



MUNICIPALITY OF QUEZON BUKIDNON

UPDATED CITIZEN'S CHARTER

2021



I. Mandate

The Citizen's Charter is one of the primary tools that government agencies use to communicate their service standards on the delivery of government services to their citizens or clients. In compliance to Paragraph 6.3.1.1 of Memorandum Circular No. 2019-002, or the Guidelines on the Implementation of the Citizen's Charter in Compliance with Republic Act 11032, otherwise known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018" and its Implementing Rules and Regulations, the Municipal Government of Quezon Bukidnon has prepared a step-by-step procedure for availing particular service, the person responsible for each step, the documents needed to be submitted and the fees to be paid, if any.

II. Vision Statement

We envision Quezon, Bukidnon as a peaceful and prosperous community where residents are healthy, happy, and have boundless opportunities for social and economic development within a well-nurtured ecological environment; giving its youth the competitive advantage to be better prepared for life; a modern, lively, and also beautiful, pleasant place we can all be proud to call our home.

III. Mission Statement

We are committed to:

- Have competent and dedicated civil servants rendering exceptional, effective, timely, and streamlined public services;
- Take the necessary measures to ensure peace and order;
- Provide the vital, modern and resilient infrastructure and access to public facilities;
- Foster a pro-enterprise atmosphere that attracts investments, encourages businesses, and generates jobs;
- Bolster agriculture for food security and sustainable economic development;
- Assure holistic development of children through high-quality and accessible education, essential nutrition programs, sports and physical development, and skills training;
- Deliver a comprehensive and reliable healthcare system for all;
- Conserve our environment and sustainability utilize natural resources;
- Offer avenues for leisure, recreation and tourism for the enjoyment of everyone; and
- Nurture our people's diverse cultures and heritage.

III. Service Pledge

We are looking forward for a municipality with pro-active and sincere public servants through established Service Pledges in order to provide good governance of the Local Government Unit.



We shall lead in and promote publicly accepted policies to improve quality of service with the highest degree of responsibility, integrity, loyalty and efficiency that ensure proper administration for the welfare and satisfaction of the people in the delivery of frontline services.

We, the officials and employees of the Municipal Government of Quezon, Bukidnon shall perform to the highest degree of responsibility, integrity, loyalty and efficiency of the following:

- C**ommit the desire to provide/render “genuine service”;
- O**ngoing facilitative, positive and competent to our works and accept responsibility;
- M**ake and willing our own personal as well as economic sacrifices;
- M**ove and willing to put to use (contribute) our talents, skills at the disposal of our clients/people;
- I**mprove ourselves and strive to find ways to serve better;
- T**o relate well to public, bosses and peers alike and harnessed their supposed to achieve organization goals;
- T**o behave in a manner befitting a professional;
- E**nsure to be aware of the rules, laws, policies and system and the public access to information; and
- D**o our best to be honest, caring, valuing person and dedicated public servant.



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MUNICIPAL MAYOR'S OFFICE

External and Internal Services



Receipt of Letters and Communications

Letters and communications are received for filing and approval of the Local Chief Executive.

Office or Division:	Municipal Mayor's Office			
Classification:	Simple			
Type of Transaction:	Government to Citizens, Government to Business, Government to Government			
Who may avail:	All residents and non-residents of the municipality			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transmit request letter/communication	1.1 Receipt of letters/communication	None	5 minutes	<i>Private Secretary II</i> Municipal Mayor's Office
	1.2 Return received copy to the client	None	5 minutes	<i>Private Secretary II</i> Municipal Mayor's Office
2. Receipt of file copy	2.1 Present to LCE for approval	None	1 day	<i>Private Secretary II</i> Municipal Mayor's Office
	2.2 Forwards to concerned individual/office		1 day	<i>Private Secretary II</i> Municipal Mayor's Office
	2.3 Instruct the client to wait for appropriate action via call or text		1 day	<i>Private Secretary II</i> Municipal Mayor's Office
	TOTAL		3 days	

Issuance of Mayor's Clearance

Mayor's Clearance is issued to individuals who are seeking for local and international job.

Office or Division:	Municipal Mayor's Office			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	All residents of the municipality			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Police Clearance		Quezon MPS		
Official Receipt (Certification Fee)		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit requirements to the concerned clerk	1.1 Receive the documents and evaluate the same	None	5 minutes	Office Clerk Municipal Mayor's Office
	1.2 Encode the Mayor's Clearance	None	5 minutes	Office Clerk Municipal Mayor's Office
	1.3 Affix signature	None	5 Minutes	Municipal Administrator/ Municipal Mayor Municipal Mayor's Office
2. Receipt of Mayor's clearance	2.1 Release of Mayor's Clearance	None	5 minutes	Office Clerk Municipal Mayor's Office
	TOTAL		20 minutes	

Approval of Fuel and Service Vehicle Request

All government officials and employees need approval before using any government vehicle.

Office or Division:	Municipal Mayor's Office			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	All offices and government agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly signed Request Form		MMO/Office Concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request form	1.1 Acceptance and recording of request	None	5 minutes	Office Clerk Municipal Mayor's Office
	1.2 Affix signature for approval	None	10 minutes	Municipal Administrator/ Municipal Mayor Municipal Mayor's Office
2. Receive approved request	2.2 Release of approved request or arrange vehicle, if vehicle request	None	10 minutes	Office Clerk Municipal Mayor's Office



	TOTAL		2 days	
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Approval of Vouchers/Payment/Purchase Request/POW/Purchase Order/ Request to Travel/ Notice of Award/ Notice to Proceed/ Contract Agreement

All government transactions need approval from the Local Chief Executive/ Municipal Administrator

Office or Division:		Municipal Mayor's Office		
Classification:		Simple		
Type of Transaction:		Government to Government		
Who may avail:		All offices and government agencies		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorse documents/ requests using the system or manual endorsement	1.1 Accepts endorsement	None	5 minutes	Office Clerk Municipal Mayor's Office
	1.2 Affix signature for approval	None	1 day	Municipal Administrator/ Municipal Mayor Municipal Mayor's Office
	1.3 Endorse the document to the next office concerned	None	1 day	Office Clerk Municipal Mayor's Office
	TOTAL		2 days	

Marriage Solemnization

Municipal Mayor has the authority to administer/solemnize marriage.

Office or Division:		Municipal Mayor's Office		
Classification:		Simple		
Type of Transaction:		Government to Citizens		
Who may avail:		All couples who wish to get married		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For 18-20 years old: 1. Application for Marriage (Form #92) 2. Parent's Consent (Form #92) 3. Original copy of Marriage License		Municipal Civil Registrar Municipal Civil Registrar Municipal Civil Registrar Client		



4. Names of Principal Sponsors (Min of 2 and Max of 12) 5. Original copies of PSA (Certificate of Live Birth) 6. Certificate of No Marriage (at most 100 days before application)		PSA/ Municipal Civil Registrar PSA/ Municipal Civil Registrar		
For 21-24 years old: 1. Application for Marriage (Form #92) 2. Advise upon intended to Marriage (Form #92) 3. Original copy of Marriage License 4. Names of Principal Sponsors (Min of 2 and Max of 12) 5. Original copies of PSA (Certificate of Live Birth) 6. Certificate of No Marriage (at most 100 days before application)		Municipal Civil Registrar Municipal Civil Registrar Municipal Civil Registrar Client PSA/ Municipal Civil Registrar PSA/ Municipal Civil Registrar		
For 23 years old above and living together for more than five years: 1. Joint Affidavit of Cohabitation 2. Names of Principal Sponsors (Min of 2 and Max of 12) 3. Original copies of PSA (Certificate of Live Birth) 4. Certificate of No Marriage (at most 100 days before application)		Client Client PSA/ MCR PSA/MCR		
For 25 years old and above 1. Application for Marriage (Form #92) 2. Original copy of Marriage License 3. Names of Principal Sponsors (Min of 2 and Max of 12) 4. Original copies of PSA (Certificate of Live Birth) 6. Certificate of No Marriage (at most 100 days before application)		Municipal Civil Registrar Municipal Civil Registrar Client PSA/ Municipal Civil Registrar PSA/ Municipal Civil Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents	1.1 Receive the documents and evaluates completeness and authenticity	None	5 minutes	Office Clerk Municipal Mayor's Office
		None	5 minutes	Office Clerk



	1.2 Ask client for the preferred schedule of solemnization 1.3 Arrange schedule of solemnization	None	1 day	Municipal Mayor's Office <i>Office Clerk</i> Municipal Mayor's Office
2. Pay for the wedding fee	2.1 Receive payment	P 900.00	10 minutes	<i>Collection Officer</i> Municipal Treasurer's Office
3. Wait for the schedule of solemnization via call or text	3.1 Call/text client for the set schedule	None	1 day	<i>Office Clerk</i> Municipal Mayor's Office
	TOTAL		2 days	

Business Permit Online Application (New and Renewal Application)

Business Permit shall be required to all new and existing businesses before operating in the locality.

Office or Division:	Business Permits and Licensing Division			
Classification:	Simple			
Type of Transaction:	Government to Citizens, Government to Business			
Who may avail:	All new and existing businesses			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Application Form		BPLD		
2. Barangay Clearance		Barangay of residence/operation		
3. Actual Photo of Establishment		Client		
4. Business Registration		DTI/SEC/CDA		
5. Special Power of Attorney, if applicable		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in to https://quezonbukidnon.gov.ph/services/business-permit-online-application-for-new-and-renewal				



renewal-applications/				
2. Fill-up necessary forms and upload required documents	2.1 Receive and evaluate application	None	1 working day	<i>BPLD Personnel</i> Business Permits and Licensing Division
3. Payment of Fees and Charges	3.1 Receive payment and issue OR	Based on assessed value	1 working day	<i>Collection Officer</i> Municipal Treasurer's Office
4. Upload/Email proof of payment	3.1 Prepares and releases the approved business permit	None	1 working day	<i>BPLD Personnel</i> Business Permits and Licensing Division
	TOTAL		3 working days	

Renewal of Business Permit

Renewal of Business Permit shall be required to all existing businesses operating in the locality on or before January 20th of each year.

Office or Division:	Business Permits and Licensing Division			
Classification:	Simple			
Type of Transaction:	Government to Citizens, Government to Business			
Who may avail:	All existing businesses			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
4. Accomplished Application Form (2 copies)		BPLD		
5. Barangay Clearance (1 original copy)		Barangay of residence/operation		
6. Income Tax Returns/ Audited Financial Statements		BIR/Client		
4. Previous Business Permit		Client		
5. Special Power of Attorney, if applicable		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Submits the requirements	5.1 Review and verify of submitted documents	None	30 minutes	<i>BPLD Personnel</i> Business Permits and Licensing Division
6. Payment of Fees and Charges (MTO & BFP)	2.1 Receives payment and issues official receipt (OR)	Based on the Revised Revenue	20 minutes	<i>Collection Officer</i> Municipal Treasurer's Office Bureau of Fire Protection



		Code of the Municipality of Quezon, Bukidnon		
7. Presents the Official Receipt and receives the approved business permit	3.1 Prepares and releases the approved business permit	None	15 minutes	<i>BPLD Personnel</i> Business Permits and Licensing Division
	TOTAL		1 hour and 5 minutes	

Registration of New Business

Any person/organization who shall establish, operate or conduct any business, trade or activity within the area of jurisdiction of Quezon, Bukidnon shall first obtain a business permit before operating.

Office or Division:	Business Permits and Licensing Division			
Classification:	Simple			
Type of Transaction:	Government to Citizens, Government to Business			
Who may avail:	Any person/organization who will operate business in the municipality			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Application Form (2 copies)		BPLD		
2. Barangay Clearance (1 original copy)		Barangay of residence/operation		
3. DTI Registration (Single Proprietorship) / SEC Registration (Corporation or Partnership) / CDA Registration (Cooperative)		DTI/SEC/CDA		
4. Contract of Lease/Land Title/Tax Declaration of Property		Client		
5. Special Power of Attorney/Secretary's Certificate, if applicable		Client		
6. Actual Photo of Establishment		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the requirements	1.1 Review and verify of submitted documents	None	30 minutes	<i>BPLD Personnel</i> Business Permits and Licensing Division



2. Payment of Fees and Charges	2.1 Receives payment and issues official receipt (OR)	Based on the Revised Revenue Code of the Municipality of Quezon, Bukidnon	20 minutes	Collection Officer Municipal Treasurer's Office Bureau of Fire Protection
3. Presents the Official Receipt and receives the approved business permit	3.1 Prepares and releases the approved business permit	None	15 minutes	BPLD Personnel Business Permits and Licensing Division
	Total		1 hour and 5 minutes	

Availment of Tax Incentives

Per Municipal Ordinance No. 01, series of 1998, otherwise known as the Quezon, Bukidnon Investment and Incentive Code provides incentives to investors who will engage in projects eligible as identified under the same ordinance in securing licenses and permits.

Office or Division:	Local Enterprise and Investment Promotion Office			
Classification:	Highly Technical			
Type of Transaction:	Government to Government; Government to Business			
Who may avail:	GOCCs, Business Organization			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Business Registration		DTI/SEC		
2. Project Study		Client		
3. Articles of Incorporation & By-laws including list of directors and other principal officers		Client		
4. Special Power of Attorney/Secretary's Certificate		Client		
5. Environmental Compliance Certificate		DENR/CENRO/MENRO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. If unregistered	1.1 Receives and reviews documentary requirements	None	30 minutes	BPLD Personnel Business Permits and Licensing Division



2. Payment of Fees and Charges	2.1 Receives payment and issues official receipt (OR)	Based on the Revised Revenue Code of the Municipality of Quezon, Bukidnon	20 minutes	Collection Officer Municipal Treasurer's Office
3. Presents the Official Receipt and receives the approved business permit	3.1 Prepares and releases the approved Special Mayor's Permit	None	15 minutes	BPLD Personnel Business Permits and Licensing Division
	Total		1 hour and 5 minutes	

Application for Lease of Market Stall

The LEIPO is mandated by the Local Chief Executive to review and recommend Market Stall Lease applicants with the MEMO Head

Office or Division:	Local Enterprise and Investment Promotion Office			
Classification:	Complex			
Type of Transaction:	Government to Citizens; Government to Business			
Who may avail:	Any business enterprise who wants to lease market stall			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Certification		Barangay of residence		
2. Community Tax Certificate		MTO		
3. Income Tax Return		BIR		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits all requirements with the accomplished Application Form	1.1 Receives and verifies application	None	5 minutes	Market Supervisor Municipal Enterprises Management Office
2. Waits for the result of CI/BI and feedback from LGU	2.1 Conducts CI/BI and Provide recommendation	None	1 day	LEIPO/BPLO Local Enterprise and Investment Promotion Office
	2.2 Submits to the market Committee	None	1 day	LEIPO/BPLO



	2.3 Provide feedback to client if approved/disapproved	None	55 minutes	Local Enterprise and Investment Promotion Office <i>Market Supervisor</i> Municipal Enterprises Management Office
	Total		3 days	

Educational Assistance

Indigent students enrolled in education institutions who cannot afford to pay school & other fees

Office or Division:	Municipal Action Center			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Residents only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Certificate (Original and photocopy)		Barangay		
Claimants ID (3 copies)				
Cedula (3 photocopies)				
School assessment (3 copies)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Requirements	Assessment of requirements submitted	None	10 minutes	Brgy. Affairs staff
2. Proceed to MSWD Office	Issuance of case study/Certificate Eligibility	None	10 minutes	MSWD staff
3. Proceed to Municipal Mayor's Office	Interview and approval of amount to be granted in agreement with MMO	None	25 minutes	Head of MAC
	Endorsement to MBO	None	10 minutes	MMO Staff
	Issuance of disbursement voucher & OBR	None	5 minutes	MBO staff



	Accounting office for Internal Control	None	10 minutes	MACCO staff
4. Receipt of assistance	For cash or check disbursement	None	5 minutes	Special disbursing officer / MTO
	TOTAL		1 hour and 15 minutes	

Burial Assistance

The bereaved indigent family may request assistance for the purchase of casket, cadaver niche or embalming expenses.

Office or Division:	Municipal Action Center			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Certificate (Original and photocopy)		Barangay		
Claimants ID (3 copies)				
Cedula (3 photocopies)				
Death Certificate		Municipal Civil Registrar Office		
Funeral Agreement (original and photocopy)		Funeral Homes		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Requirements	Assessment of requirements submitted	None	10 minutes	Brgy. Affairs staff
2. Proceed to MSWD Office	Issuance of case study/Certificate Eligibility	None	10 minutes	MSWD staff
3. Proceed to Municipal Mayor's Office	Interview and approval of amount to be granted in agreement with MMO	None	25 minutes	Head of MAC
	Endorsement to MBO	None	10 minutes	MMO Staff
	Issuance of Disbursement Voucher and OBR	None	5 minutes	MBO staff



	Accounting office for Internal Control	None	10 minutes	MACCO Staff
4. Receipt of assistance	For cash and check disbursement	None	5 minutes	Special disbursing officer/MTO
	TOTAL		1 hour and 15 minutes	

Medical Assistance

Indigent individuals who have medical conditions, undergoing medical; treatment/ procedures, having hospital bills and prescriptions.

Office or Division:	Municipal Action Center			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Certificate (original and photocopy)		Barangay		
Claimants ID (3 photocopies)				
Cedula (3 photocopies)				
Medical Certificate and/or medical prescription		Hospital/Health Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Requirements	Assessment of requirements submitted	None	10 minutes	Brgy. Affairs staff
2. Proceed to MSWD Office	Issuance of case study/Certificate Eligibility	None	10 minutes	MSWD staff
3. Proceed to Municipal Mayor's Office	Interview and approval of amount to be granted in agreement with MMO	None	25 minutes	Head of MAC
	Endorsement to MBO	None	10 minutes	MMO Staff
	Issuance of disbursement voucher & OBR	None	5 minutes	MBO staff
	Accounting office for Internal Control	None	10 minutes	MACCO staff



4. Receipt of assistance	For cash or check disbursement	None	5 minutes	Special disbursing officer / MTO
	TOTAL		1 hour and 15 minutes	

Food Assistance

Indigent individuals who are in dire need of food and other essential needs.

Office or Division:	Municipal Action Center			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Certificate (original and photocopy)		Barangay		
Referral		Barangay		
Claimants ID (3 photocopies)				
Cedula (3 photocopies)				
Letter request of food assistance				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Requirements	Assessment of requirements submitted	None	10 minutes	Brgy. Affairs staff
2. Proceed to MSWD Office	Issuance of case study/Certificate Eligibility	None	10 minutes	MSWD staff
3. Proceed to Municipal Mayor's Office	Interview and approval of amount to be granted in agreement with MMO	None	25 minutes	Head of MAC
	Endorsement to MBO	None	10 minutes	MMO Staff
	Issuance of disbursement voucher & OBR	None	5 minutes	MBO staff
	Accounting office for Internal Control	None	10 minutes	MACCO staff
4. Receipt of assistance	For cash or check disbursement	None	5 minutes	Special disbursing officer / MTO



	TOTAL		1 hour and 15 minutes	
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Cash Assistance

Indigent individuals who are lacking in funds for various valid and legit purposes.

Office or Division:	Municipal Action Center			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Certificate (original and photocopy)		Barangay		
Referral		Barangay		
Claimants ID (3 photocopies)				
Cedula (3 photocopies)				
Request letter (content depends on what the indigent needs)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Requirements	Assessment of requirements submitted	None	10 minutes	Brgy. Affairs staff
2. Proceed to MSWD Office	Issuance of case study/Certificate Eligibility	None	10 minutes	MSWD staff
3. Proceed to Municipal Mayor's Office	Interview and approval of amount to be granted in agreement with MMO	None	25 minutes	Head of MAC
	Endorsement to MBO	None	10 minutes	MMO Staff
	Issuance of disbursement voucher & OBR	None	5 minutes	MBO staff
	Accounting office for Internal Control	None	10 minutes	MACCO staff
4. Receipt of assistance	For cash or check disbursement	None	5 minutes	Special disbursing officer / MTO



	TOTAL		1 hour and 15 minutes	
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Financial Aid/ Project Assistance to Barangays

Assisting the barangays that are short of funds

Office or Division:	Municipal Action Center			
Classification:	Highly Technical			
Type of Transaction:	G2G			
Who may avail:	Residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Resolution		Barangay		
Program of Activities, if applicable		Barangay		
Request Letter		Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter with resolution	1.1 Accepts letter and endorse to LCE for approval	None	1 day	Office Clerk Municipal Mayor's Office
2. Wait for further action	2.1 Endorse to MAC whether for PR or cash assistance	None	1 day	Office Clerk Municipal Mayor's Office
	2.2 Preparation of PR	None	1 day	Office Clerk Municipal Mayor's Office
	2.3 Approval of PR	None	1 day	Office Clerk Municipal Mayor's Office
	2.4 For Canvass and Delivery	None	16 daays	Purchaser/Buyer Municipal Mayor's Office
	Total		20 days	



SANGGUNIANG BAYAN OFFICE

External Services



Issuance of Certification

Issuance of Certification by the Secretary to the Sanggunian, certifying the existence of a particular measure/documents; or events/developments/facts that transpired within the jurisdiction of the Office which the issuing officials has knowledge about.

Office or Division:	Office of the Secretary to the Sanggunian			
Classification:	Simple			
Type of Transaction:	G2C, G2B			
Who may avail:	Any person/business establishment who wants to secure a Certification from the Secretary to the Sanggunian, certifying the: Existence of a particular measure/documents: or events/developments/facts that transpired within the jurisdiction of the Office which is issuing official has knowledge about.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly filed written request specifying the particular matter/case/events/transaction etc. existing or that transpired within the office jurisdiction to be certified to.		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.File request	For review and approval of the Secretary to the Sanggunian	None	3 minutes	<i>Records Officer I</i> Sangguniang Bayan Office
2. Pays the corresponding fees at the Municipal Treasurer's Office	Issuance of official receipt	P100.00 per Mun. Ordinance No. 13 th SB-05	30 minutes	<i>Collection officer (MTO)</i>
3. Presents official receipt	SB Secretary prepares the Certification	None	3 minutes	<i>Secretary to the Sanggunian</i> Sangguniang Bayan Office
4. Receive the requested certification.	Release of requested certification	None	3 minutes	<i>Record Officer I</i> Sangguniang Bayan Office
	TOTAL	P100.00	39 minutes	



Issuance of Certification

Issuance of Certification by the Secretary of the Sanggunian, certifying the existence of a particular measure/ documents; or events/developments/facts that transpired within the jurisdiction of the Office which the issuing official has knowledge about.

Office or Division:	Office of the Secretary to the Sanggunian			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Other Government Offices who want to secure a Certification from the Secretary to the Sanggunian, certifying the: Existence of a particular measure/documents: or events/developments/facts that transpired within the jurisdiction of the Office which the issuing official has knowledge about.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly filed written request specifying the particular matter/case/events/transaction etc. existing or transpired within the office jurisdiction to be certified to.		Client		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
File request	For review and approval of the Secretary to the Sanggunian	None	3 minutes	<i>Records Officer I</i> Sangguniang Bayan Office
Preparation of the document	Upon the approval of the request, the Certification will be prepared	None	3 minutes	<i>Records Officer I</i> Sangguniang Bayan Office
Received the requested certification	After preparation and signing of the document, the SB Secretary will release the same to the client	None	3 minutes	<i>Records Officer I</i> Sangguniang Bayan Office
	Total		1 minute	



Issuance of Authentic Copy of Sangguniang Bayan Records/Documents

Issuance of Authentic Copy of Sangguniang Bayan Records/Documents e.g.: SB Resolution and Ordinances

Office or Division:	Office of the Secretary to the Sanggunian			
Classification:	Simple			
Type of Transaction:	G2G, G2B			
Who may avail:	Any person/business establishment who wants to secure certified true copies of the Municipal Council Documents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
6. Duly filed written request specifying what record/document one is seeking for				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. File request	Accept, renew request and endorse for payment	None	1-3 minutes	<i>Records Officer I</i> Sangguniang Bayan Office
5. Pays the corresponding fees at the Municipal Treasurer's Office if request is accepted.	Issuance of official receipt	P100.00/p age per Mun. Ordinance No. 13 th SB-05	15-30 minutes	<i>Collection officer</i> (MTO)
6. Presents official receipt.	Prepares the requested record/document	None	1-10 minutes	<i>Records Officer I</i> Sangguniang Bayan Office
7. Receives the requested document	Release the requested document	None	1-3 minutes	<i>Records Officer I</i> Sangguniang Bayan Office
	Total			



Issuance of Authentic Copy of Sangguniang Bayan Records/Documents

Issuance of Authentic Copy of Sangguniang Bayan Record/Documents e.g.: SB Resolutions and Ordinances

Office or Division:	Office of the Secretary to the Sanggunian			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Any Government office who wants to secure certified true copies of the Municipal Council Documents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly filed written request specifying what record/document one is seeking for		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. File request	Accept, renew request and endorse for payment	None	3 minutes	<i>Records Officers I</i> Sangguniang Bayan Office
4. Preparation of the document	If the request is accepted, SB secretary will instruct the Record's Division to prepare the requested record/document	None	10 minutes	<i>Records Officer I</i> Sangguniang Bayan Office
5. Receive the requested document	Release the requested document	None	3 minutes	<i>Records Officer I</i> Sangguniang Bayan Office
	Total		16 minutes	



MUNICIPAL CIVIL REGISTRAR'S OFFICE

External Services



Application for Marriage License

Where a marriage license is required, each of the contracting parties shall file separately a sworn application for such license with the proper local civil registrar. The Municipal Civil Registrar shall receive the applications for the issuance of a marriage license and determine the completeness of the requirements and maintain a record of all applications for marriage licenses filed in the office.

Office or Division:	Municipal Civil Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Any resident of this municipality			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Birth Certificate (1 original copy)		Client		
2. Barangay Clearance (1 original copy)		Barangay of residence		
3. Community Tax Certificate (Cedula)		Barangay of residence/Municipal Treasurer's Office		
Additional:				
- For ages 18-21 years old- Consent of Parent		Client		
- For ages 22-25 years old – Advise of Parent		Client		
- For ages 30 years old and above, and in case non-resident of the municipality - CENOMAR		Philippine Statistics Authority		
- For widow/widower – Death Certificate of Spouse		Client		
For foreigners:				
1. Birth Certificate (1 original copy)		Client		
2. Passport (1 photocopy)		Client		
3. Legal Capacity to contract marriage		From Client's Embassy		
4. Divorce paper in case of a divorced applicant		Client		
5. Death certificate of deceased spouse, if applicable		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the requirements	1.1 Assessment of requirements as to validity and intention to marry	None	5 minutes	Administrative Aide IV Assistant Registration Officer Registration Officer II Clerk 1 Municipal Civil Registrar's Office



	1.2 Issuance of charge slip			
2. Payment of Fees and Charges	2.1 Processing of payment and issuance of Official Receipt (OR)	200.00	5 minutes	<i>Collection Officer</i> Municipal Treasurer's Office
3. Presents the Official Receipt	3.1 Facilitate Client in filling-up forms and all annexes	None	45 minutes	<i>Administrative Aide IV</i> <i>Assistant Registration Officer</i> <i>Registration Officer II</i> <i>Clerk 1</i> Municipal Civil Registrar's Office
4. Signs the marriage application and participates during the interview	4.1 Conducts interview 4.2 Instructs the client to proceed to PopDev Office for Pre-Marriage Counseling Schedule	None	5 minutes	<i>Municipal Civil Registrar</i> <i>Registration Officer II</i> Municipal Civil Registrar's Office
5. Waits for the result of the marriage application and receives copy of the marriage application	4.3 Publishes notice of application for marriage (Note: Notice of Application to be published for 10 days)	None	5 minutes	<i>Administrative Aide IV</i> <i>Clerk 1</i> Municipal Civil Registrar's Office
	TOTAL	P200.00	1 hour and 5 minutes	

Issuance of Marriage License

A valid marriage license is one of the formal requisites of marriage except in cases provided for in Chapter 2 of Executive Order No. 209. The Municipal Civil Registrar shall issue the marriage license after determining that all requirements and supporting certificates and publication thereof for the prescribed period have been complied with.

Office or Division:	Municipal Civil Registrar
Classification:	Simple



Type of Transaction:		Government to Citizens		
Who may avail:		Any resident of this municipality		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Marriage Application (1 original copy)		Client		
2. Pre-Marriage Counselling (PMC) Certificate		MHO-PopDev		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the requirements	3.1 Evaluates submitted documents 3.2 Indorse client to MTO for payment	None	5 minutes	<i>Administrative Aide IV Assistant Registration Officer Registration Officer II Clerk 1 Municipal Civil Registrar's Office</i>
2. Payment of Fees and Charges	2.1 Processing of payment and issuance of Official Receipt (OR)	P100.00 for service fee P2.00 for Marriage license fee	5 minutes	<i>Collection Officer Municipal Treasurer's Office</i>
3. Presents the Official Receipt	3.1 Process the Marriage License for signature of the Municipal Civil Registrar	None	5 minutes	<i>Administrative Aide IV Assistant Registration Officer Registration Officer II Clerk 1 Municipal Civil Registrar's Office</i>
4. Receives the Marriage License	3.3 Signs and releases the Marriage License and orients clients of the validity of the license	None	3 minutes	<i>Municipal Civil Registrar Registration Officer II Municipal Civil Registrar's Office</i>
	Total	P102.00	18 minutes	

Registration of Birth

Civil Registry is the mandatory recording of permanent records of vital events in the life of a person such as birth, marriage, and death. Thus, it is the duty of the Municipal Civil Registrar to register all births occurring in the municipality.



Office or Division:	Municipal Civil Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Barangay Secretaries, Midwives, Hospital Representatives, Parents or Relatives of the Registrant, or Registrant who is of legal age			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. On-time Registration: Filled-in Birth Certificate Form		Client/LCRO where birth was registered		
2. Delayed Registration (Requirements are depending on the circumstances surrounding the event of birth)				
a. Baptismal Certificate		Church where the child was baptized		
b. Medical Records		Municipal Health Office/Hospital		
c. Community Tax Certificate of any parent		Barangay where the parent resides		
d. Certification of Attendant of Birth				
e. Certification from the Brgy Captain		Barangay where the parent resides		
f. Photocopy of Marriage Certificate of the Parents		Client/MCRO/PSA		
g. Voter's/COMELEC Records		COMELEC		
h. Affidavit to use the surname of the father		Attorney's Office/MCRO		
i. Joint Affidavit of Two Disinterested Persons		Attorney's Office		
j. Affidavit of Legitimation		Attorney's Office		
k. Photocopy of the previous birth of the child who was registered under the surname of the mother		Client		
l. Affidavit of Delayed Registration with Corroboration		Attorney's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents all documentary requirements	1.1 Receives and reviews documentary requirements as to its correctness and validity	On-time: P50.00 Delayed: P60.00 for 31 days-6mos P75.00 for 6mos- 1 yr P125.00 for 1yr onwards	5 minutes	<i>Administrative Aide IV</i> <i>Assistant Registration Officer</i> <i>Registration Officer II</i> <i>Clerk 1</i> Municipal Civil Registrar's Office



2. Waits for the registration of birth form	2.1 Encodes, assigns Registry Number, marks the date of registration 2.2 Process the Birth Certificate for signature of the Municipal Civil Registrar or representative	None	15 minutes	<i>Administrative Aide IV Assistant Registration Officer Registration Officer II Clerk 1 Municipal Civil Registrar's Office</i>
3. Receives the Registered Birth Certificate	3.1 Signs and releases the Birth Certificate and orients clients of the importance and safekeeping of the document	None	5 minutes	<i>Municipal Civil Registrar Registration Officer II Municipal Civil Registrar's Office</i>
	Total		25 minutes	

Registration of Marriage

Civil Registry is the mandatory recording of permanent records of vital events in the life of a person such as birth, marriage, and death. Thus, it is the duty of the Municipal Civil Registrar to register all births occurring in the municipality.

Office or Division:	Municipal Civil Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Any Solemnizing Officer or representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. For on-time registration: None				
2. For late registration:				
a. Affidavit of Late Registration		Client		
b. Community Tax Certificate		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Applies for the registration of Marriage Certificate	1.1 Encodes, assigns Registry Number, marks the date of registration	None	10 minutes	<i>Administrative Aide IV Assistant Registration Officer Registration Officer II Clerk 1 Municipal Civil Registrar's Office</i>
2. Payment of Fees and Charges	2.1 Processes the payment and issues the Official Receipt (OR)	P100.00 for on-time registration P150.00 for delayed registration	5 minutes	<i>Collection Officer Municipal Treasurer's Office</i>
3. Presents the Official Receipt	6.1 Process the Marriage Certificate for signature of the Municipal Civil Registrar	None	5 minutes	<i>Administrative Aide IV Assistant Registration Officer Registration Officer II Clerk 1 Municipal Civil Registrar's Office</i>
4. Receives the Marriage Certificate	4.1 Signs and releases the Marriage Certificate	None	3 minutes	<i>Municipal Civil Registrar Registration Officer II Municipal Civil Registrar's Office</i>
Total			23 minutes	

Issuance of Certifications of a Registered Marriage, Birth, and Death

The Municipal Civil Registrar's Office is tasked to file, keep, and preserve civil registry records and issue certified transcripts or copies of any certificate or document registered, upon payment of the proper fees.

Office or Division:	Municipal Civil Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Any person whose event of birth, marriage and death (relative or occurred in the municipality			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request		Client		
2. Authorization in case the client is not related to the registrant		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submits letter request	1.1 Receives the letter request	None	5 minutes	<i>Administrative Aide IV Assistant Registration Officer Registration Officer II Clerk 1 Municipal Civil Registrar's Office</i>
2. Waits for the entry to be found in the Book of Registry	2.1 Scan the Registry Book concerned where the event was posted	None	13 minutes	<i>Administrative Aide IV Assistant Registration Officer Registration Officer II Clerk 1 Municipal Civil Registrar's Office</i>
3. Payment of Fees and Charges	2.1 Processes the payment and issues the Official Receipt (OR)	P100.00 for local use P150.00 for travel abroad	5 minutes	<i>Collection Officer Municipal Treasurer's Office</i>
4. Presents the Official Receipt and waits for the processing of the certification	6.2 Process and fills-up Forms 1A, 2A or 3A as the case may be and have it signed by the Municipal Civil Registrar	None	5 minutes	<i>Municipal Civil Registrar Registration Officer II Assistant Registration Officer Municipal Civil Registrar's Office</i>
5. Receives the Certificate	4.2 Signs and releases the Certificate and provide instructions on the importance and safekeeping of such	None	3 minutes	<i>Municipal Civil Registrar Registration Officer II Municipal Civil Registrar's Office</i>
	Total		30 minutes	

Registration of Death

Civil Registry is the mandatory recording of permanent records of vital events in the life of a person such as birth, marriage, and death. Thus, it is the duty of the Municipal Civil Registrar to register all births occurring in the municipality.



Office or Division:		Municipal Civil Registrar		
Classification:		Simple		
Type of Transaction:		Government to Citizens		
Who may avail:		Any representative of the deceased or hospital representative		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Natural Death: None				
2. Accident/murder/homicide				
a. Police Report		PNP Office		
3. Late Registration (30days and above):				
a. Community Tax Certificate		Barangay Office		
b. Barangay Certification		Barangay Office		
c. Affidavit of Delayed Registration				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applies for the registration of death	1.1 Interviews and fills-up Death Certificate Form	None	15 minutes	<i>Administrative Aide IV Assistant Registration Officer Registration Officer II Clerk 1 Municipal Civil Registrar's Office</i>
2. Payment of Fees and Charges	2.1 Processes the payment and issues the Official Receipt (OR)	On-time: P50.00 Delayed: P60.00 for 31 days-6mos P75.00 for 6mos- 1 yr P100.00 for 1yr onwards	5 minutes	<i>Collection Officer Municipal Treasurer's Office</i>
3. Brings the filled-up Death Certificate Form to the Municipal Health Officer for certification	3.1 MHO certifies as to cause of death	None	10 minutes	<i>Municipal Health Officer Municipal Health Office</i>
4. Brings the filled-up Death Certificate Form to the Embalmer, if applicable				<i>Embalmer</i>



5. Returns to the Municipal Civil Registrar's Office with the form	5.1 Encodes, assigns Registry number, marks the date of registration and process for signature	None	10 minutes	<i>Administrative Aide IV</i> <i>Assistant Registration Officer</i> <i>Registration Officer II</i> <i>Clerk 1</i> Municipal Civil Registrar's Office
6. Receives the Death Certificate	4.3 Signs and releases the Death Certificate	None	5 minutes	<i>Municipal Civil Registrar</i> <i>Registration Officer II</i> Municipal Civil Registrar's Office
	Total		45 minutes	



MUNICIPAL ASSESSOR'S OFFICE

External Services



Correction/Reclassification of Real Property Assessment

Office or Division:	Municipal Assessor's Office/ Appraisal and Assessment Division			
Classification:	Simple			
Type of Transaction:	Government to Citizens; Government to Government			
Who may avail:	Any client who would like to correct and reclassify the real property assessment			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request		Client		
2. Certificate of Real Property Tax Payments (Tax Clearance Certificate)		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits requirements,	1.1 Receives requirements	None	5 minutes	<i>Assessment Clerk</i> Municipal Assessor's Office
	1.2 Interviews the client and evaluates the documents	None	5 minutes	<i>Assessment Clerk/ Local Assessment Operation Officer</i> Municipal Assessor's Office
2. Waits for the request to be processed and approved by the Provincial Assessor	2.1 Prepares the Field Appraisal and Assessment based on the verification and actual inspection conducted and signs the Field Appraisal and Assessment Sheet (FAAS)	None	90 minutes	<i>Assessment Clerk/ Local Assessment Operation Officer</i> Municipal Assessor's Office
	2.2 Reviews the prepared Field Appraisal and Assessment Sheet (FAAS)	None	5 minutes	<i>Asst Municipal Assessor</i> Municipal Assessor's Office
		None	20 minutes	



	2.3 Prepares the Tax Declaration indicating among others the Fair Market Values of the Real Property as declared by the client	None	5 minutes	<i>Local Assessment Operation Officer</i> Municipal Assessor's Office
	2.4 Checks the prepared Tax Declaration and recommends approval by the Municipal Assessor			<i>Asst Municipal Assessor</i> Municipal Assessor's Office
	2.5 Records the transaction and affix signatures in the prepared Tax Declaration	None	20 minutes	<i>Local Assessment Operation Officer/ Assessment Clerk/ Tax Mapper</i> Municipal Assessor's Office
	2.6 Recommends approval of the Tax Declaration to the Provincial Assessor	None	3 minutes	<i>Asst Municipal Assessor</i> Municipal Assessor's Office
	2.7 Approves the real property assessment after passing the three (3) office divisions	None	Refer to PASSO	<i>Provincial Assessor</i> Provincial Assessor's Office
	2.8 Receives the approved Tax Declaration	None	5 minutes	<i>Local Assessment Operation Officer</i> Municipal Assessor's Office
	2.9 Encodes the approved Tax Declaration	None	15 minutes	<i>Assessment Clerk</i> Municipal Assessor's Office



3. Receives the approved Tax Declaration	3.1 Issues copy of Tax Declaration and Notice of Assessment	None	5 minutes	<i>Local Assessment Operation Officer/ Assessment Clerk</i> Municipal Assessor's Office
	TOTAL		2 hour and 58 minutes	

Segregation of Real Property Assessment

Office or Division:	Municipal Assessor's Office/ Appraisal and Assessment Division			
Classification:	Simple			
Type of Transaction:	Government to Citizens; Government to Government			
Who may avail:	Any client who would like to segregate the real property assessment			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request		Client		
2. Certificate of Real Property Tax Payments (Tax Clearance Certificate)		Municipal Treasurer's Office		
3. Subdivision or Sketch Plan		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits requirements	a. Receives requirements	None	5 minutes	<i>Assessment Clerk</i> Municipal Assessor's Office
	1.2 Interviews the client and evaluates the documents	None	5 minutes	<i>Assessment Clerk/ Local Assessment Operation Officer</i> Municipal Assessor's Office
2. Waits for the request to be processed and approved by the Provincial Assessor	2.1 Prepares the Field Appraisal and Assessment Sheet based on the Subdivision or Sketch Plan and signs the Field Appraisal and Assessment Sheet (FAAS)	None	30 minutes per single lot	<i>Assessment Clerk/ Local Assessment Operation Officer</i> Municipal Assessor's Office
	2.2 Reviews the prepared Field	None	5 minutes	<i>Asst Municipal Assessor</i>



	Appraisal and Assessment Sheet (FAAS)			Municipal Assessor's Office
	2.3 Prepares the Tax Declaration based on the prepared and reviewed FAAS	None	20 minutes	<i>Local Assessment Operation Officer</i> Municipal Assessor's Office
	2.4 Records the transaction and assigns Property Index Number to each parcel of lot of the segregated property	None	20 minutes	<i>Local Assessment Operation Officer/ Assessment Clerk/ Tax Mapper</i> Municipal Assessor's Office
	2.5 Checks and signs the prepared Tax Declaration	None	5 minutes per single lot	<i>Asst Municipal Assessor</i> Municipal Assessor's Office
	2.6 Recommends approval of the Tax Declaration to the Provincial Assessor	None	3 minutes	<i>Municipal Assessor/ Asst Municipal Assessor</i> Municipal Assessor's Office
	2.7 Approves the real property assessment after passing the three (3) office divisions	None	Refer to PASSO	<i>Provincial Assessor</i> Provincial Assessor's Office
	2.8 Receives the approved Tax Declaration	None	5 minutes	<i>Local Assessment Operation Officer</i> Municipal Assessor's Office
		None	15 minutes	<i>Assessment Clerk</i> Municipal Assessor's Office



	2.9 Encodes the approved Tax Declaration			
3. Receives the approved Tax Declaration	3.1 Issues copy of Tax Declaration and Notice of Assessment	None	5 minutes	<i>Local Assessment Operation Officer/ Assessment Clerk</i> Municipal Assessor's Office
	TOTAL		1 hour and 58 minutes	

Transfer of Real Property Ownership

Office or Division:	Municipal Assessor's Office			
Classification:	Simple			
Type of Transaction:	Government to Government; Government to Citizen			
Who may avail:	Any client who would like to transfer real property ownership			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request		Client		
2. Deed of Conveyance (Sale, Donation, Inheritance, Waiver of Rights, etc.) duly registered in the registry of deeds		Client		
3. Certificate of Real Property Tax Payment		Municipal Treasurer's Office		
4. Certificate Authorizing Registration (CAR) especially regarding payment of Capital Gains Tax		BIR		
5. Electronic copy of Land Title, if titled		Registry of Deeds		
6. Photocopy of approved Subdivision Plan		Client		
7. Certificate of Tiller Beneficiary from Department of Agrarian Reform (if land is covered by the CARP)		Department of Agrarian Reform		
8. Transfer Tax Receipt		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the requirements	1.1 Receives the documentary requirements and interviews client	None	5 minutes	<i>Assessment Clerk</i> Municipal Assessor's Office



	1.2 Evaluates the request based on the documents submitted			
2. Waits for the request to be processed and approved by the Provincial Assessor	<p>2.1 Prepares the Field Appraisal and Assessment Sheets (FAAS)</p> <p>2.2 Assigns Property Index Number and ties-up records to the Tax Mapping Control Roll (TMCR)</p> <p>2.3 Reviews the prepared Appraisal and Assessment Sheet (FAAS)</p> <p>2.4 Verifies History of Real Property</p> <p>2.5 Prepares Tax Declaration, Ownership Record Form, Notice of Assessment based on prepared and reviewed FAAS</p> <p>2.6 Checks and signs the prepared Tax Declaration</p>		20 minutes	<i>Collection Officer</i> Municipal Treasurer's Office



	<p>2.7 Recommends the approval of the prepared Real Property Assessment to the Provincial Assessor</p> <p>2.8 Approves the real property assessment after passing the three (3) office divisions</p> <p>2.9 Receives and encode the approved Tax Declaration</p>			
3. Presents the Official Receipt and receives the approved business permit	3.1 Prepares and releases the approved Special Mayor's Permit	None	15 minutes	<i>BPLD Personnel</i> Business Permits and Licensing Division
	Total		1 hour and 5 minutes	



MUNICIPAL PLANNING AND DEVELOPMENT OFFICE

External Services



PROVISION OF DATA FOR RESEARCH AND GENERAL INFORMATION

The data/information needed for Business Investors, Academe, Government Agencies, Non-Government Organizations and individual for development planning.

Office or Division:	Municipal Planning and Development (MPDO)			
Classification:	Simple			
Type of Transaction:	Government to Citizens (G2C), Government to Business (G2B) and Government to Government (G2G)			
Who may avail:	All Government Offices and Agencies in the Executive Departments, including Local Government Units, Government-Owned and Controlled Corporations (GOCCs), other Government Instrumentalities, Organizations/Private Sector Partners and Individuals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Verbal/letter request citing the purpose of acquisition and the data requested and or Flash Drive/e-mail Address for request on digital copies		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Secure Request Form/Slip at MPDO Administrative Section	5.1 Provide Request Form/Slip	None	3 minutes	<i>Administrative Aide VI</i> Municipal Planning and Development Office
6. Submit accomplished Request Form/Slip or Request Form Letter to the MPDO Administrative Section	6.1 Receive accomplished Request Form/Slip or Request Letter and forward to the Head of Office/MPDO for evaluation	None	3 minutes	<i>Administrative Aide VI</i> Municipal Planning and Development Office
	6.2 Evaluate and instruct subordinate/Sect or In-charge for appropriate action	None	5 minutes	<i>Municipal Planning and Development Coordinator</i> Municipal Planning and Development Office
	6.3 Processing on desired data/information	None	30 minutes	<i>-Assistant Statistician</i> <i>-Statistician</i>



				-Project Dev't. Assistant -Project Dev't. Officer -Economist Municipal Planning and Development Office
7. Receive requested data/information by the client	7.1 Release data	None	5 minutes	-Administrative Aide VI Municipal Planning and Development Office
	Total		46 minutes	

ISSUANCE OF LOCATIONAL CLEARANCE

A clearance pre-requisite document needed for securing building permit to ensure that the project conform to the Comprehensive Land Use plan of the municipality.

Office or Division:	Municipal Planning and Development Office (MPDO)	
Classification:	Simple	
Type of Transaction:	Government to Citizens (G2C), Government to Business (G2B) and Government to Government (G2G)	
Who may avail:	All Government Offices and Agencies in the Executive Departments, including Local Government Units, Government-Owned and Controlled Corporations (GOCCs), other Government Instrumentalities, Organizations/Private Sector Partners and Individuals	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Application Form (duly accomplished and notarized)		MPDO-Zoning Section
2. Proof of ownership over the hand 2.1Certificate of title, in case registered in the name of applicant 2.2Certified True Copy of Tax Declaration not earlier than 3 months upon filling 2.3In the absence of Certificate of Title in the name of the applicant, submit pro-forma affidavit. Deed of Sale of Donation/Contact of Lease/Authorized use of the land		Client
3 Vicinity Map showing existing and land uses within the prescribed radius from the boundary of the subject site		Client



3.1 For regular projects-minimum of 100 meter radius and need not be drawn to scale provided that are relative distances of existing land uses to the project site boundaries are indicated				
3.2 For special projects-minimum of 1 kilometer radius and should be drawn to scale				
4 Site Development Plan showing the project site lot area boundaries and dimensions of proposed structures/improvements within the project site		Client		
5 One set building plan of the proposed project		Client		
6 Detailed cost of materials and specifications signed and sealed by a Civil Engineer/Architect with conformity of the owner		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Secure Application Form at MPDO Zoning Section	4.1 Provide application form and checklist of requirements and appropriate instruction	None	10 minutes	-Draftsman II and Zoning Inspector Municipal Planning and Development Office
5. Submit accomplished/notarized Application Form to MPDO for evaluation and assessment of fees. If application is subject for inspection, allow 1 day for inspection upon receipt of application	5.1 Receive accomplished/notarized Application Form and evaluate, compute corresponding fees and issue order of payment, then processing	None	30 minutes (1 day if ocular inspection is necessary)	-Draftsman II and Zoning Inspector Municipal Planning and Development Office
6. Pay assessed fees to the MTO cashier	6.1 Issuance of Official Receipt	Based on Assessment	30 minutes	MTO-Cashier Municipal Treasurer Office
7. Present Official Receipt as proof of payment to MPDO-Zoning Inspector	7.1 Approval of Application	None	30 minutes	-Municipal Planning and Development Coordinator (MPDC) Municipal Planning and Development Office



8. Received Locational Clearance by the client	8.1 Release Locational Clearance	None	30 minutes	-Draftsman II and Zoning Inspector Municipal Planning and Development Office
	Total		2 days	

ISSUANCE OF CERTIFICATE OF LAND/ZONE CLASSIFICATION

A pre-requisite documents needed for securing business permit and application for titling.

Office or Division:	Municipal Planning and Development Office (MPDO)
Classification:	Simple
Type of Transaction:	Government to Citizens (G2C), Government to Business (G2B) and Government to Government (G2G)
Who may avail:	All Government Offices and Agencies in the Executive Departments, including Local Government Units, Government-Owned and Controlled Corporations (GOCCs), other Government Instrumentalities, Organizations/Private Sector Partners and Individuals

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Proof of ownership over the land 1.1 Certificate of title, in case registered in the name of applicant 1.2 Certified True Copy Photocopy of Tax Declaration 1.3 In the absence of Certificate of Title in the name of the applicant, submit pro-forma affidavit. Deed of Sale/Deed of Donation/Contract of Lease/Authorized use of the land	Client
2.Vicinity Map showing existing land uses within the 100 meter radius (for projects of local significance) and 1 kilometer radius (for projects of national significance) from the lot boundary of the project site. Note: Additional requirements may be needed upon verification	Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Secure Request Form/Slip at MPDO Administrative Section	4.1 Provide Request Form/Slip	None	30 minutes	Administrative Aide VI Municipal Planning and Development Office
	5.1 Receive accomplished Request	None	30 minutes	Administrative Aide VI



MPDO Administrative Section	Form/Slip and forward to the Zoning Inspector			Municipal Planning and Development Office
	2.2 Evaluate, instruct and take appropriate action and processing	None	60 minutes	<i>Draftsman II and Zoning Inspector</i> Municipal Planning and Development Office
6. Pay Certificate Fee to the MTO- cashier	6.1 Issuance of Official Receipt	P 100	30 minutes	<i>MTO- Cashier</i> Municipal Treasurer Office
7. Present Official Receipt as proof of payment to MPDO-Zoning Inspector	7.1 Approval of Application/Certification	None	30 minutes	<i>Municipal Planning and Development Coordinator</i> Municipal Planning and Development Office
8. Receive the Certificate of Land/Zoning Classification by the client	8.1 Release the Certificate of Land/Zoning Classification	None	15 minutes	<i>Draftsman II and Zoning Inspector</i> Municipal Planning and Development Office
	Total	P100.00	195 minutes	



MUNICIPAL ENTERPRISES MANAGEMENT OFFICE

External Services



Municipal Slaughterhouse Services

The Municipal Slaughterhouse is in-charge of the slaughtering operations of animals wherein meat safety and meat hygiene is properly handled to ensure that the meat products is fit for human consumption.

Office or Division:		Municipal Enterprises Management Office		
Classification:		Simple		
Type of Transaction:		Government to Citizens, Government to Business		
Who may avail:		Any business or citizen of Quezon, Bukidnon		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Affidavit of Transfer/Ownership, if large cattle		Client		
2. Barangay Certification		Barangay of residence		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits requirements, if applicable	1.1 Receives requirements	None	1 minute	<i>Slaughterhouse Collector</i> Municipal Enterprises Management Office
2. Submits animal for weighing	2.1 Weighs live animals	None	5 minutes	<i>Slaughterhouse Collector</i> Municipal Enterprises Management Office
3. Pays the designated slaughter and delivery fees	3.1 Collect/ Receive corresponding slaughter and delivery fees	HOG: 50kg and below – P200 In excess of 50 kg is P1/kg COW/ CARABAO / CULLED HOGS: 150kgs and below – P350 In excess of 150kg – P2/kg Poultry and others – P20/head	1 minute	<i>Collector</i> Municipal Treasurer's Office



		Corral Fee (Hog, Goat, Sheep, etc)- P20 Large Cattle – P50 Others – P5 Delivery Fee: Slaughterh ouse to Poblacion and Salawagan Public Market – P50/head To Kibuirao, Puntian and BUSCO – P100/head Weighing Scale – P10/head		
4. Waits while the animal is butchered	4.1 Slaughtering of animals	None	3 hours	<i>Accredited Butchers Slaughterhouse</i>
	4.2 Facilitate inspection of animal meat	None	2 minutes	<i>Meat/Livestock inspector</i>
5. Receives dress meat thru delivery or pick-up	5.1 Delivers the dress meat	None	1 hour	<i>Meat Delivery Driver Slaughterhouse</i>
	TOTAL		4 hour and 9 minutes	

Public Terminal Services

The public terminal caters/facilitates the issuance of cash tickets as parking fees.



Office or Division:	Municipal Enterprises Management Office			
Classification:	Simple			
Type of Transaction:	Government to Business			
Who may avail:	Public Transport Operators			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pays the corresponding terminal / parking fees (cash tickets)	8.2 Collects/ receives parking/ terminal fees	Multicab – P10 PUJ– P15 Double-tire jeep – P20 Mini-bus – P20 Public Utility Bus – P30 Motorela – P10 PUV– P15	1 minute	<i>Collector</i> Municipal Enterprises Management Office
	Total		1 minute	

Lowan-Lowan Spring Resort Services

The Lowan-Lowan Spring Resort facilitates the collection of entrance and rental fees for the use and avilment of services and facilities inside the resort.

Office or Division:	Municipal Enterprises Management Office			
Classification:	Simple			
Type of Transaction:	G2C, G2B			
Who may avail:	Residents and Non-residents of Quezon Bukidnon			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE		NONE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Payment of corresponding fees	1.1 Collect/ receive corresponding entrance fees	P25.00 below 12 years old P35.00 above 12 years old	5 minutes	<i>Collector</i> Municipal Enterprises Management Office



2. Payment of corresponding rental fees	2.1 Receives payment and issues official receipt (OR)	Cottage Fee – 20.00 Umbrella Hut – P100.00 Concrete Table – 100 Usage of pavilion – 1,000 up to 5:00 pm and 150.00 per hour for the next hour Trading Center – 2,000 up to 5 pm and 250 for the next hour Veranda – 1,500 up to 5pm and 200 for the next hour	5 minutes	Collector Municipal Enterprises Management Office
	Total		10 minutes	

Municipal Cemetery Services

The Municipal Cemetery facilitates the interment of the deceased and upon request from clients, do the removal of cadaver, exhumation and transfer of cadaver to the perpetual bone niches

Office or Division:	Municipal Enterprises Management Office
Classification:	Simple
Type of Transaction:	Government to Citizens
Who may avail:	Residents and Non-residents of Quezon Bukidnon
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	None



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients present a copy of Death Certificate/ or request for removal, exhumation and transfer of bone niche	1.1 Receives and acknowledges the copy of Death Certificate and/or request	None	1 minute	<i>Clerk</i> Municipal Enterprises Management Office
2. Pays corresponding fees	2.1 Collects corresponding fees and issues OR	Ground Burial – P4,000.00 Cadaver Niche – P 3,000.00 Memorial Lot – P20,000.00 Burial Permit Fee – P100.00 Certification Fee – P100.00 Permit to Transport Cadaver – P100.00 Perpetual Bone Niche – P1,500.00 Permit for exhumation – P100.00 Fee for exhumation	5 minutes	<i>Collector</i> Municipal Treasurer's Office



		of cadaver- P1,000.00 Fee of removal of cadaver – P500.00		
3. Secure Cemetery Endorsement	3.1 Issue cemetery endorsement	None	10 Minutes	<i>Clerk</i> Municipal Enterprises Management Office
4. Secure Certificate from MHO	4.1 Refer clients to Certificate	None	10 minutes	<i>Clerk</i> Municipal Enterprises Management Office
5. Submits documents and OR	5.1 Receives documents	None	10 minutes	<i>Personnel on-duty</i> Municipal Enterprises Management Office
6. Burial/ Removal, exhumation of cadaver niche	6.1 Facilitates the service availed	None	30 minutes	<i>Personnel on-duty</i> Municipal Enterprises Management Office
	Total		66 minutes	

Facilities and Equipment Rental Services

Rental Services to facilities and equipment owned by the municipal government at a reasonable price.

Office or Division:		Municipal Enterprises Management Office		
Classification:		Simple		
Type of Transaction:		G2C; G2B, G2G		
Who may avail:		Residents and Non-residents of Quezon Bukidnon		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request indicating the services/facilities to be rented		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients present a letter request	1.1 Receives and acknowledges request and book the corresponding service/facilities	None	5 minute	<i>Clerk</i> Municipal Enterprises Management Office



2. Pays corresponding rental fees	2.1 Collects corresponding fees and issues OR	<p>Municipal Gym: Day Rate with 100 chairs and 5 tables – P4,000.00/ P2,000 for half-day (Fund-Raising Activity)</p> <p>Religious/Civic Activities – P2,000.00/P 1,000.00 for half day</p> <p>Reception/Venue for Weddings, Baptismal, reunion and the like – P3,000.00/ P1,500 for half day</p> <p>Additional Power Usage of P50.00/hr</p> <p>Night Rate (5pm – 2 am): Fund Raising Activity – P5,000.00</p> <p>Religious/Civic Activity – P2,500.00</p>	5 minutes	Collector Municipal Treasurer's Office
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		<p>Reception for weddings, baptismal and the like – P4,000.00</p> <p>Additional power usage of P100/hr</p> <p>Doña Resing and Freedom Parks: (8am – 5pm) – P1,000.00 P500.00 for half day</p> <p>Night rate – P1,500.00</p> <p>Health and Wellness Center P500.00 P250 for half day</p> <p>Tables- P25/pc/day</p> <p>Chairs- P5/pc/day</p> <p>Power Usage – 150/outlet/hr</p> <p>Tractor:</p> <p>Harrow/ Rastillo –</p>		
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		P2,500/ha including fuel Disc plow – P4,200/ha including fuel Furrowing/ Tudling – P3,200/ha including fuel Mold Board – P 1,500 per trip Hauling – P1,500 per trip (additional P25.00/km after exceeding 5km from station)		
3. Presents OR	3.1 Review OR and book the corresponding services	None	10 Minutes	<i>Clerk</i> Municipal Enterprises Management Office
	Total		20 minutes	



MUNICIPAL TREASURER'S OFFICE

External and Internal Services



Business Tax Assessment and Collection

The Municipal Treasurer's Office assesses and collects business taxes, fees and charges

Office or Division:	Municipal Treasurer's Office			
Classification:	Simple			
Type of Transaction:	Government to Citizens, Government to Business			
Who may avail:	Any business or citizen of Quezon, Bukidnon			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Business Application Form		Client/BPLO		
2. Financial Statements/ ITR/Sworn declaration of capitalization		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements for assessment	1.1 Receive and evaluate requirements 1.2 Assessment of business tax, fees and charges and prepares order of payment	None	20 minutes	<i>Local Revenue Officer</i> Municipal Treasurer's Office
2. Pay the corresponding amount shown in the order of payment	2.1 Receive payment and issuance of Official Receipt	Based on assessment	5 minutes	<i>Revenue Collection Clerk</i> Municipal Treasurer's Office
	TOTAL		25 minutes	

Real Property Tax Collection

The Municipal Treasurer's Office collects real property taxes.

Office or Division:	Municipal Treasurer's Office			
Classification:	Simple			
Type of Transaction:	Government to Citizens, Government to Business			
Who may avail:	Any business or citizen of Quezon, Bukidnon			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Copy of Tax Declaration or TD Number		Client/Municipal Assessor's Office		
2. Latest Official Receipt or Old Billing Statement		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Request a computer generated tax bill of the TD number	1.1 Generate a computerized billing statement of the real property	None	7 minutes	<i>Billing Officer</i> Municipal Treasurer's Office
2. Pay the corresponding amount shown in the billing statement	2.1 Receive payment and issuance of Official Receipt	Based on assessment	8 minutes	<i>Revenue Collection Clerk</i> Municipal Treasurer's Office
	TOTAL		15 minutes	

Issuance of Community Tax Certificate

The Municipal Treasurer's Office assesses and collects community tax and issues community tax certificate

Office or Division:	Municipal Treasurer's Office			
Classification:	Simple			
Type of Transaction:	Government to Citizens, Government to Business			
Who may avail:	Any business or citizen of Quezon, Bukidnon			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Old cedula/any valid id/Personal Information Sheet		Client		
2. Financial Statements/ ITR/Payslip		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the PIS and present required documents, if any	1.1 Receive and evaluate requirements and assess the community tax	None	3 minutes	<i>Revenue Collection Clerk</i> Municipal Treasurer's Office
2. Pay the corresponding amount	2.1 Receive payment and issuance of Community tax Certificate	Based on assessment	5 minutes	<i>Revenue Collection Clerk</i> Municipal Treasurer's Office
3. Affix signature and thumbmark on the Community Tax Certificate	3.1 Release the community tax certificate	None	2 minutes	<i>Revenue Collection Clerk</i> Municipal Treasurer's Office
	TOTAL		9 minutes	



Collection of Service Fees and Charges

The Municipal Treasurer's Office collects fees and charges of corresponding service

Office or Division:	Municipal Treasurer's Office			
Classification:	Simple			
Type of Transaction:	Government to Citizens, Government to Business, G2G			
Who may avail:	Any person, business or entity of Quezon, Bukidnon			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Police Clearance: Cedula and Brgy Clearance		MTO/Barangay Office		
Building Permit: Assessment Form from MEO		Municipal Engineer's Office		
For clearances and certification Customer request form		Concerned Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the require documents	1.1 Receive and evaluate requirements and assess the fees and charges	None	2 minutes	<i>Revenue Collection Clerk</i> Municipal Treasurer's Office
2. Pay the corresponding amount	2.1 Receive payment and issuance of Community tax Certificate	Based on the revised revenue code of the Municipality	5 minutes	<i>Revenue Collection Clerk</i> Municipal Treasurer's Office
3. Proceed to the concerned office				
	TOTAL		7 minutes	

Cash Disbursement (Payment in small amount up to 2,500.00 only)

The Municipal Treasurer's Office disburses cash payment

Office or Division:	Municipal Treasurer's Office			
Classification:	Simple			
Type of Transaction:	Government to Citizens, Government to Business, G2G			
Who may avail:	Any business/citizen/entity claiming for payment			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Cedula/any valid id		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Secure a priority number	1.1 Release priority number	None	3 minutes	<i>Information Desk personnel</i> Municipal Treasurer's Office
2. Show valid identification and affix signature on the Disbursement Voucher or payroll	2.1 Check the proof of identification and disburse the corresponding amount	None	2 minutes	<i>Cashier</i> Municipal Treasurer's Office
3. Receive and recount the cash	3.1 Stamp paid the voucher or payroll	None	10 minutes	<i>Cashier</i> Municipal Treasurer's Office
	TOTAL		15 minutes	

Check Disbursement

The Municipal Treasurer's Office disburses check payment.

Office or Division:	Municipal Treasurer's Office			
Classification:	Simple			
Type of Transaction:	Government to Citizens, Government to Business, G2G			
Who may avail:	Any business/citizen/entity claiming for payment			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Cedula/any valid id		Client		
2. Authorization		Client		
3. Official Receipt/Sales Invoice, if applicable		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Show valid identification and authorization	1.1 Check the proof of identification and show the disbursement voucher to the claimant	None	3 minutes	<i>Check Releasing Officer</i> Municipal Treasurer's Office
2. Affix signature on the voucher and MTO logbook	2.1 If claimant is a supplier, advise to pay the corresponding business tax	Based on the Revised Revenue Code of the municipality	10 minutes	<i>Check Releasing Officer</i> Municipal Treasurer's Office
3. If a supplier/contractor, pay the	3.1 Validate issued receipt, collect	None	7 minutes	<i>Check Releasing Officer</i>



business tax and issue OR corresponding to check amount	business tax and release check and OR for business tax payment			Municipal Treasurer's Office
	TOTAL		20 minutes	

Registration of Weights and Measures

The Municipal Treasurer's Office registers and seals weights and measures.

Office or Division:	Municipal Treasurer's Office			
Classification:	Simple			
Type of Transaction:	Government to Business			
Who may avail:	Any business entity who uses weights and measures in doing business			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for inspection and calibration (office or on site)	1.1 Book an appointment for the inspection and calibration if the request will be done on site	None	5 minutes	<i>Revenue Collection Officer</i> Municipal Treasurer's Office
2. Present the particular unit for calibration and sealing	2.1 Inspect and calibrate the weights and measures; inform the client of the corresponding fees and charges	Based on the revised revenue code of the municipality	10 minutes	<i>Revenue Collection Officer</i> Municipal Treasurer's Office
3. Pay the fees and charges	3.1 Receive payment and issue OR; seal weights and measures	None	5 minutes	<i>Revenue Collection Officer</i> Municipal Treasurer's Office
	TOTAL		20 minutes	

Registration of Ownership and/or Transfer of Large Cattle

The Municipal Treasurer's Office registers ownership or transfer of large cattle.

Office or Division:	Municipal Treasurer's Office
Classification:	Simple



Type of Transaction:		G2C - Government to Citizens; G2B - Government to Business		
Who may avail:		Any person, partnership, corporation, or association within the territorial jurisdiction of the municipality who owns a large cattle		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Cedula		Client		
2. Certificate of Ownership (Mother Cattle) large cattle 2 years and above		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for large cattle registration (office or field) and present the required documents;	1.1 Book an appointment for the registration of large cattle if the request will be done in the field; and gather the documents presented;	None	5 minutes	<i>Revenue Collection Officer</i> Municipal Treasurer's Office
2. Present the large cattle for inspection of cowlicks and pay the corresponding fees and charges;	2.1 Conduct inspection of cowlicks and issue an official receipt to acknowledge the receipt of payment;	Based on the revised revenue code of the municipality	20 minutes	<i>Revenue Collection Officer</i> Municipal Treasurer's Office
3. Affix signature on the Certificate of Ownership of Large Cattle (AF53)/Record of Transfer of Large Cattle (AF52) and on the affidavit of ownership or transfer.	3.1 Prepare the necessary documents for submission to the Municipal Mayor, Secretary to the Sanggunian, and the Municipal Treasurer; Follow-up the progress of processing the documents;	None	1 day	<i>Revenue Collection Officer</i> Municipal Treasurer's Office
4. Claim the Certificate of Ownership or Record of Transfer	4.1 Release the Certificate of Ownership or Record of Transfer of Large Cattle and its supporting documents.	None	15 mins	<i>Revenue Collection Officer</i> Municipal Treasurer's Office



	TOTAL		2 working days	
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MUNICIPAL ACCOUNTING OFFICE

External and Internal Services



Processing and Obligation of Monetary Claims

Processing and obligation of vouchers/payrolls for the payment of goods and services to suppliers and contractors, financial assistance to citizens and payments to other government agencies and private organizations

Office or Division:	Municipal Accounting Office		
Classification:	Simple		
Type of Transaction:	Government to Citizens, Government to Business, and Government to Government		
Who may avail:	Suppliers and Creditors, Citizens, other government agencies and private organizations		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
7. Obligation Request		Municipal Budget Office	
8. Disbursement Voucher		Municipal Budget Office	
9. Request of Purchase or requisition of supplies, materials and equipment duly approved by proper authorities		Office of the End-user	
4. Authenticated photocopy of the approved Annual Procurement Plan and any amendment thereto		Office of the End-user/BAC	
5. Delivery Receipt and Sales Invoice/Official Receipt/Acknowledgment Receipt (for labor)		Supplier/Contractor	
6. Program/Project/Activity Design, if applicable		Office of the End-user	
7. Project Procurement Management Plan (PPMP)		Office of the End-user	
8. Purchase Order/Letter Order/Contract, duly approved by the official concerned and accepted by the supplier		Supplier/Contractor/Procurement Office	
9. Other documents necessary in the auditorial review and in the technical review thereof		Office of the End-user	
Additional Documentary Requirements			
PUBLIC BIDDING			
1. Invitation to Apply for Eligibility to Bid		Bids & Awards Committee	
2. Letter of Intent		Supplier/Contractor	
3. Results of Eligibility		Bids & Awards Committee	
4. Approved Plans/Drawings (Infrastructure Projects)		Municipal Engineering Office	
5. Technical Specifications		Municipal Engineering Office	
6. Complete Technical Description of Equipment, Aircraft and Accessories		Municipal Engineering Office	
7. Scope of Works (Infrastructure Projects)		Municipal Engineering Office	



8. Rental & Repair Contracts	Municipal Engineering Office/End-user
9. Terms of Reference (Consultancy Services)	Bids & Awards Committee/End-user
10. Minutes of Pre-Bid Conference (ABC of P1.0 Million and above)	Bids & Awards Committee
11. Agenda/or Supplemental Bulletins, if any	Bids & Awards Committee
12. Bidders Technical and Financial Proposals	Bids & Awards Committee
13. Minutes of Bid Opening	Bids & Awards Committee
14. Abstract of Bids	Bids & Awards Committee
15. Post-Qualification Report of Technical Working Group	Bids & Awards Committee
16. BAC Resolution declaring winning bidder	Bids & Awards Committee
17. Notice of Post-Qualification	Bids & Awards Committee
18. BAC Resolution recommending approval by the Head of Procuring Entity of the Resolution of the BAC recommending award of contract	Bids & Awards Committee
19. Notice of Award	Bids & Awards Committee
20. Performance Security	Supplier/Contractor
21. Program of Work and Detailed Estimates	Municipal Engineering Office/End-user
22. Notice to Proceed	Bids & Awards Committee
23. Detailed Breakdown of Contract Cost	Municipal Engineering Office/End-User
24. Copy of Advertisement of Invitation to Bid/Request for Expression of Interest	Bids & Awards Committee
25. Minutes of Pre-procurement conference for projects costing above 5 million for infrastructure, 2 million and above for goods and 1 million for consulting services	Bids & Awards Committee
26. Bid Evaluation Report	Bids & Awards Committee
27. Ranking of shortlisted bidders for consulting services	Bids & Awards Committee
28. Post-qualification Evaluation Report	Bids & Awards Committee
29. Copy of posting of NOA, NTP and Contract Agreement in PhilGEPS	Bids & Awards Committee
30. Authorization by Local Sanggunian for the Local chief Executive to enter into contract	Sanguniang Bayan Office
31. Evidence of invitation of 3 observers in all stages of procurement process	Bids & Awards Committee
A.1 Infrastructure	



1. Letter Request from contractors/suppliers	Suppliers/Contractors
2. Statement of Work Accomplished for Progress Billing, reviewed and approved	Contractor
3. Inspection Report by Project Monitoring Committee	Project Monitoring Committee
4. Results of Test Analysis, if applicable	Contractor
5. Statement of Time Elapsed	Contractor
6. Monthly Certificate of Payment	Contractor
7. Contractor's Affidavit on payment of labors and materials	Contractor
8. Pictures, before, during and after construction of items of work especially the embedded items	Contractor
9. Photocopy of vouchers of all previous payments	MACCO
10. Certificate of Completion (final Payment)	Municipal Engineering Office/ End-User
11. Irrevocable standby letter of credit/surety bond/ bank guarantee of equivalent value (Advance payment)	Contractor
12. Copy of Approved Change Order/ Extra Work Order	Municipal Engineering Office/ End-User
13. Copy of original plans and duly revised plans indicating the changes	Municipal Engineering Office/End-User
14. As-built plans (Final Payment)	Contractor
15. Warranty Security (Final Payment)	Contractor
16. Clearance from Provincial Treasurer that the corresponding sand and gravel fees have been paid (Final Payment)	Contractor
17. Copy of turn-over documents/ transfer of project and facilities to the LGU	Supplier/Contractor
18. Any security in the form of cash, bank guarantee, irrevocable standby letter of credit, GSIS or surety bond (Release of Retention)	Supplier/Contractor
A.2 Consulting Services	
1. Approved documents indicating the expected output/deliverable	BAC/End-User
2. Letter Request for Payment	Contractor
3. Approved Consultancy Progress/Final Reports, and/or output required	End-User
A.3 Goods	
A.3.1 Supplies, Materials, Equipment and Motor Vehicles	



1. Certificate of Exclusive Distributorship, if applicable		Supplier		
2. Sample of brochures/photographs		Supplier		
3. For imported items: Consular invoice/Pro-forma invoice of the foreign supplier, value of the items, breakdown of expenses incurred in the importation		Supplier		
4. Original copy of supplier's invoices.		Supplier		
5. Result of Test Analysis, if applicable		Supplier		
6. Tax Receipts from BOC or BIR		Supplier		
7. Inspection and Acceptance Report		Supplier		
8. For Equipment, Property Acknowledgment Report signed by the Head of Office		Supplier		
9. Warranty Security for a minimum of three months, in the case of expendable supplies, or a minimum period of one year for non-expendable supplies, after acceptance		Supplier		
10. In case of motor vehicles, Authority to Purchase from the LCE for types of vehicles enumerated under DILG MC No 2021-004.		End-User		
11. For drugs and medicines: Certificate of Product Registration from Food and Drug Administration (FDA), Certificate of Good Manufacturing Practice from FDA, Batch Release Certificate from FDA, and if the supplier is not the manufacturer		Supplier		
A.3.1 General support Services				
1. For forwarding/shipping/hauling contract (type/kind and technical description of the mode of transportation used, the point of origin and destination		End-User		
2. Accomplishment Report		End-User		
3. Request for payment		Supplier/Contractor		
4. Contractor's Bill		Supplier/Contractor		
5. Certificate of Acceptance		End-User		
6. Record of Attendance/Service		End-User		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
8. Presents the requirements	1.1 Receive, check and examine	None	15 minutes	Administrative Aide IV Municipal Accounting Office



	submitted documents			
	1.2 Records/ journalizes the claim to books of accounts and generates Journal Entry Voucher	None	10 minutes	<i>Administrative Aide IV/ Admin Asst III</i> Municipal Accounting Office
	1.3 Review and control the voucher/payroll	None	15 minutes	<i>Administrative Aide IV/ Management and Audit analyst II/ Admin Asst III</i> Municipal Accounting Office
	1.4 Certify the claim as to obligation, completeness of the supporting documents and correctness of accounting entries	None	10 minutes	<i>Municipal Accountant/ Management and Audit Analyst II/ Admin Officer II</i> Municipal Accounting Office
	1.5 Endorse documents to Mayor's Office for approval	None	10 minutes	<i>Administrative Aide IV</i> Municipal Accounting Office
	TOTAL		1 hour	

Issuance of Certificates of Taxes Withheld

BIR withholding certificates (Form No. 2306 & 2307) is issued to suppliers/ contractors.

Office or Division:	Municipal Accounting Office
Classification:	Simple
Type of Transaction:	Government to Business; Government to Government
Who may avail:	Suppliers, Contractors, Creditors and other Government Agencies
CHECKLIST OF REQUIREMENTS	
7. Photocopy of check issued	MTO
8. Copy of Sales Invoice/ OR	Client



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
9. Submits required documents	9.1 Evaluates submitted documents	None	2 minutes	<i>Administrative Aide IV/ Admin Asst II</i> Municipal Accounting Office
	1.2 Prepares the BIR Forms and endorse to Municipal Accountant for review and signature		5 minutes	<i>Administrative Aide IV/ Admin Asst II</i> Municipal Accounting Office
	1.3 Review and sign the document		5 minutes	<i>Municipal Accountant</i> Municipal Accounting Office
10. Receive the document	2.1 Release of document		2 minutes	<i>Administrative Aide IV/ Admin Asst II</i> Municipal Accounting Office
	Total		14 minutes	

Issuance of Certificate to Suppliers for bidding purposes

Certification is issued to suppliers/contractor who opt to attend bidding process.

Office or Division:	Municipal Civil Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Barangay Secretaries, Midwives, Hospital Representatives, Parents or Relatives of the Registrant, or Registrant who is of legal age			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
7. Official Receipt (Certification Fee)		Client/ MTO		
8. Purchase Request No/ Lot No.		BAC		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



9. Present all documentary requirements	9.1 Receive and evaluate the documents	None	5 minutes	<i>Administrative Aide IV/ Admin Asst II</i> Municipal Accounting Office
	1.2 Prepare the certificate and endorse for signature	None	3 Minutes	<i>Administrative Aide IV/ Admin Asst II</i> Municipal Accounting Office
	1.3 Review and sign the certificate	None	3 Minutes	<i>Municipal Accountant/ Management and Audi Analyst II/ Admin Officer II</i> Municipal Accounting Office
10. Receive the certificate	10.1 Release of certificate	None	2 minutes	<i>Administrative Aide IV/ Admin Asst II</i> Municipal Accounting Office
	Total		13 minutes	

Issuance of certificates of Net Take Home Pay or Pay Slip/Loan Repayment/ Premium Contributions

Certifications for officials and employees take home pay, loan repayment and premium contribution.

Office or Division:		Municipal Accounting Office		
Classification:		Simple		
Type of Transaction:		Government to Citizens		
Who may avail:		Municipal Officials and Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
3. Request Slip		Municipal Accounting Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Present the request Slip	1.1 Prepare the certificate and forward for signature	None	5 minutes	<i>Admin Asst II</i> Municipal Accounting Office
	1.2 Review and sign certificate/ document	None	3 Minutes	<i>Municipal Accountant</i> Municipal Accounting Office



6. Receipt of document	2.1 Release of document	None	5 minutes	<i>Admin Asst II</i> Municipal Accounting Office
	Total		13 minutes	



MUNICIPAL BUDGET OFFICE

External and Internal Services



Technical Assistance to 31 Barangays for Annual budget and Supplemental Budget

Provision of Technical Assistance to different barangays in the preparation of their Annual Budget and Supplemental Budget

Office or Division:	Municipal Budget Office			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	All Barangays in the Municipality including the Sangguniang Kabatan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Annual Budget: Barangay Development Plan Annual Investment Plan Annual Barangay Youth Investment Plan Certification of 10% SK Share		Client		
Supplemental Budget and Augmentation Certification of Availability of Funds SK Certification of Availability of Funds		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
9. Transmit requirements	1.1 Assist in the preparation of Annual budget/ Supplemental Budget/ Augmentation	None	3 days	<i>Budgeting Assistant</i> Municipal Budget Office
	1.2 Prepare Technical Review Analysis	None	1.5 day	<i>Budgeting Assistant</i> Municipal Budget Office
	1.3 Review the prepared Technical Review Analysis	None	3 hours	<i>Municipal Budget Officer</i> Municipal Budget Office
	TOTAL		4.5 days and 3 hours	



Budget Execution (Evaluation of PPMP Program of Activities and Processing of Purchase Request)

All purchase request shall be reviewed by the Municipal Budget Office for the availability of funds and charging.

Office or Division:	Municipal Budget Office			
Classification:	Simple			
Type of Transaction:	Government to Government			
All	All government offices and line agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PPMP Program/Activity Design POW		End-user		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transmit requirements	1.1 Evaluate Documents as to availability of appropriation and charging into appropriate expense title	None	20 minutes	<i>Budgeting Assistant/ Budget Officer I</i> Municipal Budget Office
	1.2 Certify as to existence of available appro.	None	1 minute	<i>Municipal Budget Officer</i> Municipal Budget Office
	1.3 Return to concerned office	None	5 minutes	<i>Administrative Aide IV</i> Municipal Budget Office
2. Transmit Purchase Request	2.1 Receive PR and encode in the system	None	1 minute	<i>Administrative Aide IV</i> Municipal Budget Office
	2.2 Assign obligation number	None	3 minutes	<i>Budgeting Assistant/ Budget Officer I</i> Municipal Budget Office
	2.3 Certify obligation as to existence of available appropriation	None	1 minute	<i>Municipal Budget Officer</i> Municipal Budget Office



	2.4 Endorse to MMO for approval	None	1 minute	<i>Administrative Aide IV</i> Municipal Budget Office
	TOTAL		32 minutes	

Processing of Disbursement Voucher and Payroll

Municipal Budget Office controls and releases allocation of all payments to be made.

Office or Division:	Municipal Budget Office			
Classification:	Simple			
Type of Transaction:	Government to Government			
All	All government offices and line agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complete Set of Documents relative to the Project/Contract		GSO/End-user		
Case Study, Certificate of Eligibility and other related documents (Any form of Assistance)		MSWDO		
General Payroll (for payment of LGU officials and Employees		HRMO/MACCO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transmit complete set of documents	1.1 Data Entry and Prepare Disbursement Voucher	None	10 minutes	<i>Administrative Aide IV</i> Municipal Budget Office
	1.2 Assign obligation number.	None	3 minutes	<i>Budgeting Assistant/ Budget Officer I</i> Municipal Budget Office
	1.3 Certify obligation as to existence of available appropriation	None	1 minute	<i>Municipal Budget Officer</i> Municipal Budget Office
	1.4 Endorse to MACCO	None	2 minutes	<i>Administrative Aide IV</i> Municipal Budget Office
	TOTAL		16 minutes	



HUMAN RESOURCE MANAGEMENT OFFICE

Internal and External Services



RECRUITMENT, SELECTION AND PLACEMENT

Recruitment in government service is important because it will ensure quality performance, quality public service, and strong employment foundation. It is the process of finding, screening, and selecting the best qualified for placement which apply to all personnel movements; e.g., promotion, transfer, re-employment.

Office/Division:	Human Resource Management Office (HRMO)			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizens			
Who may avail:	Insider Applicants (Employees of Municipal Government of Quezon, Bukidnon) Outsider Applicants (any qualified residents of the municipality)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Letter		Applicants		
2. Filled-up Personal Data Sheets		Applicants		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit necessary documents	Submit the existing vacant positions authorized to be filled by the Local Chief Executive for publication pursuant to RA 7041 (Publication Law) and CSC Memo Circular No. 16, s 2005.	None	2 hours	HRM Officer
	Publish/Post the existing vacancies authorized to be filled in three (3) conspicuous places within the municipality, to ensure transparency to the public	None	15 days	HRM Officer HRM Aide
	Receive/Acknowledge and evaluate using the qualification standards as basis for screening per 1997 Revised Qualification Standards and CSC Memorandum Circular 12, s 2003 to ensure that the	None	15 minutes	HRM Officer



	applicants meet the minimum requirements			
	Pre-Screening/Selection Line-up	None	15 days	HRM Officer , HRM Aide
	Convene Selection Board for interview & Screening	None	1 day	HRM Officer HRMPSB
	Decision of LCE on Applicants	None		
	Appointment by the Mayor	None		
	Submission of appointments to the CSC-FO for Validation	None	15 days	
TOTAL			46 days, 2 hours and 15 minutes	

PROCESSING OF TERMINAL BENEFIT OF EMPLOYEE WHO SEPARATED FROM THE SERVICE

Office/Division:	Human Resource Management Office (HRMO)		
Classification:	Simple		
Type of Transaction:	Government to Citizens		
Who may avail:	LGU Officials and Employee		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Letter of intent to retire/separate from the service		LGU Officials and Employees/Applicant	
2. Request Form		HRMO	
3. Statement of Assets, Liabilities and Net Worth (SALN)		LGU Officials and Employees	
4. CS Form No. 7 s 2017 LGU Clearance Form		HRMO	
5. Individual Performance Commitment and Review (IPCR) of the last rating period		LGU Employees	
6. Barangay Clearance		Barangay Government	
7. Police Clearance		PNP Quezon Police Station	
8. Municipal Trial Court Clearance		Municipal Trial Court	
9. Mayor's Clearance		Municipal Mayor's Office	
10. Certification of Total Leave Credit Balances		HRMO	
11. Service Record of Client/Employee		HRMO	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Request Form	Receive and acknowledge request	None	1 minute	HRM Aide
	Receive and evaluate all documents needed	None	15 minutes	All HRMO Personnel
	Compute Leave Credit Balances	None	15 minutes	HRMO Officer HRM Assistant HRM Aide
	Prepare Certification of Total Leave Credit Balances	None	3 minutes	HRM Officer All HRM Personnel
	Forward all documents to the MBO for Voucher preparation	None	5 minutes	HRM Aide
3. Wait for the release of TLB Claim	Inform the client thru phone call or text that the check is ready for release	None	1 minute	Municipal Treasurer's Office HRMO Personnel
TOTAL			40 minutes	

REQUEST FOR SERVICE RECORD AND CERTIFICATE OF EMPLOYMENT

Office/Division:	Human Resource Management Office (HRMO)			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	LGU Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form		HRMO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Accomplish Client Information Request Form	Receive and acknowledge request	None	1 minute	HRM Officer HRM Aide
2. Wait for the request to be prepared	Prepares and review the requested document	None	4 minutes	HRM Aide HRMO II
3. Receive the requested document	Affix signature on the requested document and release to concerned employee	None	1 minute	HRM Officer
TOTAL			6 minutes	

PROCESSING OF APPLICATION FOR LEAVE OF ABSENCE

Office/Division:	Human Resource Management Office (HRMO)			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	LGU Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application for Leave Form		HRMO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Receive and acknowledge the submitted application for leave	None	1 minute	ALL HRM Personnel
	Compute leave credit balance and record it to employee's leave card	None	10 minutes	HRMO II HRM Assistant HRM Aide
	Review and sign the accomplished form	None	2 minutes	HRM Officer
	Record the document and transmit to the Office of the Municipal Mayor for approval	None	3 minutes	HRM Aide
2. Wait for the approval of the application prior to the leave of absence in office	Receive the approved application for leave and inform the concerned applicant	None	2 days	All HRMO Personnel



TOTAL		2 days and 16 minutes	
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PROCESSING OF MATERNITY LEAVE

Office/Division:	Human Resource Management Office (HRMO)			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	LGU Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application for Leave Form Office Clearance Medical Certificate		HRMO HRMO Client/Employee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Receive and acknowledge the submitted application for leave	None	1 minute	All HRMO Personnel
	Compute leave credit balance and record it to employee's leave card	None	15 minutes	HRMO II HRM Assistant HRM Aide
	Review and sign the application for leave	None	2 minutes	HRM Officer
	Compute maternity leave pay upon completion of requirements	None	10 minutes	HRMO II HRM Assistant HRM Aide
2. Wait for the release of maternity leave pay	Record the document and transmit to the Municipal Budget Office for voucher preparation, documentation, processing and check preparation	None	3 minutes	HRMO II HRM Assistant HRM Aide
3. Withdraw the check at the Municipal Treasurer's Office	Inform the concerned employee that the check is ready for release	None	1 minute	HRMO II HRM Assistant HRM Aide



TOTAL			32 minutes	



MUNICIPAL AGRICULTURE OFFICE

External Services



Technical Assistance on Crops

Provision of Technical assistance to rice, corn and other crop farmers.

Office or Division:	Municipal Agriculture Office			
Classification:	Complex			
Type of Transaction:	G to C- Government to Citizens; G to B- Government to Business; G to G- Government to Government			
Who may avail:	All Farmers in the municipality			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for technical assistance on crops	1.1 Acknowledge and evaluate the request	None	30 minutes	Agricultural Technologist Municipal Agriculture Office
	1.2 If necessitates field inspection/ inspect the area and advises client on what to do.	None	2 days	
	1.3 Follow-up/ monitoring crops condition.	None	5 days	
	TOTAL		7 days	

Technical Assistance on Livestock Production and Protection

Provision of technical assistance to livestock farmers on Livestock Production (Artificial Insemination) and Livestock Protection (vaccination and treatment).

Office or Division:	Municipal Agriculture Office			
Classification:	Highly technical			
Type of Transaction:	G to C- Government to Citizens; G to B- Government to Business; G to G- Government to Government			
Who may avail:	All farmers, all Government offices and agencies, other Government Instrumentalities, Organization/ Private Sector Partners, and individuals.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Client farmer requests for Animal Health Services and Livestock Production services (A.I.)	1.1 Acknowledge and evaluate the request	None	30 minutes	<i>Agricultural Technologist</i> Municipal Agriculture Office
	1.2 Conduct extension services at client farm area/livestock area	None	7 days	<i>Agricultural Technologist/ DVM</i> Municipal Agriculture Office
	1.3 Conduct pregnancy (PD) diagnosis for production services (A.I.)	None	2 months	<i>Agricultural Technologist</i> Municipal Agriculture Office
	TOTAL		2 months	
	TOTAL		7 days	

Technical Assistance on Inland Fisheries

Provision of technical assistance to backyard fishpond operators/farmers.

Office or Division:		Municipal Agriculture Office		
Classification:		Simple		
Type of Transaction:		G to C- Government to Citizens;		
Who may avail:		All backyard fishpond farmers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. •Client farmer requests for inland Fisheries technology	1.1 Acknowledge and evaluate the request	None	30 minutes	<i>Agricultural Technologist</i> Municipal Agriculture Office
	1.2 Conduct Interview and act accordingly.	None	1 day	<i>Agricultural Technologist/Fisheries Designate</i> Municipal Agriculture Office
	1.3 Conduct Field visitation, conduct monitoring of backyard fishpond established.	None	2 days	<i>Agricultural Technologist/Fisheries Designate</i>



				Municipal Agriculture Office
	TOTAL		3 days	

Preparation and Issuance of Farm Plan and Budget for loan purposes of farmers.

Provision of Farm Plan and Budget to farmers availing financial assistance from banking institutions.

Office or Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G to C- Government to Citizens; G2B			
Who may avail:	All farmers availing financial assistance			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client requests for Farm Plan and Budget for loan Purposes at LBP/other financing institution.	1.1 Acknowledge and evaluate the request	None	30 minutes	<i>Agricultural Technologist</i> Municipal Agriculture Office
	1.2 Conduct Interview and act accordingly.	None	45 minutes	<i>Agricultural Technologist</i> Municipal Agriculture Office
	1.3 Issue Farm Plan and Budget.	None	10 minutes	<i>Agricultural Technologist/ Municipal Agriculturist</i> Municipal Agriculture Office
	TOTAL		85 minutes	

Enrollment of Farmers to Ani and Kita Registry System for Basic Sectors in Agriculture (RSBSA).

IEC and assistance to farmers to enroll in Ani at Kita Registry System for Basic Sectors in Agriculture (RSBSA).



Office or Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G to C- Government to Citizens; G2B			
Who may avail:	All farmers availing financial assistance			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client farmer enrolls at the office with complete supporting documents of farm areas. Fill up the enrollment form.	1.1 Acknowledge and evaluate supporting documents for enrollments.	None	45 minutes	<i>Agricultural Technologist</i> Municipal Agriculture Office
	1.2 Assist farmer in filling up the enrollment form.	None	30 minutes	<i>Agricultural Technologist</i> Municipal Agriculture Office
	1.3 Enrollment form signed by Punong Barangay	None	3 days	<i>Agricultural Technologist/ Municipal Agriculturist</i> Municipal Agriculture Office
	1.4 Municipal Agriculturist signed enrollment form	None	10 minutes	<i>Municipal Agriculturist</i> Municipal Agriculture Office
	TOTAL		3 days	

Issuance of Veterinary Certificate (Livestock and Poultry Shipper)

Office or Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G to C- Government to Citizens; G2B			
Who may avail:	All farmers selling livestock and poultry products outside municipality			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client request for (Livestock and	1.1 Advice to go to Treasurer's	P25.00/head	30 minutes	<i>Agricultural Technologist/DVM</i>



Poultry shipper) for Veterinary Health Certificate.	office for the payment 1.2 Encode certification/signed and release requested document	None	20 minutes	Municipal Agriculture Office <i>Agricultural Technologist/DVM</i> Municipal Agriculture Office
	TOTAL		50 minutes	

Issuance of Meat Inspection Certificate

Issue meat inspection certificate to meat vendors and lechon seller.

Office or Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G to C- Government to Citizens; G2B			
Who may avail:	All meat vendors and lechon seller in the municipality			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client (meat vendors, lechon seller) requests for certification of Meat inspection as requirement for the issuance of business permit.	1.1 Advice to go to Treasurer's office for the payment.	P100.00	30 minutes	<i>Agricultural Technologist/DVM</i> Municipal Agriculture Office
	1.2 Encode certification/signed and release of said certification	None	20 minutes	<i>Agricultural Technologist/DVM</i> Municipal Agriculture Office
	TOTAL		50 minutes	



MUNICIPAL ENGINEER'S OFFICE

External Services



Issuance of Building Permit

Section 301 of the National building Code of the Philippines provides that “No person, firm or corporation, including any agency, or instrumentality, of the government shall erect, construct, alter, repair, move, convert or demolish any building or structure or cause the same to be done without first obtaining a building permit.

Office or Division:	Municipal Engineer's Office			
Classification:	Complex			
Type of Transaction:	G to C- Government to Citizens; G2B, G2G			
Who may avail:	All person, firm, partnership, corporation, head of government or private institution, organization of any character applying for building permit			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Five (5) Certified true copy of Original Certificate of Title (OCT)/Transfer Certificate of Title (TCT)/duly notarized Contract of Lease or Deed of Absolute Sale		Client		
2. Five (5) sets of plans, prepared, signed and sealed of duly licensed and registered professionals		Client		
3. Five (5) photocopies of valid licenses of involved professionals		Client		
4. Five (5) copies of cost and estimates		Client		
5. Five (5) copies of Application Form		MEO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of complete Application forms and documentary requirements	1.1 Receive and evaluate submitted documents	None	30 minutes	Engineering Aide Municipal Engineer's Office
	1.2 Make an assessment of fees and order of payment	None	30 minutes	Engineering Aide Municipal Engineer's Office
2. Receive order of payment and pay corresponding charges	2.1 Receive payment as shown in the order of payment	Based on Revised Revenue Code of the municipality	10 minutes	Revenue Collection Clerk Municipal Treasurer's Office
		None	5 minutes	Engineering Aide



3. Present Official Receipt and wait for the release of building permit	3.1 Receives the Official Receipt and advises the client to wait for the release of the approved Building Permit			Municipal Engineer's Office
	3.2 Conducts site inspection	None	4 hours	<i>Engineering Aide</i> Municipal Engineer's Office
	3.3 Conduct evaluation and endorsements to other offices and agencies for approval	None	4 days	<i>Engineering Aide/Building Official/BFP</i> Municipal Engineer's Office
4. Receipt of building permit	4.1 Release of building permit	None	10 minutes	<i>Engineering Aide</i> Municipal Engineer's Office
	TOTAL		5 days	

Issuance of Occupancy Permit

Section 309 of the National Building Code of the Philippines provides that "No building or structure shall be used or occupied and no change in the existing use or occupancy classification of a building or structure or portion shall be made before the issuance of occupancy permit.

Office or Division:	Municipal Engineer's Office
Classification:	Simple
Type of Transaction:	G to C- Government to Citizens; G2B, G2G
Who may avail:	All person, firm, partnership, corporation, head of government or private institution, organization of any character applying for occupancy permit
CHECKLIST OF REQUIREMENTS	
1. Three copies of duly notarized Certificate of Completion	Client
2. One (1) copy of issued building permit and the issued ancillary permits	Client
3. Owner's copy of Fire Safety Correction Sheet (FSCS) and its corresponding FSEC	Client



4. Three (3) photocopies of valid licenses of involved professionals		Client		
5. Photograph of completed structure showing front, sides and rear areas		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of complete Application forms and documentary requirements	1.1 Receive and evaluate submitted documents	None	30 minutes	<i>Engineering Aide</i> Municipal Engineer's Office
	1.2 Make an assessment of fees and order of payment	None	30 minutes	<i>Engineering Aide</i> Municipal Engineer's Office
2. Receive order of payment and pay corresponding charges	2.1 Receive payment as shown in the order of payment	Based on Revised Revenue Code of the municipality	10 minutes	<i>Revenue Collection Clerk</i> Municipal Treasurer's Office
3. Present Official Receipt and wait for the release of building permit	3.1 Receives the Official Receipt and advises the client to wait for the release of the approved Occupancy Permit	None	5 minutes	<i>Engineering Aide</i> Municipal Engineer's Office
	3.2 Conducts ocular inspection	None	4 hours	<i>Engineering Aide</i> Municipal Engineer's Office
	3.3 Conduct evaluation and endorsements to other offices and agencies for approval	None	4 days	<i>Engineering Aide/Building Official/BFP</i> Municipal Engineer's Office
4. Receipt of occupancy permit	4.1 Release of occupancy permit	None	10 minutes	<i>Engineering Aide</i> Municipal Engineer's Office
	TOTAL		5 days	



MUNICIPAL HEALTH OFFICE

External Services



Medical Consultation

This division provides the medical services needed to treat patient's illness.

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Any resident of this municipality			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
10. Referral Slip		Barangay Health Station		
11. Member Data Record		PhilHealth		
12. Triage Form		RHU – Triage in-charge		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
10. Presents the requirements	10.1 Evaluate and assess as to who to be given priority emergency intervention	None	3 minutes	Midwife Municipal Health Office
	10.2 Gather data from the patient's complaint or illness	None	15 minutes	Midwife Municipal Health Office
	10.3 Take vital signs and issue priority number	None		
	10.4 Encode data to iClinicsys	None	5 minutes	Encoder/Midwife Municipal Health Office
	10.5 Forward patient to the attending physician	None		
11. Presents requirements to the physician	2.1 Examine the patient	None	15 minutes	Physician Municipal Health Office
	2.2 Issue prescription or request for			



	laboratory examination			
12. Presents request for laboratory examination	3.1 Extract specimen and perform laboratory procedure: a. CBC PLT b. Platelet Count c. Blood typing d. HBsAg (Screening Tests) e. RDT Nsl for Dengue f. Urinalysis g. Stool Exam h. Pregnancy Test i. BSMP (Malaria) j. Sputum Exam k. Leprosy Exam l. Blood smears for filariasis m. Kato-kat2 for Schistosomiasis n. FBS/RBS o. Lipid Profile p. HbA1c q. Cholesterol r. Bun/Crea s. SGPT/SGOT t. Bile Test (urine)	P100.00 P50.00 P50.00 P200.00 Free P50.00 P50.00 P50.00 Free Free Free Free Free P150.00 P600.00 P600.00 P150.00 P150.00 P200.00 P50.00	30 minutes 30 minutes 15 minutes 30 minutes 30 minutes 30 minutes 30 minutes 30 minutes 1 hour 2 days 2 hours 1 hour 1 hour 1 hour 1 hour 1 hour 1 hour 1 hour 1 hour 45 minutes	Medical Technologist Municipal Health Office
13. Return to physician for interpretation of laboratory result	13.1 Prescribe medicine	None	5 minutes	Physician Municipal Health Office
14. Proceed to pharmacy for drug dispensing	14.1 Dispose available drug to patient/client	None	5 minutes	Pharmacist Municipal Health Office
	TOTAL			



Issuance of Medico-Legal Certificates

This section issues medico-legal certificates to support medical injuries that needs medico-legal intervention.

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Any resident of this municipality			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
9. Police Request		Municipal Police Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
11. Pay to Treasurer's Office	11.1 Collect payment	P50.00	5 minutes	<i>Collection Officer</i> Municipal Treasurer's Office
12. Presents request and receipt	2.1 Collects the receipt and assist the client to the physician	None	5 minutes	<i>Clerk</i> Municipal Health Office
	2.2 Physician examines the client	None	15 minutes	<i>Physician</i> Municipal Health Office
	2.3 Issue medico-legal certificate	None	10 minutes	<i>Physician</i> Municipal Health Office
	2.4 Record issuance of the certificate	None	5 minutes	<i>Clerk</i> Municipal Health Office
Total		P50.00	40 minutes	

Issuance of Medical Certificate for Reinstatement to Work and Absence

Issues medical certificate as proof of client's illness which may be requested by the employer to support whatever purpose.

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Any resident of the municipality			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		



9. None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay to Treasurer's Office	1.1 Collect payment	P50.00	5 minutes	<i>Collection Officer</i> Municipal Treasurer's Office
2. Presents request and receipt	2.1 Collects the receipt and assist the client to the physician	None	5 minutes	<i>Clerk</i> Municipal Health Office
	2.2 Physician examines the client	None	15 minutes	<i>Physician</i> Municipal Health Office
	2.3 Issue medical certificate	None	10 minutes	<i>Physician</i> Municipal Health Office
	2.4 Record issuance of the certificate	None	5 minutes	<i>Clerk</i> Municipal Health Office
	Total	P50.00	40 minutes	

Maternal and Child Health (Prenatal)

This provides prenatal services to uphold the health of women during pregnancy and to prevent or manage complications.

Office or Division:		Municipal Health Office		
Classification:		Simple		
Type of Transaction:		Government to Citizens		
Who may avail:		Any pregnant woman in the municipality		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
4. Prenatal Book		Barangay Health Center		
5. Referral Slip		Barangay Health Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
7. Inform the health worker of the needed service	1.1 Gather data for patient's record review previous patient's record	None	5 minutes	<i>Midwife/BHW</i> Municipal Health Office
8. Submit for prenatal check-up	2.1 Perform prenatal	None	10 minutes	<i>Midwife</i> Municipal Health Office



	examination, give TT injection, FeSO4 tabs, Calcium tabs			
9. Proceed to laboratory	12.1 Perform the needed laboratory examination: a. Hemoglobin b. Urinalysis c. HBsAg	P50.00 P50.00 P200.00	45 minutes 30 minutes 30 minutes	<i>Medical Technologist</i> Municipal Health Office
10. Proceed to dentist for dental examination	4.4 Perform dental examination	None	10 minutes	<i>Dentist</i> Municipal Health Office
11. Proceed to physician after the laboratory result is out	5.1 Prescribed medicine based on laboratory result	None	5 minutes	<i>Physician</i> Municipal Health Office
12. Proceed to pharmacy	6.1 Provide available prescribed drug with instruction	None	5 minutes	<i>Pharmacist</i> Municipal Health Office
	6.2 Encode client data and drug released	None	5 minutes	<i>Pharmacist</i> Municipal Health Office
	Total	P300.00	2 hours and 38 minutes	

Handling Normal Delivery

This program ensures the safety of pregnant mother during delivery at the health facility manned by skilled birth attendants.

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Pregnant woman on their expected date of delivery			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
3. Prenatal Records/ Mother-Baby Book		Referring Midwife		
4. Membership Data Record (PhilHealth)		PhilHealth Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



6. Seek assistance at Maternity Care Center triage desk	1.1 Attend to pregnant woman, assess patient condition whether or not for referral	None	30 minutes	Midwife/Nurse-on-duty Municipal Health Office
	1.2 Admit pregnant woman and monitor progress of labor until delivery	None	1 hour	Midwife/Nurse-on-duty Municipal Health Office
7. Ushered to delivery room	2.1 Handle normal delivery	None	1 hour	Midwife/Nurse on Duty Municipal Health Office
	2.2 Do newborn care	None		
	2.3 Monitor mother and newborn condition after delivery	None		
	2.4 Do newborn screening before discharge	None	30 minutes	
	2.5 Register births	P 50.00		
8. Discharge postpartum mother a day after delivery	3.1 Prepare client's needs before discharge	None	30 minutes	Midwife/Nurse on Duty Municipal Health Office
	3.2 Provide health teachings	None		
	Total	P50.00	3 hours and 50 minutes	

Immunization for Infants

Immunization provides protection to infants from the immunizable diseases.

Office or Division:	Municipal Health Office
Classification:	Simple



Type of Transaction:		Government to Citizens		
Who may avail:		0 to 11 month old infants		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
4. ECCD Card for Immunization		Midwife		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
7. Inform health worker	1.1 Fill in ECCD Card for Child's Data	None	5 minutes	Midwife/BHW Municipal Health Office
	1.2 Weigh the infant	None	5 minutes	
8. Submit child for immunization	2.1 Provide immunization	None	10 minutes	Midwife Municipal Health Office
	2.2 Fill-up ECCD of what antigen was given	None	3 minutes	
	2.3 Provide health teachings and give schedule for the next dose	None	10 minutes	
Total			33 minutes	

Immunization for Senior Citizens

This immunization provides protection to senior citizens from influenza and pneumonia diseases.

Office or Division:		Municipal Health Office		
Classification:		Simple		
Type of Transaction:		Government to Citizens		
Who may avail:		Senior Citizens		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Senior Citizen ID		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform health worker	1.1 Register the senior citizen in the masterlist	None	2 minutes	Midwife Municipal Health Office
	1.2 Take vital signs	None	5 minutes	



9. Submit child for immunization	2.1 Provide immunization for: a. Pneumonia – every 5 years b. Influenza - yearly	None	5 minutes	Midwife Municipal Health Office
	2.2 Record immunization in the masterlist	None	3 minutes	
	2.3 Give health teachings	None	3 minutes	
Total		None	18 minutes	

Family Planning Services

This program provides the modern family planning services needed to promote the reproductive health of couple and woman of reproductive age.

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Married Couple and Woman of Reproductive age			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral Slip		Midwife		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to family planning for counselling and data gathering	1.1 Provide health education to family planning clients	None	15 minutes	Midwife/Family Planning Trained Nurse Municipal Health Office
	1.2 Do physical examination using family planning checklist and take vital signs	None	20 minutes	
2. Submit for IUD and implanon insertion, DMPA injection and	2.1 Perform the procedure for IUD and implanon insertion, DMPA injection and	None	25 minutes	Midwife/Family Planning Trained Nurse Municipal Health Office



provision of pill and condom	provide pill and condom			
3. IUD Check-up	3.1 Retrieve client's record	None	2 minutes	Midwife/Family Planning Trained Nurse Municipal Health Office
	3.2 Perform IUD Check-up	None	10 minutes	
	3.3 Provide health teachings	None	3 minutes	
4. IUD and implanon removal	4.1 Retrieve client's record	None	2 minutes	Midwife/Family Planning Trained Nurse Municipal Health Office
	4.2 Perform IUD or implanon removal	None	15 minutes	
	4.3 Provide post-removal instructions	None	5 minutes	
	Total		1 hour and 37 minutes	

Tuberculosis Program

This program provides services for case finding and cure of TB and to prevent TB drug resistance.

Office or Division:		Municipal Health Office		
Classification:		Simple		
Type of Transaction:		Government to Citizens		
Who may avail:		TB Symptomatics/Relapse Cases		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral Slip		Midwife or referring TB-DOTS Center or Hospitals		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform TB-DOTS triage health worker	1.1 Gather pertinent patient's data	None	2 minutes	TB-DOTS Health Aide/Midwife Municipal Health Office
	1.2 Encode data at iCinicsys	None	3 minutes	
	1.3 Refer to physician for PE	None	5 minutes	



	1.4 Provide sputum cups	None	2 minutes	
	1.5 Demonstrate on proper sputum collection	None	10 minutes	
2. Submit 2 sputum specimen	2.1 Do smearing	None	24 hours	<i>TB-DOTS Laboratory Aide</i> Municipal Health Office
	2.2 Examine the sputum	None	20 minutes	
3. Follow-up sputum exam result	3.1 Discuss with patient the result of sputum exam	None	2 minutes	<i>TB-DOTS Midwife</i> Municipal Health Office
4. Submit for treatment	4.1 Provide TB drugs	None	15 minutes	<i>Physician</i>
	4.2 Give health teachings and schedule of next visit	None	15 minutes	<i>TB-DOTS Midwife</i>
	4.3 Register patient in the masterlist/ iClinicsys	None	15 minutes	<i>TB-DOTS Midwife</i>
	Total	None	1 day, 1 hour and 23 minutes	

Issuance of Health Certificate and Sanitary Permit

Issuance of Health Certificates and Sanitary Permits ensure the safe services delivered by health operators and food handlers and prevent the cause of communicable diseases.

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	Government to Business			
Who may avail:	Business Operators			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application to engage business		Business Permits and License Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Present the application to engage in business to the Sanitary Inspector	1.1 Examine application and other pertinent documents	None	5 minutes	Sanitary Inspector Municipal Health Office
	1.2 Prepare the Sanitary Permit and Health Certificate	None	5 minutes	
2. Submit stool, urine, sputum for laboratory exam	2.1 Receive and examine specimen for: a. Fecalysis b. Urinalysis c. Sputum Exam	50.00 50.00 None	20 minutes 25 minutes 32 hours	Medical Technologist Municipal Health Office
	2.2 Entry laboratory results in the health certificate	None		
3. Present the document back to the sanitation inspector for recording and recommendation	3.1 Record the establishment in the business establishment logbook	None	5 minutes	Sanitary Inspector Municipal Health Office
	3.2 Recommend to office-in-charge for the issuance of Health Certificate and Sanitary Permit	50.00	5 minutes	
4. Present the document to the office-in-charge for signing and approval	4.1 Approve and sign the documents	None	5 minutes	Office-in-charge/ Physician Municipal Health Office
	Total	150.00	1 day and 38 minutes	

Dental Services

This offers oral health services to clients at varying age to promote and restore good oral hygiene.



Office or Division:		Municipal Health Office		
Classification:		Simple		
Type of Transaction:		Government to Citizens		
Who may avail:		Residents of the municipality		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral Slip		Midwife		
2. Triage Form		RHU-Triage		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present referral at Triage	1.1 Fill-up triage form and issue priority number	None	3 minutes	Midwife Municipal Health Office
	1.2 Encode patient's data in iClinicsys	None	3 minutes	
2. Proceed to dental section and present triage form	2.1 Examine the client and perform oral examination	None	5 minutes	Dentist Municipal Health Office
	2.2 Chairside instruction/IEC	None	10 minutes	
	2.3 Prescribe medicine	None	5 minutes	
3. Payment of charges at MTO	3.1 Collect receipt of payment	None	10 minutes	Dentist Municipal Health Office
	3.2 Issue dental certificate, if requested	None	10 minutes	
4. Proceed to pharmacy for issuance of medicine	4.1 Issue and record medicines provided	None	5 minutes	Pharmacist Municipal Health Office
Total		None	41 minutes	

Malaria/Dengue Control Program

This program provides necessary information about the diseases, its prevention and treatment.

Office or Division:	Municipal Health Office
Classification:	Simple
Type of Transaction:	Government to Citizens



Who may avail:		Barangay LGU		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for information drive on dengue and malaria	1.1 Coordinate with local officials	None	5 minutes	<i>Sanitation Inspector/Program Coordinator</i> Municipal Health Office
	1.2 Set schedule for the activity	None	10 minutes	
	1.3 Conduct information drive	None	2 hours	
2. Request for misting/fogging to all households in areas with more cases of dengue	2.1 Coordinate with barangay officials	None	60 minutes	<i>Environmental Sanitation Team</i> Municipal Health Office
	2.2 Conduct misting/fogging	None	7 hours	
3. Submit for treatment if positive for dengue	3.1 Perform CBC platelet count	100.00	30 minutes	<i>Physician</i> Municipal Health Office
	3.2 Treat positive cases	None	10 minutes	
	3.3 Refer sever cases to hospital	None	5 minutes	
4. Proceed to pharmacy	4.1 Provide medicines and give instructions	None	10 minutes	<i>Pharmacist</i> Municipal Health Office
	Total	100.00	11 hours and 10 minutes	

Treatment of Leprosy and Schistosomiasis

This program provides treatment to all symptomatic and positive cases

Office or Division:	Municipal Health Office		
Classification:	Simple		
Type of Transaction:	Government to Citizens		
Who may avail:	Any resident		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
None		N/A	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit for laboratory exam	1.1 Examine the patient	None	15 minutes	<i>Medical Technologist</i> Municipal Health Office
	1.2 Perform: a. skin slit smear for leprosy b. kato-katz for schistosomiasis	None	2 hours 1 hour	
2. Submit for treatment	2.1 Treat the patient	None		<i>Physician</i> Municipal Health Office
	2.2 Give health teachings	None		
	2.3 Set schedule for follow-up visit	None		
	Total	None	3 hours and 15 minutes	



MUNICIPAL PUBLIC SAFETY OFFICE

External Services



Request for Vehicle

This is to provide transportation to individuals who needs medical assistance.

Office or Division:	Municipal Public Safety Office			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Any resident of this municipality			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
13. Communication (Phone call/walk-in)		Client		
14. Request letter approved by the LCE, if applicable		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
15. Communicate with MPSO for the request	15.1 Receive/Acknowledge and evaluate request	None	3 minutes	<i>Communication in-charge</i> Municipal Public Safety Office
	15.2 Short interview regarding the situation of the patient/client involved	None	3minutes	<i>Communication in-charge</i> Municipal Public Safety Office
	15.3 Preparation for response of the client's/patient's request	None	3 minutes	<i>Responders</i> Municipal Public Safety Office
	15.4 Transportat ion of the patient	None	1 day	<i>Responders</i> Municipal Public Safety Office
	TOTAL		1 day	

Disaster Management

The Municipal Disaster Risk Reduction and Management Division performs important/risky tasks such as giving medical assistance, response to man-made and natural calamity incidents, deploy vehicles for emergency purposes, dissemination of information through public awareness by conducting drills and trainings.



Office or Division:		Municipal Public Safety Office - MDRRMD		
Classification:		Simple		
Type of Transaction:		Government to Citizens		
Who may avail:		Any resident of this municipality		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Communication (Phone call/walk-in)		Client		
2. Request letter approved by the LCE, if applicable		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Communicate with MPSO for the request	1.1 Receive/ Acknowledge and evaluate request	None	3 minutes	<i>Communication in-charge</i> Municipal Public Safety Office
	1.2 Short interview regarding the situation of the patient/client involved	None	3minutes	<i>Communication in-charge</i> Municipal Public Safety Office
	1.3 Relay request to the Head of Office for recommendation and confirmation	None	3 minutes	<i>Head of Office</i> Municipal Public Safety Office
	1.4 Preparation for response of the client's/patient's request	None	3 minutes	<i>Responders</i> Municipal Public Safety Office
	1.5 Transportation of the patient	None	1 day	<i>Responders</i> Municipal Public Safety Office
TOTAL			1 day	



MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE

External Services



Issuance of Social Case Study Report for Assistance to Individual in Crisis Situation or for Court-related Report

A Social Case Study Report (SCSR) is a written description of the socio-economic condition of the client that justifies his/her eligibility to avail the assistance such as transportation, burial, educational and food assistance from the host agency itself; government, non-government or civil society organizations duly prepared by a registered social worker. Cases of court related report it also, serves as a justification of the well-being of the client and his/her family.

Office or Division:	Municipal Social welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2G, G2C, G2B			
Who may avail:	All residents of the Municipality			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Transportation				
Valid ID Barangay Indigent Certification Police Certification Subpoena/ Court Order		Client Barangay Office Municipal Police Station Honorable Court where case is heard		
Burial				
Valid ID Barangay Indigent Certification Death Certificate Funeral Contract		Client Barangay Office Local Civil Registrar Funeral Parlor		
Educational				
Valid ID of Claimant Barangay Indigent Certification Certificate of Enrolment/Assessment of Accounts Student ID		Client Barangay Office School Registrar Student Enrolled		
Medical				
Valid ID of Claimant Barangay Indigent Certification Medical Certificate/ Medical Abstract/ Hospital bill Statement of Account Prescription/ Laboratory Request/Procedure Quotation		Client Barangay Office Hospital where beneficiary is confined/ attending physician Attending Physician		
Food				
Valid ID of Claimant Barangay Indigent Certification Referral from the Punong Barangay		Client Barangay Office Barangay Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
16. Submission of Requirements	Receive acknowledgment,	None	10 minutes	Registered Social Worker



	and evaluate documents submitted			
	Home visitation (incase needed)	None	3 working days	OSCA Focal Person/ PWD In-charge/ Social Welfare Assistant
17. Accomplish client information and request	Interview client	None	25 minutes	Office clerk
18. Wait for the request to be processed	Prepares and accomplishes the report	None	25 minutes	Registered Social Worker
	Prepares certificate of eligibility and keep office file	None	25 minutes	Office clerk
19. Receive the requested document	Release the requested document	None	10 minutes	Office personnel
		TOTAL	3 days for cases with home visitation 1 hour & 10 minutes for regular processing	

Issuance of Senior Citizen ID and/or Purchase Booklet

It is mandated in the provision of Republic Act 9994 Section 4 (1) and an issuance policy of DILG Memorandum Circular No. 2019-81 stating the qualification, benefits and privileges of Senior Citizen.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Senior Citizens in locality			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



13. Submission of requirements	Receive acknowledgment, and evaluate documents submitted	None	10 minutes	Registered Social Worker
	Home visitation (incase needed)	None	3 working days	OSCA Focal Person/ PWD in-charge/ Social welfare assistant
14. Accomplish client information and request	Interview client	None	25 minutes	Office clerk
15. Wait for the request to be processed	Prepare of Senior Citizen ID and/or Purchase Booklet	None	25 minutes	Senior Citizen in-charge
16. Receive the requested document	Release the requested document	None	10 minutes	Office personnel
	Total		3 days for cases with home visitation 1 hour & 10 minutes for regular processing	

Issuance of PWD ID and/or Purchase Booklet

It is mandated inn the provision of Republic Act 9442 Section 32 stating the rights qualification, benefits and privileges of person with disability and an issuance policy of NCDA Administrative Order No. 2008-01

Office or Division:	Municipal Social welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	PWD in locality			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Residency certificate		Municipal social Welfare and Development Office		
4 pcs 1x1 recent ID picture		Client		
Valid ID with Birth date/ Birth certificate		Client		
Medical Certificate to confirm disability		Rural Health Physician/ Physician Examining the client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submission of requirements	Receive acknowledgment, and evaluate documents submitted	None	10 minutes	Registered Social Worker
	Home visitation (incase needed)	None	3 working days	OSCA Focal Person/PWD in-charge/ Social welfare assistant
2. Accomplish client information and request	Interview client	None	25 minutes	Office Clerk
3. Wait for the request to be processed	Preparation of PWD ID and/or Purchase Booklet	None	25 minutes	PWD Officer in-charge
4. Receive the requested document	Release the requested document	None	10 minutes	Office personnel
5.		Total	3 days for cases with home visitation 1 hour & 10 minutes for regular processing	

Issuance of Solo Parent ID

It is mandated in the provision of Republic Act 8972 Section 8 stating the qualification, benefits and privileges afforded thereto and an issuance policy of CSC Memorandum Circular 2004-08.

Office or Division:	Municipal Social Welfare and Development		
Classification:	Highly Technical		
Type of Transaction:	G2G		
Who may avail:	Solo Parent in the locality.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Barangay Certificate confirming applicant is solo parent		Barangay Office	
Applicant is separated married applicant Any fact of separation/copy of marriage certificate Applicant is widow/widower Death certificate of deceased spouse		Local Civil Registrar	



Applicant is unwed Birth certificate				
Photocopy of birth certificate of children below 21 years old		Local Civil Registrar		
1 pc recent 1x1 ID picture and 1 pc recent 2x2 ID picture		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
13. Submission of Requirements	Receive, acknowledge, and evaluate documents submitted	None	10 minutes	Registered Social Worker
14. Accomplish client information and request	Interview client	None	25 minutes	Office clerk
15. Wait for the request to be processed	Preparation and validation of Solo parent ID	None	1 month pursuant to the provision of R.A. 8972	Social Welfare Assistant
16. Receive the requested document	Release the requested document	None	10 minutes	Office personnel
	Total		1 month	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the client feedback form and drop it at the designated drop box.
How feedbacks are processed	<p>Every Friday, the Public Relations Officer opens the box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the concerned office and required to answer within three days of the receipt of the feedback.</p>
How to file a complaint	<p>Answer the Complaint Form and drop it to the designated drop box.</p> <p>Complaints can also be file thru the facebook page https://www.facebook.com/MunicipalityOfQuezonBukidnon or thru email lgu.quezon.bukidnon@gmail.com</p>
How complaints are processed	<p>Every Friday, the Public Relations Officer opens the box and compiles and records all complaints submitted.</p> <p>The Complaints Officer shall start investigation and forward the complaint to the concerned office.</p> <p>After that, the Complaints Officer will create a report after investigation and submit report to the Local Chief Executive for appropriate action.</p> <p>The Complaints Officer will give the feedback to the client.</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>



CONTACT INFORMATION

OFFICE	LOCATION	Contact Number	
		Mobile Phone	EMAIL ADDRESSES
Municipal Mayor's Office	2 nd Floor/New Municipal Hall		lgu.quezon.bukidnon@gmail.com
Municipal Enterprises Management Office	Quezon Central Terminal , Libertad		
Human Resource Mgt. Office	Ground Floor/New Municipal Hall		
Municipal Planning & Dev't. Office	2 nd Floor/New Municipal Hall		
Municipal Budget Office	2 nd Floor/New Municipal Hall		
Municipal Assessor's Office	Ground Floor/New Municipal Hall		
Municipal Treasurer's Office	Ground Floor/New Municipal Hall		
Municipal Civil Registrar's Office	Ground Floor/New Municipal Hall		
Municipal Accounting Office	2 nd Floor/New Municipal Hall		oma.lguquezon@gmail.com
Municipal Engineer's Office	Municipal Compound, Libertad		
Municipal Social Welfare & Dev't. Office	Municipal Compound, Libertad		mswdoquezon2008@gmail.com
Sangguniang Bayan's Office	Municipal Compound, Libertad		sbo.quezonbukidnon@gmail.com
Municipal Health Office	Old Municipal Building Compound		mhoquezonbukidnon4@gmail.com
Municipal Agriculture Office	Municipal Compound, Libertad		mao.lguquezon@gmail.com
Mun. Environment & Natural Resources Office	Municipal Compound, Libertad		
Municipal Public Safety Office	Municipal Compound, Libertad		



COMPLAINTS/FEEDBACK FORM
(Pananaw or Puna)

Please let us know how we have served you. You may use this form for compliments, complaints, or suggestions. Simply check the corresponding box.

Ipaalam po ninyo sa amin kung paano namin kayo napaglingkuran. Maaring gamitin ito para sa papuri, reklamo, o mungkahi. Mangyayaring i-tsek lamang kahong naaayon.

☐

Compliment
(Papuri)

☐

Complaint
(Reklamo)

☐

Suggestion
(Mungkahi)

Person(s)/Unit Office Concerned or Involved :

(Mga tao/pangkat/tanggapan na may kinalaman sa papuri, reklamo o mungkahi)

Facts or Details surrounding the Incident:

(Kaganapan o detalyeng bumabalot sa pangyayari)

Please use additional sheet/s if necessary *(Mangyayaring gumamit ng karagdagang papel kung kinakailangan)*

Recommendation(s) Suggestion(s) Desired Action from our Office

(Recommendation/Mungkahi/Nais na aksiyon mula sa aming tanggapan)

*(Please use additional sheet/s if necessary)
kung kinakailangan)*

(Mangyayaring gumamit ng karagdagang papel

Name (OPTIONAL):

(Pangalan) _____

Contact Number(s) (if any):

(Telepono) _____

Signature:

(Lagda) _____

Office

(Petsa) _____

E-mail Address:

(If any) _____

Date:

(Petsa) _____