transportation Office ClearanceBarangay resolution endorsing the proposed cell siteProof of Public Hearing conducted by the Barangay CouncilNeighbors consent within 50 meters' radius from the proposed cell site		Concerned Government Offices		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client log book and present letter request	Review Letter request	None	2 minutes	Cheska Mae G. Escaño <i>Administrative Aide III</i> Sherame S. Tuazon <i>Administrative Aide IV</i>
2. Secure all requirements and submit to the Sangguniang Bayan for review and approval	Review submitted documents	None	5 minutes	Areanne Grace M. De Guzman <i>Administrative Officer III</i> Divina C. Soriano <i>Asst. Secretary to the SB</i>
3. Wait for legislative actions	Letter will be read in the next regular session for referral to committee concerned	None	1 Regular Session	Gina A. Flores <i>Secretary to the SB</i>
4. Attend Committee Meeting	SB will deliberate at the Committee Level	None	1 Regular Committee Meeting	Committee concerned Divina C. Soriano <i>Asst. Secretary to the SB</i>
5. Wait for approval	Committee concerned will render its report, if favorable, a resolution will be filed for approval	None	1 Regular Session	Committee concerned



	for second and final reading			
6.	Secretariat finalizes the adopted measure to be signed by the SB Secretary, Vice Mayor and Mayor	None	2 Days	Gina A. Flores <i>Secretary to the SB</i> Areanne Grace M. De Guzman <i>Administrative Officer III</i>
7. Receive signed documents	Release the documents	None	2 minutes	Christine E. Fernandez <i>Administrative Assistant I</i> Sherame S. Tuazon <i>Administrative Assistant I</i>

5. QUASI-JUDICIAL FUNCTION
Service Information

The public may file an administrative complaint to the Sangguniang Bayan against erring Barangay Elective Officials

Office or Division:	Office of the Sangguniang Bayan Secretariat			
Classification:	Complex Transaction			
Type of Transaction:	Government to Government			
Who may avail:	Residents of the municipality			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Verified administrative complaint (13 copies)		Legal practitioners		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client log book and present letter of request	Review letter of request	None	2 minutes	Cheska Mae G. Escaño <i>Administrative Aide III</i> Sherame S. Tuazon <i>Administrative Aide IV</i>
2. Submit verified Administrative Complaint	Review submitted documents	None	10 minutes	Gina A. Flores <i>Secretary to the SB</i> Divina C. Soriano <i>Assistant SB Secretary</i>
3. Wait for legislative action	Council will send summons to the respondent within 7 days to file answer Upon receipt of the answer, the Secretariat will furnish the SB Members of both documents	None	8 days	Areanne Grace M. De Guzman <i>Administrative Officer III</i> Divina C. Soriano <i>Assistant SB Secretary</i> Gina A. Flores <i>Secretary to the SB</i>



4. Complainant will be required to submit his/her position paper within 30 calendar days	SB will require both the Complainant and Respondent to submit their position papers within 30 calendar days	None	30 days	Areanne Grace M. De Guzman <i>Administrative Officer III</i> Gina A. Flores <i>Secretary to the SB</i>
5. Attend a hearing with the presence of the respondent	SB will schedule an amicable settlement. If parties agreed to settle amicably, an order will be issued by the Honorable Board	None	$\frac{1 \text{ day}}{1 \text{ day}}$	Committee of the Whole
6. 5.Wait for final decision	If case has not been settled amicably, the Council will render its decision within 14 days	None	14 days	Committee of the Whole
7.	A decision will be prepared by the Board and forward the same to the LCE for implementation	None	5 Days	Gina A. Flores <i>Secretary to the SB</i> Areanne Grace M. De Guzman <i>Administrative Officer III</i>
8. Receive the decision	Furnish both parties of the decision for their information and guidance	None	1 day	Areanne Grace M. De Guzman <i>Administrative Officer III</i> Gina A. Flores <i>Secretary to the SB</i> Reynaldo B. Pantaleon <i>Administrative Aide IV</i>

6. ARCHIVE SERVICE

Service Information

The public may avail/utilize the resources of the Local Library

Office or Division:	Office of the Sangguniang Bayan Secretariat			
Classification:	Simple Transaction			
Type of Transaction:	Government to Client			
Who may avail:	Researchers, students, anyone			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request/ Identification Card		School/Government or Private Companies		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client log book and present Letter Request	Review Letter of Request/Identificat ion Card	None	2 minutes	Catherine T. Gamboa <i>Librarian II</i>



2. Inform the Librarian of the needed materials	Librarian will locate the needed materials	None	5 minutes	Catherine T. Gamboa <i>Librarian II</i>
3. Browse/Read/Copy the materials		None	As much time needed	Catherine T. Gamboa <i>Librarian II</i>
4. If a photocopy is needed, ask for permission from the Librarian and proceed to the nearest Photo Copying Center	Librarian will list down the details of the book being borrowed	None	15 minutes	Catherine T. Gamboa <i>Librarian II</i>
5. Return the borrowed material and get the Identification Card	Inspect the returned borrowed material and release the Identification Card	None	2 minutes	Catherine T. Gamboa <i>Librarian II</i>

7. ACCREDITATION OF CIVIL SOCIETY ORGANIZATIONS (CSO’s) AND PRIVATE ORGANIZATIONS (Pos)

Service Information

RA 7160 mandates local government units to promote the establishment and operation of people’s organizations, non-governmental organizations and private sectors in pursuit of local economy.

Office or Division:	Office of the Sangguniang Bayan Secretariat			
Classification:	Complex Transaction			
Type of Transaction:	Government to Government/Private to Government			
Who may avail:	Organized groups/associations in Lingayen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Constitution and By-Laws 2.Securities & Exchange Commission (SEC) Registration (if available) 3.List of Officers and Members <i>Additional requirements for TODAs:</i> <ul style="list-style-type: none">1.Barangay Council CertificationTODA Federation President CertificationList of Members with License No. OR/CR, Control No. and Day Coding		Securities and Exchange Commission Barangay Council concerned TODA Federation President Office/Residence		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client log book		None	2 minutes	Cheska Mae G. Escaño <i>Administrative Aide III</i> Sherame S. Tuazon <i>Administrative Aide IV</i>
2. Accomplish Accreditation Form and submit	Review submitted documents	None	5 minutes	Cheska Mae G. Escaño <i>Administrative Aide III</i> Realyn C. Ferrer <i>Administrative Officer I</i>



requirements for review				Gina A. Flores <i>Secretary to the SB</i>
3. Pay the accreditation fee at Municipal Treasurer's Office	Issue order of payment	New- P1,000.00 Renewal- P500.00	3 minutes	Municipal Treasury Staff
4. Wait for Legislative Actions	Application will be read in the next regular session for referral to concerned committee		1 Regular Session	Gina A. Flores <i>Secretary to the SB</i>
5. Attend the Committee Meeting	Committee will conduct a Committee Meeting; applicant is required to attend	None	1 Regular Session	Committee on Accreditation
	Committee renders its report, if favorable, Council will approve the application and the Accreditation Form will be signed by the Chairman, Committee on Accreditation, Vice Mayor, and Municipal Mayor	None	1 Regular Session	Gina A. Flores <i>Secretary to the SB</i>
	Accreditation Form will be forwarded to the Office of the Mayor for his signature	None	1 day	<i>Private Secretary to the Mayor</i>
6. Receive duly signed Accreditation Form	Release the document	None	2 minutes	Realyn C. Ferrer <i>Administrative Officer I</i>

8. LAND CONVERSION
Service Information

Under the Local Government Code, the Sangguniang Bayan under is empowered to reclassify lands under the territorial jurisdiction of the municipality. The reclassification of lands is necessary to reflect the actual utilization of said properties and to determine proper utilization for its use.

Office or Division:	Office of the Sangguniang Bayan Secretariat
Classification:	Complex Transaction
Type of Transaction:	Government to Client
Who may avail:	Residents/Businesses
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



Request Letter Land Title or Tax Declaration of the property Brgy. Council resolution indorsing the conversion Proof of Public Hearing conducted by the Brgy. Council		Municipal Assessor Barangay Council concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client log book and present Letter Request	Review Letter Request	None	2 minutes	Cheska Mae G. Escaño <i>Administrative Aide III</i> Sherame S. Tuazon <i>Administrative Aide IV</i>
2. Submit requirements	Review submitted documents	None	5 minutes	Divina C. Soriano <i>Assistant Secretary to the SB</i> Gina A. Flores <i>Secretary to the SB</i>
3. Wait for legislative actions	Letter will be read in the next Regular Session for referral to proper committee	None	1 Regular Session	Gina A. Flores <i>Secretary to the SB</i>
4. Attend Committee Meeting	Committee will conduct Committee Hearing	None	1 Regular Committee Meeting	Committee concerned
5. Wait for approval	Committee renders its report and passes a corresponding resolution for second and final reading	None	1 Regular Session	Committee concerned
	Secretariat prepares corresponding resolution to be signed by the SB Secretary, Vice Mayor and Municipal Mayor	None	1 Day (Mayor is given 10 working days to sign or veto the resolution)	Areanne Grace M. De Guzman <i>Administrative Officer III</i> Gina A. Flores <i>Secretary to the SB</i>
6. Receive approved resolution	Release the resolution	None	2 minutes	Christine E. Fernandez <i>Administrative Aide IV</i> Sherame S. Tuazon <i>Administrative Aide IV</i>

9. ISSUANCE OF LEGISLATIVE RESOLUTION TO PUT UP A GASOLINE STATION

Service Information

The Sangguniang Bayan is empowered to issue resolution allowing the putting up of Gasoline stations within its territorial jurisdiction.

Office or Division:	Office of the Sangguniang Bayan Secretariat		
Classification:	Complex Transaction		
Type of Transaction:	Government to Client		
Who may avail:	Private Businessmen/entities		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Request Letter 2. Environmental Compliance Certificate (ECC)		DENR	



3. Barangay Council Endorsement		Brgy. Council concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. 1. Sign in client log book and present Letter Request	Review Letter Request	None	2 minutes	Cheska Mae G. Escaño <i>Administrative Aide III</i> Sherame S. Tuazon <i>Administrative Aide IV</i>
2. Submit requirements	Review submitted documents	None	5 minutes	Divina C. Soriano <i>Assistant Secretary to the SB</i> Gina A. Flores <i>Secretary to the SB</i>
3. Wait for legislative actions	Letter will be read in the next Regular Session for referral to proper committee	None	1 Regular Session	Gina A. Flores <i>Secretary to the SB</i>
4. Attend Committee Hearing	Committee will conduct Committee Hearing	None	1 Regular Committee Meeting	Committee concerned
5. Wait for approval	Committee renders its report and passes a corresponding resolution for second and final reading	None	1 Regular Session	Committee concerned
6.	Secretariat prepares the resolution to be signed by the SB Secretary, Vice Mayor and Municipal Mayor	None	1 Day (Mayor is given 10 working days to sign or veto the resolution)	Areanne Grace M. De Guzman <i>Administrative Officer III</i> Gina A. Flores <i>Secretary to the SB</i>
7. Receive approved resolution	Release the resolution	None	2 minutes	Christine E. Fernandez <i>Administrative Aide IV</i> Sherame S. Tuazon <i>Administrative Aide IV</i>

10.ISSUANCE OF LEGISLATIVE ORDINANCE TO INCREASE FARE HIKE

Service Information

Subject to the guidelines prescribed by the Department of Transportation and Communication, the Sangguniang Bayan is empowered to regulate the operation of tricycles and grant franchises for the operation thereof within the territorial jurisdiction of the municipality.

Office or Division:	Office of the Sangguniang Bayan Secretariat
Classification:	Complex Transaction
Type of Transaction:	Government to Client
Who may avail:	Transport Associations/Groups



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter 2. Brgy. Council Endorsement 3. Proof of Public Hearing conducted by the Barangay Council		Brgy. Council concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. 1. Sign in client log book and present Letter Request	Review Letter Request	None	2 minutes	Cheska Mae G. Escaño <i>Administrative Aide III</i> Sherame S. Tuazon <i>Administrative Aide IV</i>
2. Submit requirements	Review submitted documents	None	5 minutes	<i>Assistant SB Secretary</i> Gina A. Flores <i>Secretary to the SB</i>
3. Wait for legislative actions	Letter will be read in the next Regular Session for referral to proper committee	None	1 Regular Session	Gina A. Flores <i>Secretary to the SB</i>
4. Attend Committee Hearing	Committee concerned will conduct Committee Hearing	None	1 Regular Committee Hearing	Committee concerned
5. Wait for approval	Committee renders its report and passes a corresponding ordinance for second and final reading	None	2 Regular Sessions	Committee concerned
	Secretariat prepares the ordinance to be signed by the SB Secretary, Vice Mayor and Municipal Mayor	None	1 Day (Mayor is given 10 working days to sign or veto the resolution)	Areanne Grace M. De Guzman <i>Administrative Officer III</i> Gina A. Flores <i>Secretary to the SB</i>
6. Receive approved ordinance	Release the ordinance	None	2 minutes	Christine E. Fernandez <i>Administrative Aide IV</i> Sherame S. Tuazon <i>Administrative Aide IV</i>
7. Get the “tarifa”	BPLO issues the “tarifa”	None	5 minutes	Edgardo L. Sison <i>Licensing Officer III</i>



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;
- ☐ Send your feedback through e-mail hrmo_lingayen@yahoo.com or text us at 0969-337-9966; or
- ☐ 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?

1. Proceed to the Public Assistance and Complaints Desk and look for the **OFFICER OF THE DAY:**
2. Accomplish our Complaint Form and endorse/submit it to the PACD Officer of the day.
3. The PACD Officer of the day will forward the complaint to the concern office for appropriate action.
4. Informs complainant for the action taken.

How to File a Complaints?

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 0969-337-9966

Contact Information of ARTA, PCC, CCB

ARTA: complaints@arta.gov.ph

8478 5093

PCC: 888

CCB: 0908 881 6565 (SMS)



Republic of the Philippines
Province of Pangasinan
MUNICIPALITY OF LINGAYEN

PUBLIC ASSISTANCE COMPLAINT DESK (PACD)
FEEDBACK FORM

PANGALAN : _____
PETA : _____
DEPARTAMENTO/OPISINA : _____
PANGALAN NG EMPLEYADO : _____
CONTACT NUMBER : _____

Maaari lamang po na lagyan ng naaayon na marka ang mga sumusunod na tanong base sa serbisyong natanggap

- 5- SOBRANG NASIYAHAN (VERY SATISFIED)
- 4- NASIYAHAN (SATISFIED)
- 3- NEUTRAL NA PAKIRAMDAM (NEUTRAL FEELING)
- 2- HINDI NASISIYAHAN (DISSATISFIED)
- 1- SOBRANG HINDI NASIYAHAN (VERY DISSATISFIED)

- ___ 1. May kusa at maagap ang pagseserbisyo sa tao.
- ___ 2. Mabilis at maayos ang proseso.
- ___ 3. Komportable ang lokasyon at malinaw ang mga nakalagay na palatandaan.
- ___ 4. Maayos magpaliwanag at nakikinig sa hinaing ng tao.
- ___ 5. Mabilis at makatuwiran ang paraan ng pagbabayad at pag proseso ng bayarin.
- ___ 6. Tapat, katiwa-tiwala at patas ang serbisyo sa tao.
- ___ 7. Alam at naiitindihan ng mabuti ang trabaho at ang pangangailangan ng tao.
- ___ 8. Maayos na natugunan ang serbisyong kailangan.

Maglagay ng komento ukol sa aming serbisyo:

Ikaw ba ay may reklamo ukol sa aming serbisyo? Maari lamang na ilagay ang detalye ng pangayayari:

Salamat sa pagsuporta sa aming layunin!



Control No: _____



LOCAL GOVERNMENT UNIT OF LINGAYEN
HELP US SERVE YOU BETTER

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type: ☐ Citizen ☐ Business ☐ Government (Employee or another agency)
Date: _____ Sex: ☐ Male ☐ Female Age: _____
Region of residence: _____ Service Availed: _____

INSTRUCTIONS: **Check mark (✓)** your answer to the Citizen’s Charter (CC) questions. The Citizen’s Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.

- CC1 Which of the following best describes your awareness of CC?
- ☐ 1. I know what a CC is and I saw this office’s CC.
 - ☐ 2. I know what a CC is but I did NOT see this office’s CC.
 - ☐ 3. I learned of the CC only when I saw this office’s CC.
 - ☐ 4. I do now know what a CC is and I did not see one in this office. (Answer ‘N/A’ on CC2 and CC3)
- CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was...?
- ☐ 1. Easy to see
 - ☐ 2. Somewhat easy to see
 - ☐ 3. Difficult to see
 - ☐ 4. Not visible at all
 - ☐ 5. N/A
- CC3 If aware of CC (answered codes 1-3, in CC1), how much did the CC help you in your transaction?
- ☐ 1. Helped very much
 - ☐ 2. Somewhat helped
 - ☐ 3. Did not help
 - ☐ 4. N/A

INSTRUCTIONS:
For SQD 0-8, please put a **check mark (✓)** on the column that best corresponds to you answer.

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A Not Applicable
SQD0. I am satisfied with the service that I availed.						
SQD1. I spent a reasonable amount of time for my transaction.						
SQD2. The office followed the transaction’s requirements and steps based on the information provided.						
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.						
SQD4. I easily found information about my transaction from the office or its website.						
SQD5. I paid a reasonable amount of fees for my transaction.						
SQD6. I feel the office was fair to everyone, or “ <i>walang palakasan</i> ”, during my transaction.						
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.						
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.						

Suggestions on how we can further improve our services (optional):

Email address (optional): _____

THANK YOU!



**DEPARTMENT/SECTION HEADS
DIRECTORY**

<u>MAYOR'S OFFICE</u> Mayor Leopoldo N. Bataoil - 09190895822 Asst.: <i>Marissa Santos- 09190063963/ 09272972756</i>	<u>LOCAL CIVIL REGISTRAR</u> Joan Jude R. Lopez – 09184669593 / 09190895818 Asst: <i>Rowena L. Velasco- 09491047731</i>
<u>VICE MAYOR'S OFFICE</u> Vice Mayor Mac Dexter G. Malicdem – 09171097799 Asst.: <i>Jinggoy Palisoc- 09555785710</i>	<u>LOCAL DISASTER RISK REDUCTION MANAGEMENT OFFICE</u> Clark P. Mamaril – 09190604379/ 09190992230 Asst.: <i>Kimpee Jayson Cruz – 09386994844</i>
<u>ADMINISTRATOR'S OFFICE</u> Roberto DG. Sylim - 09190895825/ 09175062352 Asst.: <i>Rowena O. Valerio- 09959861219</i>	<u>LOCAL ECONOMIC DEVELOPMENT & INVESTMENT PROMOTION OFFICE</u> (Designate) Kathyren Dungca – 09297899442
<u>SANGGUNIANG BAYAN SECRETARIAT</u> Gina A. Flores - 09393728815 Asst.: <i>Divina C. Soriano- 09089211226</i>	<u>LOCAL GOVERNMENT AND OPERATIONS OFFICE</u> Gabriel G. Cornel – 09985730048/ 09434040909
<u>ACCOUNTING OFFICE</u> Nelson S. Gumapos – 09175021228/ 09190895817 Asst.: <i>Agnes R. Fernandez- 09464538399</i>	<u>LOCAL YOUTH DEVELOPMENT OFFICE</u> (Designate) John Mark Mangapot- 09276711381 (Former Designate) Arvin F. Ungson – 09062064350
<u>AGRICULTURE OFFICE</u> Dr. Rodolfo F. Dela Cruz – 09190895829 Asst.: <i>Bejie Dela Cruz- 09663687797</i>	<u>MARKET & SLAUGHTERHOUSE</u> Arnulfo S. Bernardo – 09190895830 Asst.: <i>Jayson B. Baradi- 09205532873</i>
<u>ASSESSOR'S OFFICE</u> Engr. Jerome V. Canullas - 09175082342/ 09190895869 Asst.: <i>Cindy S. Perez – 09771822101</i>	<u>NUTRITION ACTION OFFICE</u> Maria Clara Sison- 09475592938/ (075)519877 Asst. <i>Pol Johanna C. Celestino-Morante- 09052728381</i>
<u>BIDS AND AWARDS COMMITTEE</u> Sharon C. Sison - 09985700061 Asst.: <i>Princess Ondoy- 09510518358</i>	<u>PHILIPPINE NATIONAL POLICE LINGAYEN (OIC) PLTCOL Vicente Castor Jr. – 09399170778</u> 09985985109/ 09165625353
<u>BUDGET OFFICE</u> Jeanne Irayda N. Gomez - 09190075368/ 09190895823 Asst.: <i>Emerson Moises- 09164555853</i>	<u>PLANNING AND DEVELOPMENT OFFICE</u> Arch. Nelco Paul P. Coquia – 09998867524/ 09097972788 Asst.: <i>Grace A. Satuito – 09088146020</i>
<u>BUREAU OF FIRE PROTECTION LINGAYEN</u> SINSP Kevin Banawag –09164605098/ 09171861611	<u>POPULATION COMMISSION</u> Jean S. Cañete- 09386575570 Asst.: <i>Roxan Mae C. Navato- 09108266894</i>
<u>COOPERATIVE DEVELOPMENT SPECIALIST</u> Mary Shine Adrayan- 09918019638	<u>PUBLIC EMPLOYMENT SERVICE OFFICE</u> Cezca Katrina F. Mararac – 09257167351
<u>ENGINEERING OFFICE</u> Engr. John Silvester Tapia - 09190895871 Asst.: <i>Romel I. Melendez- 09420860098</i>	<u>PUBLIC ORDER & SAFETY OFFICE</u> PSMS Amador D. Nazareno – 09918019266/ 09924264148
<u>ENVIRONMENT & NATURAL RESOURCES OFFICE</u> Grace A. Satuito – 09088146020/ 09165237919 Asst.: <i>Adamson T. Mina Jr. – 09083994466</i>	<u>RURAL HEALTH UNIT I</u> Dr. Heinrich M. Manuel – 09189163963/ 09190895827 Asst. <i>Maria Clara Sison- 09475592938 / (075)511-9877</i>
<u>GENERAL SERVICES OFFICE</u> Larry B. Flores – 09190604378/ 09175911399 Asst.: <i>Marianne E. Tanedo- 09851317311</i>	<u>RURAL HEALTH UNIT II</u> Dr. Ferdinand V. Guiang- 09190895828/ 09171504260 Asst.: <i>Kateleen E. Estor- 09338606092</i>
<u>HUMAN RESOURCE MANAGEMENT OFFICE</u> Judy Quiocho- 09999939289 / 09958858590 Asst: <i>Ferline Ann Aquino- 09511294532</i>	<u>RURAL HEALTH UNIT III</u> Dra. Shayne DS. Borling- 09479921899/ - 09451901095



<u>INFORMATION OFFICE</u> Mae V. Rueda – 09190895820 / 09178763377 <i>Asst.: John Mark Mangapot – 09276711381</i>	<u>SECURITY OFFICE</u> Silvestre M. Vila – 09212314252
<u>LEGAL OFFICE</u> Atty. Dominique Evangelista –09190895816/ 09285543426	<u>SOCIAL WELFARE & DEVELOPMENT OFFICE</u> Lorenza R. Decena – 09190895821/ 09171563929 <i>Asst.: Ezra V. Pascual – 09666221515</i>
<u>LIBRARY</u> Catherine R. Talaro – 09815911157	<u>TOURISM AND CULTURAL AFFAIRS OFFICE</u> Michelle Z. Lioanag – 09190895831 <i>Asst.: Alleson Luna – 09123595257</i>
<u>LICENSING OFFICE</u> Edgardo L. Sison – 09776174529 <i>Asst: Arvin F. Ungson- 09062064350</i>	<u>TREASURY OFFICE</u> Lilibeth A. Manaoat – 09190895824/ 09171565190 <i>Asst: Harris C. Cruzada- 09171431170</i>