



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:

- Commit the desire to provide/render “genuine service”;**
- Ongoing facilitative, positive and competent to our works and accept responsibility;**
- Make and willing our own personal as well as economic sacrifices;**
- Move and willing to put to use (contribute) our talents, skills at the disposal of our clients/people;**
- Improve ourselves and strive to find ways to serve better;**
- To relate well to public, bosses and peers alike and harnessed their supposed to achieve organization goals;**
- To behave in a manner befitting a professional;**
- Ensure to be aware of the rules, laws, policies and system and the public access to information; and**
- Do 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 1.2 Return received copy to the client | None None | 5 minutes 5 minutes | <i>Private Secretary II</i> Municipal Mayor's Office <i>Private Secretary II</i> Municipal Mayor's Office |
| 2. Receipt of file copy | 2.1 Present to LCE for approval 2.2 Forwards to concerned individual/office 2.3 Instruct the client to wait for appropriate action via call or text | None | 1 day 1 day 1 day | <i>Private Secretary II</i> Municipal Mayor's Office <i>Private Secretary II</i> Municipal Mayor's Office <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 1.2 Encode the Mayor's Clearance 1.3 Affix signature | None None None | 5 minutes 5 minutes 5 Minutes | <i>Office Clerk</i> Municipal Mayor's Office <i>Office Clerk</i> Municipal Mayor's Office <i>Municipal Administrator/ Municipal Mayor</i> Municipal Mayor's Office |
| 2. Receipt of Mayor's clearance | 2.1 Release of Mayor's Clearance | None | 5 minutes | <i>Office Clerk</i> 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 1.2 Affix signature for approval | None None | 5 minutes 10 minutes | <i>Office Clerk</i> Municipal Mayor's Office <i>Municipal Administrator/ Municipal Mayor</i> Municipal Mayor's Office |
| 2. Receive approved request | 2.2 Release of approved request or arrange vehicle, if vehicle request | None | 10 minutes | <i>Office Clerk</i> Municipal Mayor's Office |



| | | | |
|--|-------|--------|--|
| | TOTAL | 2 days | |
|--|-------|--------|--|

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 1.2 Affix signature for approval 1.3 Endorse the document to the next office concerned | None None None | 5 minutes 1 day 1 day | Office Clerk Municipal Mayor's Office Municipal Administrator/ Municipal Mayor Municipal Mayor's Office 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 None | 5 minutes 5 minutes | Office Clerk Municipal Mayor's Office 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 | | | | |



| | | | | |
|--|--|-------------------------|----------------|--|
| <u>renewal-applications/</u> | | | | |
| 2. Fill-up necessary forms and upload required documents | 2.1 Receive and evaluate application | None | 1 working day | BPLD Personnel 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 | Collection Officer Municipal Treasurer's Office |
| 4. Upload/Email proof of payment | 3.1 Prepares and releases the approved business permit | None | 1 working day | BPLD Personnel 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 | BPLD Personnel 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 | Collection Officer 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 | BPLD Personnel 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 | 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 | <i>Collection Officer Municipal Treasurer's Office Bureau of Fire Protection</i> |
| 3. 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 Business Permits and Licensing Division</i> |
| | 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 | <i>BPLD Personnel Business Permits and Licensing Division</i> | | | |



| | | | | |
|--|---|---|----------------------|---|
| 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 | <i>Collection Officer Municipal Treasurer's Office</i> |
| 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 Business Permits and Licensing Division</i> |
| | 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 |
| 1. Submits all requirements with the accomplished Application Form | 1.1 Receives and verifies application | None | 5 minutes | <i>Market Supervisor Municipal Enterprises Management Office</i> |
| 2. Waits for the result of CI/BI and feedback from LGU | 2.1 Conducts CI/BI and Provide recommendation 2.2 Submits to the market Committee | None None | 1 day 1 day | <i>LEIPO/BPLO Local Enterprise and Investment Promotion Office LEIPO/BPLO</i> |



| | | | | |
|--|--|------|------------|---|
| | 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 |
| 1. Submission of Requirements | | Assessment of requirements submitted | None | 10 minutes |
| 2. Proceed to MSWD Office | | Issuance of case study/Certificate Eligibility | None | 10 minutes |
| 3. Proceed to Municipal Mayor's Office | | Interview and approval of amount to be granted in agreement with MMO | None | 25 minutes |
| | | Endorsement to MBO | None | 10 minutes |
| | | 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 Endorsement to MBO Issuance of Disbursement Voucher and OBR | None None None | 25 minutes 10 minutes 5 minutes | Head of MAC MMO Staff 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 Endorsement to MBO | None | 25 minutes 10 minutes | Head of MAC 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 Endorsement to MBO | None | 25 minutes 10 minutes | Head of MAC 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 | |
|--|-------|--|-----------------------|--|

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 |
| 1. Submission of Requirements | | Assessment of requirements submitted | None | 10 minutes |
| 2. Proceed to MSWD Office | | Issuance of case study/Certificate Eligibility | None | 10 minutes |
| 3. Proceed to Municipal Mayor's Office | | Interview and approval of amount to be granted in agreement with MMO | None | 25 minutes |
| | | Endorsement to MBO | None | 10 minutes |
| | | Issuance of disbursement voucher & OBR | None | 5 minutes |
| | | Accounting office for Internal Control | None | 10 minutes |
| 4. Receipt of assistance | | For cash or check disbursement | None | 5 minutes |
| | | | | Special disbursing officer / MTO |



| | | | | |
|--|-------|--|-----------------------|--|
| | TOTAL | | 1 hour and 15 minutes | |
|--|-------|--|-----------------------|--|

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 | <i>Office Clerk Municipal Mayor's Office</i> |
| 2. Wait for further action | 2.1 Endorse to MAC whether for PR or cash assistance | None | 1 day | <i>Office Clerk Municipal Mayor's Office</i> |
| | 2.2 Preparation of PR 2.3 Approval of PR 2.4 For Canvass and Delivery | None None None | 1 day 1 day 16 daays | <i>Office Clerk Municipal Mayor's Office</i> <i>Office Clerk Municipal Mayor's Office</i> <i>Purchaser/Buyer Municipal Mayor's Office</i> |
| | 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 | | |
|---|--|---|-----------------|--|
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 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 | | | |
| 1. File request | For review and approval of the Secretary to the Sanggunian | None | 3 minutes | Records Officer / 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 | Collection officer (MTO) |
| 3. Presents official receipt | SB Secretary prepares the Certification | None | 3 minutes | Secretary to the Sanggunian Sangguniang Bayan Office |
| 4. Receive the requested certification. | Release of requested certification | None | 3 minutes | Record Officer / 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 | Records Officer / Sangguniang Bayan Office |
| Preparation of the document | Upon the approval of the request, the Certification will be prepared | None | 3 minutes | Records Officer / 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 | Records Officer / 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 / Sangguniang Bayan Office</i> |
| 5. Pays the corresponding fees at the Municipal Treasurer's Office if request is accepted. | Issuance of official receipt | P100.00/page per Mun. Ordinance No. 13 th SB-05 | 15-30 minutes | <i>Collection officer (MTO)</i> |
| 6. Presents official receipt. | Prepares the requested record/document | None | 1-10 minutes | <i>Records Officer / Sangguniang Bayan Office</i> |
| 7. Receives the requested document | Release the requested document | None | 1-3 minutes | <i>Records Officer / Sangguniang Bayan Office</i> |
| | 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 | Records Officers / 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 | Records Officer / Sangguniang Bayan Office |
| 5. Receive the requested document | Release the requested document | None | 3 minutes | Records Officer / 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 | <i>Administrative Aide IV Assistant Registration Officer Registration Officer II Clerk 1 Municipal Civil Registrar's Office</i> |



| | | | | |
|---|--|---------|----------------------|---|
| | 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 Municipal Treasurer's Office</i> |
| 3. Presents the Official Receipt | 3.1 Facilitate Client in filling-up forms and all annexes | None | 45 minutes | <i>Administrative Aide IV Assistant Registration Officer Registration Officer II Clerk 1 Municipal Civil Registrar's Office</i> |
| 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 Counselling Schedule | None | 5 minutes | <i>Municipal Civil Registrar Registration Officer II Municipal Civil Registrar's Office</i> |
| 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 Clerk 1 Municipal Civil Registrar's Office</i> |
| | 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 | Administrative Aide IV Assistant Registration Officer Registration Officer II Clerk 1 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 | | 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 |
| 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 Assistant Registration Officer Registration Officer II Clerk 1 Municipal Civil Registrar's Office</i> |
| 6. Receives the Death Certificate | 4.3 Signs and releases the Death Certificate | None | 5 minutes | <i>Municipal Civil Registrar Registration Officer II Municipal Civil Registrar's Office</i> |
| | 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 | Assessment Clerk Municipal Assessor's Office |
| | 1.2 Interviews the client and evaluates the documents | None | 5 minutes | Assessment Clerk/ Local Assessment Operation Officer 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 | Assessment Clerk/ Local Assessment Operation Officer Municipal Assessor's Office |
| | 2.2 Reviews the prepared Field Appraisal and Assessment Sheet (FAAS) | None | 5 minutes | Asst Municipal Assessor 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 2.4 Checks the prepared Tax Declaration and recommends approval by the Municipal Assessor 2.5 Records the transaction and affix signatures in the prepared Tax Declaration 2.6 Recommends approval of the Tax Declaration to the Provincial Assessor 2.7 Approves the real property assessment after passing the three (3) office divisions 2.8 Receives the approved Tax Declaration 2.9 Encodes the approved Tax Declaration | None None None None None None | 5 minutes 20 minutes 3 minutes Refer to PASSO 5 minutes 15 minutes | <i>Local Assessment Operation Officer</i> Municipal Assessor's Office <i>Asst Municipal Assessor</i> Municipal Assessor's Office <i>Local Assessment Operation Officer/ Assessment Clerk/ Tax Mapper</i> Municipal Assessor's Office <i>Asst Municipal Assessor</i> Municipal Assessor's Office <i>Provincial Assessor</i> Provincial Assessor's Office <i>Local Assessment Operation Officer</i> Municipal Assessor's Office <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 Municipal Assessor's Office</i> |
| | 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 1.2 Interviews the client and evaluates the documents | None None | 5 minutes 5 minutes | <i>Assessment Clerk Municipal Assessor's Office</i> <i>Assessment Clerk/ Local Assessment Operation Officer Municipal Assessor's Office</i> |
| 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) 2.2 Reviews the prepared Field | None | 30 minutes per single lot 5 minutes | <i>Assessment Clerk/ Local Assessment Operation Officer Municipal Assessor's Office</i> <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 Municipal Assessor's Office</i> |
| | 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 Municipal Assessor's Office</i> |



| | | | | |
|--|--|--|------------|---|
| | 1.2 Evaluates the request based on the documents submitted | | | |
| 2. Waits for the request to be processed and approved by the Provincial Assessor | 2.1 Prepares the Field Appraisal and Assessment Sheets (FAAS) 2.2 Assigns Property Index Number and ties-up records to the Tax Mapping Control Roll (TMCR) 2.3 Reviews the prepared Appraisal and Assessment Sheet (FAAS) 2.4 Verifies History of Real Property 2.5 Prepares Tax Declaration, Ownership Record Form, Notice of Assessment based on prepared and reviewed FAAS 2.6 Checks and signs the prepared Tax Declaration | | 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 | Administrative Aide VI 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 | Administrative Aide VI Municipal Planning and Development Office |
| | 6.2 Evaluate and instruct subordinate/Sect or In-charge for appropriate action | None | 5 minutes | Municipal Planning and Development Coordinator Municipal Planning and Development Office |
| | 6.3 Processing on desired data/information | None | 30 minutes | -Assistant Statistician -Statistician |



| | | | | |
|---|------------------|------|------------|--|
| | | | | -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 land 2.1 Certificate of title, in case registered in the name of applicant 2.2 Certified True Copy of Tax Declaration not earlier than 3 months upon filling 2.3 In the absence of Certificate of Title in the name of the applicant, submit pro-forma affidavit. Deed of Sale or 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 |



| <p>3.1 For regular projects-minimum of 100 meter radius and need not be drawn to scale provided that relative distances of existing land uses to the project site boundaries are indicated</p> <p>3.2 For special projects-minimum of 1 kilometer radius and should be drawn to scale</p> | | | | |
|---|--|---------------------|---|--|
| 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/Contact 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 | Slaughterhouse Collector Municipal Enterprises Management Office |
| 2. Submits animal for weighing | 2.1 Weighs live animals | None | 5 minutes | Slaughterhouse Collector 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 | Collector 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 4.2 Facilitate inspection of animal meat | None None | 3 hours 2 minutes | <i>Accredited Butchers Slaughterhouse</i> <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 | Collector 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 availment 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 | Collector 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 | Clerk 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 | Collector 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 | Clerk Municipal Enterprises Management Office |
| 4. Secure Certificate from MHO | 4.1 Refer clients to Certificate | None | 10 minutes | Clerk Municipal Enterprises Management Office |
| 5. Submits documents and OR | 5.1 Receives documents | None | 10 minutes | Personnel on-duty Municipal Enterprises Management Office |
| 6. Burial/ Removal, exhumation of cadaver niche | 6.1 Facilitates the service availed | None | 30 minutes | Personnel on-duty 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 | Clerk Municipal Enterprises Management Office |



| | | | | |
|-----------------------------------|---|---|-----------|---|
| 2. Pays corresponding rental fees | 2.1 Collects corresponding fees and issues OR | Municipal Gym: Day Rate with 100 chairs and 5 tables – P4,000.00/P2,000 for half-day (Fund-Raising Activity) Religious/Civic Activities – P2,000.00/P1,000.00 for half day Reception/Venue for Weddings, Baptismal, reunion and the like – P3,000.00/P1,500 for half day Additional Power Usage of P50.00/hr Night Rate (5pm – 2 am): Fund Raising Activity – P5,000.00 Religious/Civic Activity – P2,500.00 | 5 minutes | Collector Municipal Treasurer's Office |
|-----------------------------------|---|---|-----------|---|



| | | | |
|--|--|--|--|
| | | <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>Horrow/ Rastillo –</p> | |
|--|--|--|--|



| | | | | |
|----------------|---|------|------------|---|
| | 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 | Clerk 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 | Revenue Collection Clerk 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 | Revenue Collection Clerk 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 Municipal Treasurer's Office</i> |
| 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 Municipal Treasurer's Office</i> |
| 3. Receive and recount the cash | 3.1 Stamp paid the voucher or payroll | None | 10 minutes | <i>Cashier Municipal Treasurer's Office</i> |
| 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 Municipal Treasurer's Office</i> |
| 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 Municipal Treasurer's Office</i> |
| 3. If a supplier/contractor, pay the receipt, collect | 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 | Revenue Collection Officer 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 | Revenue Collection Officer Municipal Treasurer's Office |
| 3. Pay the fees and charges | 3.1 Receive payment and issue OR; seal weights and measures | None | 5 minutes | Revenue Collection Officer 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 | Revenue Collection Officer 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 | Revenue Collection Officer 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 | Revenue Collection Officer 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 | Revenue Collection Officer Municipal Treasurer's Office |



| | | | | |
|--|-------|--|----------------|--|
| | TOTAL | | 2 working days | |
|--|-------|--|----------------|--|



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 Additional Documentary Requirements | Office of the End-user |
| 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. Irrevocabale 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 1.3 Review and control the voucher/payroll 1.4 Certify the claim as to obligation, completeness of the supporting documents and correctness of accounting entries 1.5 Endorse documents to Mayor's Office for approval | None None None None | 10 minutes 15 minutes 10 minutes 10 minutes | <i>Administrative Aide IV/Admin Asst III</i> Municipal Accounting Office <i>Administrative Aide IV/ Management and Audit analyst II/ Admin Asst III</i> Municipal Accounting Office <i>Municipal Accountant/ Management and Audit Analyst II/ Admin Officer II</i> Municipal Accounting Office <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 | WHERE TO SECURE | |
| 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 1.2 Prepares the BIR Forms and endorse to Municipal Accountant for review and signature 1.3 Review and sign the document | None | 2 minutes 5 minutes 5 minutes | <i>Administrative Aide IV/ Admin Asst II</i> Municipal Accounting Office <i>Administrative Aide IV/ Admin Asst II</i> Municipal Accounting Office <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 1.2 Prepare the certificate and endorse for signature 1.3 Review and sign the certificate | None None None | 5 minutes 3 Minutes 3 Minutes | <i>Administrative Aide IV/ Admin Asst II Municipal Accounting Office</i> <i>Administrative Aide IV/ Admin Asst II Municipal Accounting Office</i> <i>Municipal Accountant/ Management and Audit Analyst II/ Admin Officer II Municipal Accounting Office</i> |
| 10. Receive the certificate | 10.1 Release of certificate | None | 2 minutes | <i>Administrative Aide IV/ Admin Asst II Municipal Accounting Office</i> |
| | 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 1.2 Review and sign certificate/document | None None | 5 minutes 3 Minutes | <i>Admin Asst II Municipal Accounting Office</i> <i>Municipal Accountant Municipal Accounting Office</i> |



| | | | | |
|------------------------|-------------------------|------|------------|---|
| 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 Kabataan | | | |
| 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 1.2 Prepare Technical Review Analysis 1.3 Review the prepared Technical Review Analysis | None None None | 3 days 1.5 day 3 hours | <i>Budgetting Assistant</i> Municipal Budget Office <i>Budgetting Assistant</i> Municipal Budget Office <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 1.2 Certify as to existence of available appro. 1.3 Return to concerned office | None None None | 20 minutes 1 minute 5 minutes | <i>Budgetting Assistant/Budget Officer I</i> Municipal Budget Office <i>Municipal Budget Officer</i> Municipal Budget Office <i>Administrative Aide IV</i> Municipal Budget Office |
| 2. Transmit Purchase Request | 2.1 Receive PR and encode in the system 2.2 Assign obligation number 2.3 Certify obligation as to existence of available appropriation | None None None | 1 minute 3 minutes 1 minute | <i>Administrative Aide IV</i> Municipal Budget Office <i>Budgetting Assistant/Budget Officer I</i> Municipal Budget Office <i>Municipal Budget Officer</i> Municipal Budget Office |



| | | | | |
|--|---------------------------------|------|------------|---|
| | 2.4 Endorse to MMO for approval | None | 1 minute | <i>Administrative Aide IV Municipal Budget Office</i> |
| | 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 1.2 Assign obligation number. 1.3 Certify obligation as to existence of available appropriation 1.4 Endorse to MACCO | None | 10 minutes 3 minutes 1 minute 2 minutes | <i>Administrative Aide IV Municipal Budget Office</i> <i>Budgetting Assistant/ Budget Officer I Municipal Budget Office</i> <i>Municipal Budget Officer Municipal Budget Office</i> <i>Administrative Aide IV Municipal Budget Office</i> |
| | 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 | | | |
| | Insider Applicants (Employees of Municipal Government of Quezon, Bukidnon) | | | |
| Who may avail: | 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 |
| 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 |
| | | 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 |
| | | 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 |
| | | | | HRM Officer HRM Aide |
| | | | | 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 | |
| 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 | |
|--------------|--|----------------------------------|--|

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 |
| 1. Submit application for leave | 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 1.2 If necessitates field inspection/ inspect the area and advises client on what to do. 1.3 Follow-up/ monitoring crops condition. | None None None | 30 minutes 2 days 5 days | <i>Agricultural Technologist</i> Municipal Agriculture Office |
| | 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 1.2 Conduct Interview and act accordingly. 1.3 Issue Farm Plan and Budget. | None None None | 30 minutes 45 minutes 10 minutes | <i>Agricultural Technologist</i> Municipal Agriculture Office <i>Agricultural Technologist</i> Municipal Agriculture Office <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. 1.2 Assist farmer in filling up the enrollment form. 1.3 Enrollment form signed by Punong Barangay 1.4 Municipal Agriculturist signed enrollment form | None None None None | 45 minutes 30 minutes 3 days 10 minutes | <i>Agricultural Technologist</i> Municipal Agriculture Office <i>Agricultural Technologist</i> Municipal Agriculture Office <i>Agricultural Technologist/ Municipal Agriculturist</i> Municipal Agriculture Office <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. 1.2 Encode certification/signed and release of said certification | P100.00 None | 30 minutes 20 minutes | <i>Agricultural Technologist/DVM</i> Municipal Agriculture Office <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 | <i>Engineering Aide Municipal Engineer's Office</i> |
| | | 1.2 Make an assessment of fees and order of payment | None | 30 minutes | <i>Engineering Aide Municipal Engineer's Office</i> |
| 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 Municipal Treasurer's Office</i> |
| | | | None | 5 minutes | <i>Engineering Aide</i> |



| | | | | |
|---|--|------------------------------|---|---|
| 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 3.2 Conducts site inspection 3.3 Conduct evaluation and endorsements to other offices and agencies for approval | None None None | 4 hours 4 days 10 minutes | Municipal Engineer's Office <i>Engineering Aide</i> Municipal Engineer's Office <i>Engineering Aide/Building Official/BFP</i> Municipal Engineer's Office <i>Engineering Aide</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 | WHERE TO SECURE |
|---|-----------------|
| 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 1.2 Make an assessment of fees and order of payment | None None | 30 minutes 30 minutes | <i>Engineering Aide</i> Municipal Engineer's Office <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 3.2 Conducts ocular inspection 3.3 Conduct evaluation and endorsements to other offices and agencies for approval | None None None | 5 minutes 4 hours 4 days | <i>Engineering Aide</i> Municipal Engineer's Office <i>Engineering Aide</i> Municipal Engineer's Office <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 10.2 Gather data from the patient's complaint or illness 10.3 Take vital signs and issue priority number 10.4 Encode data to iClinicsys 10.5 Forward patient to the attending physician | None None None None | 3 minutes 15 minutes 5 minutes | Midwife Municipal Health Office Midwife Municipal Health Office Encoder/Midwife Municipal Health Office |
| 11. Presents requirements to the physician | 2.1 Examine the patient 2.2 Issue prescription or request for | None | 15 minutes | Physician Municipal Health Office |



| | | | | |
|---|---|--|--|--|
| | laboratory examination | | | |
| 12. Presents request for laboratory examination | <p>3.1 Extract specimen and perform laboratory procedure:</p> <ul style="list-style-type: none"> 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 2 hours 2 days 2 hours 1 hour 1 hour 1 hour 1 hour 1 hour 1 hour 1 hour 1 hour 1 hour 45 minutes | <i>Medical Technologist</i> Municipal Health Office |
| 13. Return to physician for interpretation of laboratory result | 13.1 Prescribe medicine | None | 5 minutes | <i>Physician</i> Municipal Health Office |
| 14. Proceed to pharmacy for drug dispensing | 14.1 Dispose available drug to patient/client | None | 5 minutes | <i>Pharmacist</i> 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 Municipal Treasurer's Office</i> |
| 12. Presents request and receipt | 2.1 Collects the receipt and assist the client to the physician | None | 5 minutes | <i>Clerk Municipal Health Office</i> |
| | 2.2 Physician examines the client | None | 15 minutes | <i>Physician Municipal Health Office</i> |
| | 2.3 Issue medico-legal certificate | None | 10 minutes | <i>Physician Municipal Health Office</i> |
| | 2.4 Record issuance of the certificate | None | 5 minutes | <i>Clerk Municipal Health Office</i> |
| | 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 2.2 Physician examines the client 2.3 Issue medical certificate 2.4 Record issuance of the certificate | None None None None | 5 minutes 15 minutes 10 minutes 5 minutes | <i>Clerk</i> Municipal Health Office <i>Physician</i> Municipal Health Office <i>Physician</i> Municipal Health Office <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 6.2 Encode client data and drug released | None None | 5 minutes 5 minutes | <i>Pharmacist</i> Municipal Health Office <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 1.2 Admit pregnant woman and monitor progress of labor until delivery | None None | 30 minutes 1 hour | Midwife/Nurse-on-duty Municipal Health Office Midwife/Nurse-on-duty Municipal Health Office |
| 7. Ushered to delivery room | 2.1 Handle normal delivery 2.2 Do newborn care 2.3 Monitor mother and newborn condition after delivery 2.4 Do newborn screening before discharge 2.5 Register births | None None None None P 50.00 | 1 hour 30 minutes | Midwife/Nurse on Duty Municipal Health Office |
| 8. Discharge postpartum mother a day after delivery | 3.1 Prepare client's needs before discharge 3.2 Provide health teachings | None None | 30 minutes | Midwife/Nurse on Duty Municipal Health Office |
| | 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 | | |
| 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 1.2 Weigh the infant | None None | 5 minutes 5 minutes | Midwife/BHW Municipal Health Office |
| 8. Submit child for immunization | 2.1 Provide immunization 2.2 Fill-up ECCD of what antigen was given 2.3 Provide health teachings and give schedule for the next dose | None None None | 10 minutes 3 minutes 10 minutes | Midwife Municipal Health Office |
| | 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 | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Senior Citizen ID | Client | | | |
| 1. Inform health worker | 1.1 Register the senior citizen in the masterlist 1.2 Take vital signs | None None | 2 minutes 5 minutes | Midwife Municipal Health Office |



| | | | | |
|----------------------------------|--|------|------------|------------------------------------|
| 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 1.2 Do physical examination using family planning checklist and take vital signs | None None | 15 minutes 20 minutes | Midwife/ <i>Family Planning Trained Nurse</i> Municipal Health Office |
| 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/ <i>Family Planning Trained Nurse</i> Municipal Health Office |



| | | | | |
|------------------------------|--|------------------------------|--|---|
| provision of pill and condom | provide pill and condom | | | |
| 3. IUD Check-up | 3.1 Retrieve client's record 3.2 Perform IUD Check-up 3.3 Provide health teachings | None None None | 2 minutes 10 minutes 3 minutes | <i>Midwife/Family Planning Trained Nurse</i> Municipal Health Office |
| 4. IUD and implanon removal | 4.1 Retrieve client's record 4.2 Perform IUD or implanon removal 4.3 Provide post-removal instructions | None None None | 2 minutes 15 minutes 5 minutes | <i>Midwife/Family Planning Trained Nurse</i> Municipal Health Office |
| | 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 1.2 Encode data at iCinicsys 1.3 Refer to physician for PE | None None None | 2 minutes 3 minutes 5 minutes | <i>TB-DOTS Health Aide/Midwife</i> Municipal Health Office |



| | | | | |
|---------------------------------|---|------------------------------|--|--|
| | 1.4 Provide sputum cups 1.5 Demonstrate on proper sputum collection | None None | 2 minutes 10 minutes | |
| 2. Submit 2 sputum specimen | 2.1 Do smearing 2.2 Examine the sputum | None None | 24 hours 20 minutes | <i>TB-DOTS Laboratory Aide</i> Municipal Health Office |
| 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 4.2 Give health teachings and schedule of next visit 4.3 Register patient in the masterlist/iClinicsys | None None None | 15 minutes 15 minutes 15 minutes | <i>Physician</i> <i>TB-DOTS Midwife</i> <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 1.2 Prepare the Sanitary Permit and Health Certificate | None None | 5 minutes 5 minutes | <i>Sanitary Inspector</i> Municipal Health Office |
| 2. Submit stool, urine, sputum for laboratory exam | 2.1 Receive and examine specimen for: a. Fecalysis b. Urinalysis c. Sputum Exam 2.2 Entry laboratory results in the health certificate | 50.00 50.00 None None | 20 minutes 25 minutes 32 hours | <i>Medical Technologist</i> Municipal Health Office |
| 3. Present the document back to the sanitation inspector for recording and recommendation | 3.1 Record the establishment in the business establishment logbook 3.2 Recommend to office-in-charge for the issuance of Health Certificate and Sanitary Permit | None 50.00 | 5 minutes 5 minutes | <i>Sanitary Inspector</i> Municipal Health Office |
| 4. Present the document to the office-in-charge for signing and approval | 4.1 Approve and sign the documents | None | 5 minutes | <i>Office-in-charge/ Physician</i> 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 1.2 Encode patient's data in iClinicsys | None None | 3 minutes 3 minutes | Midwife Municipal Health Office |
| 2. Proceed to dental section and present triage form | 2.1 Examine the client and perform oral examination 2.2 Chairside instruction/IEC 2.3 Prescribe medicine | None None None | 5 minutes 10 minutes 5 minutes | Dentist Municipal Health Office |
| 3. Payment of charges at MTO | 3.1 Collect receipt of payment 3.2 Issue dental certificate, if requested | None None | 10 minutes 10 minutes | Dentist Municipal Health Office |
| 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 | | |
| 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 1.2 Set schedule for the activity 1.3 Conduct information drive | None None None | 5 minutes 10 minutes 2 hours | <i>Sanitation Inspector/Program Coordinator</i> Municipal Health Office |
| 2. Request for misting/fogging to all households in areas with more cases of dengue | 2.1 Coordinate with barangay officials 2.2 Conduct misting/fogging | None None | 60 minutes 7 hours | <i>Environmental Sanitation Team</i> Municipal Health Office |
| 3. Submit for treatment if positive for dengue | 3.1 Perform CBC platelet count 3.2 Treat positive cases 3.3 Refer sever cases to hospital | 100.00 None None | 30 minutes 10 minutes 5 minutes | <i>Physician</i> Municipal Health Office |
| 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 1.2 Perform: a. skin slit smear for leprosy b. kato-katz for schistosomiasis | None None | 15 minutes 2 hours 1 hour | <i>Medical Technologist</i> Municipal Health Office |
| 2. Submit for treatment | 2.1 Treat the patient 2.2 Give health teachings 2.3 Set schedule for follow-up visit | None None None | | <i>Physician</i> Municipal Health Office |
| | 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 Transportation 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 1.2 Short interview regarding the situation of the patient/client involved 1.3 Relay request to the Head of Office for recommendation and confirmation 1.4 Preparation for response of the client's/patient's request 1.5 Transportation of the patient | None None None None None | 3 minutes 3minutes 3 minutes 3 minutes 1 day | <i>Communication in-charge</i> Municipal Public Safety Office <i>Communication in-charge</i> Municipal Public Safety Office <i>Head of Office</i> Municipal Public Safety Office <i>Responders</i> Municipal Public Safety Office <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 Home visitation (incase needed) | None None | 10 minutes 3 working days | Registered Social Worker 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 Home visitation (incase needed) | None None | 10 minutes 3 working days | Registered Social Worker 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 od 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 | Local Civil Registrar |
| Applicant is widow/widower Death certificate of deceased spouse | |



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



CONTACT INFORMATION

| OFFICE | LOCATION | Contact Number | |
|---|--|----------------|--|
| | | Mobile Phone | EMAIL ADDRES S |
| 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 Fflo/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.Iguezon@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.quezon.bukidnon@gmail.com |
| Municipal Health Office | Old Municipal Building Compound | | mhoquezon.bukidnon4@gmail.com |
| Municipal Agriculture Office | Municipal Compound, Libertad | | mao.Iguezon@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 aksyon mula sa aming tanggapan)

(Please use additional sheet/s if necessary)

(Mangyayaring gumamit ng karagdagang papel kung kinakailangan)

Name (OPTIONAL):
(Pangalan) _____

Office
(Petsa) _____

Contact Number(s) (if any):
(Telepono) _____

E-mail Address:
(If any) _____

Signature:
(Lagda) _____

Date:
(Petsa) _____