

**FRONTLINE SERVICES**

OFFICE/DEPARTMENT : OFFICE OF THE MAYOR  
 SECTION/DIVISION : **Permits and Licenses Section**  
 Municipality of Balayan, Province of Batangas

FRONTLINE SERVICES	STEPS	PROCESSES	REQUIREMENTS	DURATION	FEES	PERSONS RESPONSIBLE	LOCATION
	CLIENT	PROVIDER				SIGNATORIES	
1. Granting of New/ Renewal of Mayor's Permit and Business License	1. Secure & fill-up application form & list of requirements	1. Checks the requirements	1. Community Tax Cert. for Individual/ Corporate Tax Cert. for Corporation 2.Barangay Clearance for Business stating the location of business 3. Market Clearance (for Public Market stallholders) 4. Sanitary & Health Clearance from MHO 5. Real Property Tax clearance from Mun. Treas. or Cert. of No Real Property from Mun. Assessor 6. SSS Clearance 7. Philhealth Clear. 8. Building Inspection/ Cert. of Occupancy from Mun. Engineer 9. Environmental Clearance from MENRO 10. Fire Insp. & Safety Clearance from Fire Department 11. BIR Clearance 12. DTI/CDA/SEC	5 minutes	1. Business Taxes <b>For New:</b> based on the type of business <b>For Renewal</b> based on annual gross receipts  2. Mayor's permit based on the kind of business  3. Sanitary Fee based on the kind of business  4. Fire Insp. based on the area of store/ establish- ment	License Inspection/ Licensing Officer III	Ground floor of the Municipal Hall left wing side before the main hall

	<p>2. Present the Gross Sales/BIR Certificate/ Financial Statement for computation of Business tax and other fees</p> <p>3. Complete all the requirements  a.1 Proceed to the Mun. Treasurer for verification/payment of Real Property tax due and secure a Certification  a.2 If verified</p>	<p>2. Computes tax due</p> <p>Issue Certificate of Non-delinquency</p> <p>Issue Certificate of No</p>	<p>13. Financial Statement for companies/ corporations &amp; financial inst.  Additional Require-ments for NEW:  14. Zoning Clearance from MPDC  15. 1 pc. 2x2 Picture</p> <p>BIR Certification of Gross Sales  Financial Statements for Corporations</p> <p>receipts or proof of payments</p>	<p>5 minutes</p>	<p>5. Health Clearance  P20.00/ employee</p> <p>6. Garbage Fee  P25.00</p> <p>7. Advertising Fee based on the kind of business</p>	<p>License Inspection/  Licensing Officer III</p> <p>Municipal Treasurer</p> <p>Municipal Assessor</p>	<p>Main hall-GF</p> <p>Left wing of</p>
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	<p>no real property declared, proceed to Mun. Assessor &amp; secure a Certification</p> <p>b. Proceed to Mun. Engineer for building inspection certification</p> <p>c. Proceed to MENRO for env. clearance</p> <p>d. Proceed to MPDC for zoning clearance (new only)</p> <p>e. Proceed to Mun. Health Office for health &amp; sanitary permit</p> <p>f. Proceed to Market Administration for a Certification (for stall owners only)</p> <p>4. If all the requirements have been accomplished proceed to Permits &amp; Licenses Division for approval of business application</p> <p>5. Proceed to MTO for payment of business tax</p> <p>6. Proceed to Bureau of Fire Protection Dept.</p> <p>7. Proceed to Permits &amp; Licences Division for submission of</p>	<p>Real Property</p> <p>Issue Annual Inspection Report</p> <p>Issue Environmental Clearance</p> <p>Issue Zoning Clearance</p> <p>Issue Health &amp; Sanitary Clearance</p> <p>Issue Market Clearance</p> <p>Issue the Approved business application</p> <p>Collect payments</p> <p>Issue Fire Safety Inspection Certificate</p> <p>1. Prepare Mayor's Permit &amp; indorse to MO for the Mayor's signature</p>	<p>computation slip from the PLD</p>	<p>3 minutes</p> <p>30 minutes</p>		<p>Municipal Engineer</p> <p>Mun. Environmental Officer</p> <p>MPDC</p> <p>Mun. Health Officer</p> <p>Mun. Market Administrator</p> <p>Licensing Officer III</p> <p>Revenue Collection Clerk</p> <p>BFPD staff</p> <p>Mayor's staff Municipal Mayor</p>	<p>Main hall-GF</p> <p>Annex Bldg-GF</p> <p>right wing side before the main hall 2floor-Mun. Bldg GF-Mun. Health Office</p> <p>2nd floor of the new public market</p> <p>GF-PNP Bldg.</p>
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	accomplished Requirements	2. Advise the client of the date of release of permit				Licensing Officer III	
	8. Get the approved Business Permit at the advised time and sign the duplicate copy	Release the Business Permit		5 minutes		Licensing Officer/ staff	
2. Application for cessation of business	1).Proceed to the Permits and Licenses Division for filing of application ( closure of business )	1). Receives duly accomplished application form 2). The License inspector will conduct ocular inspection,if the business is found closed, he will prepare his recommendation and affix his signature 3).The Licensing officer will sign the recommendation for approval of the Mun.Administrator. 4).The application will be forwarded to the Municipal Treasurer for clearance. In case of business with delinquencies. 5).The application will be forwarded to the Municipal Administrator for approval	1). Affidavit of Closure duly notarized 2). Mayor's Permit (owner's copy) and other pertinent requirement.	5 minutes			
				20 minutes		License Inspector	
				3 minutes		Licensing Officer III	
				5 minutes		Municipal Treasurer	
				5 minutes		Municipal Administrator	

	2). Pay the corresponding fee for closure of business		Computation slip from the PLD	3 minutes		Revenue Collection Clerk	
	3). Receive the duly signed certification	Release the Certification		3 minutes		Licensing Officer III	
3. Granting of Mayor's Permit on Post banners/streamers.	1). Proceed to PLD to apply permit to post banners/streamer.	Interview client as to the size, duration of posting, compute the corresponding fee, guide the client to the designated posting area.	Computation slip from the PLD	5 minutes	P50.00/yard	Revenue Collection Clerk	
	2). Pay the corresponding fee to MTO						
4. Granting of Mayor's Permit to stage a parade motorcade,dance permits and other activities	1). Submit letter request addressed to the Mun. Mayor stating nature of the activity	Receives the letter request for approval of the Municipal Mayor		5 minutes		Mayor's Office staff	SF of Mun. Building
	2). Submit the letter-request to PLD duly acknowledged by the MO	1). Validates the presented letter request duly acknowledged by the Office of the Mayor. 2). Prepare the Permit for signature of the Municipal Mayor		30 minutes		Licensing Officer III Licensing Officer III/ Municipal Mayor	
	3). Pay the corresponding fee at the Treasurer's Office			3 minutes	Based on the size and duration of banners/streamers	Revenue Collecting Clerk	
	4). Receives the	Release the Mayor's Permit		3 Permit		PLD staff	

<p>5 ). Issuance of Occupational Permit.</p>	<p>approved Mayor's permit for the activity</p> <p>1). Fill up the form and submit requirements to PLD</p> <p>2). Pay the corresponding fee to MTO</p> <p>3). Submit duly notarized form with all the requirements and proof of payment</p> <p>4). Receives the Occupational Permit duly signed.</p>	<p>to client</p> <p>Checks the requirements</p> <p>The Licensing Officer III signs the Occupational Clearance</p> <p>Release the Occupational Clearance</p>	<p>1 ).Barangay Clear. 2). Police Clearance 3). Community Tax Certificate 4). Court Clearance 5). Health Clearance 6). 1 pc. I.D. Picture (2x2 picture)</p>	<p>3 minutes</p> <p>2 minutes</p> <p>2 minutes</p>	<p>P100.00</p>	<p>Revenue Coll. Clerk</p> <p>Licensing Officer III</p> <p>Licensing Officer III</p>	
<p>6). Issuance of Certifications</p> <p>a). With/Without Business</p> <p>b). Business already closed</p> <p>c). Other certifications</p>	<p>1). Proceed to PLD to request for the needed Certification</p> <p>2). Pay the corresponding fee at the MTO</p> <p>3). Receive the duly signed Certification</p>	<p>Interview the taxpayer/ client &amp; verifies the record on file</p> <p>Collects payment</p> <p>Sign &amp; Release the Certification</p>		<p>3 minutes</p> <p>3 minutes</p> <p>2 minutes</p>	<p>P20.00</p>	<p>PLD staff</p> <p>Rev, Coll. Clerk</p> <p>Licensing Officer III</p>	

7). Granting of Mayor's Permit to Tricycle owner/operator.	1). Fill-up application form and submit the requirements	1). Checks the requirements	1). Xerox copy of latest registration OR/CR 2). Community Tax Certificate of owner and driver 3). Brgy. Clearance of owner 4). Clearance from Association President 5). Xerox copy of Professional Driver's License 6). Xerox copy of franchise 7). Environmental Clearance	5 minutes		License Inspector
	2). Bring the tricycle unit for inspection (50 in fee)	1). Inspects the tricycle unit		5 minutes		PLD Staff
	2). Sticker-P95.00 3) Supervision fee-P40.00	2). Approves the application		2 minutes		Licensing Officer III
	4). Environmental clearance-P20.00	Collects the payment		3 minutes	1). Mayor's Permit-P50.00 2). Sticker-P95.00 3) Supervision fee-P40.00 4). Environmental	

	4). Receives the sticker	1). Records the number of sticker and have it acknowledged by the owner/driver 2). Assist the owner/driver driver in fixing the stickers		5minutes	clearance- P20.00	PLD Staff	
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OFFICE/DEPARTMENT : OFFICE OF THE MAYOR  
SECTION/DIVISION : MAYOR'S SECRETARIAT

FRONTLINE SERVICES	STEPS	PROCESSES	REQUIREMENTS	DURATION	FEES	PERSONS RESPONSIBLE	LOCATION
	CLIENT	PROVIDER				SIGNATORIES	
Issuance of Mayor's Permit	1. Accomplish requirements from Permits & License Division 2. Payment of fee for the permit	1. Subject for review of the Municipal Administrator before the signing/approval of the Local Chief Executive 2. Issues the approved Mayor's Permit		one (1) day		Local Chief Executive	Mayor's Office
Issuance of Mayor's Clearance	1. Accomplish requirements: >Barangay Clearance >Police Clearance >MTC Clearance 2. Payment of fee for the clearance	1. Subject for review of the Municipal Administrator before the signing/approval of the Local Chief Executive 2. Issues the approved Mayor's Permit	Barangay Clearance Police Clearance Mun. Trial Court Clearance Payment	15 minutes	P50.00	Local Chief Executive/ Municipal Administrator	Mayor's Office
Issuance of Occupational Permit	1. Accomplish requirements: >Barangay Clearance >Barangay Clearance >Police Clearance >MTC Clearance >Health Clearance >2 pcs. (2x2) pictures 2. Payment of fee for the Permit	Presents Permit for the Mayor's approval	Occupational Permit from Permits & License Official Receipt	15 minutes	P100.00	Local Chief Executive	Mayor's Office
Solemnize Civil Weddings	1. Accomplish Marriage License with the Office of the Local Civil Registrar	Assists the couple for the wedding rites	Marriage License from Local Civil Registrar; Witnesses Above 25 years old, both parties	1 hour	P100.00	Municipal Mayor	Mayor's Office
	2. Application for Marriage		and with children -				

	License 3. Payment of fee		Affidavit of Cohabitation				
Preparation of Communications a. Endorsements b. Recommendations c. Requests d. Reply to Queries (Individual & Inter-Agency) e. Letters/Memorandum		>Secretary assists client to request the Local Chief Executive >Coordinate with Mayor's Office	Letter Request addressed to the Local Chief Executive	within the day of the request	no fees required	Local Chief Executive	Mayor's Office
Medical Assistance > Financial Aids	Accomplish Requirements: >Barangay Clearance of Claimant >Medical/Clinical Abstract of the Patient	>DSWD prepares Case Study for the Local Chief Executive's approval	>Barangay Clearance of Claimant >Medical/Clinical Abstract of the Patient	one (1) day	no fees required	DSWD Head & Local Chief Executive	Mayor's Office
>Funeral Assistance	Accomplish Requirements: >Death Certificate/Brgy. Clearance of claimant	>DSWD prepares Case Study for the Local Chief Executive's approval	>Death Certificate/Brgy. Clearance of claimant	one (1) day	no fees required	DSWD Head & Local Chief Executive	Mayor's Office
OTHER SERVICES RENDERED:							
Local School Board Assistance	science camp) >Accepts and helps process documents (electricity, water, & telephone bill)						
Public Service (Internal/External Clients)	Client states nature of services requested	>Coordinates with the concerned department for appropriate action		immediate	no fees required	Mayor's Office Secretariat	Mayor's Office

OFFICE/DEPARTMENT

: OFFICE OF THE MAYOR

SECTION/DIVISION

: Human Resource Management

FRONTLINE SERVICES	STEPS	PROCESSES	REQUIREMENTS	DURATION	FEES	PERSONS RESPONSIBLE	LOCATION
	CLIENT	PROVIDER				SIGNATORIES	
1. Accepting Job Applicants	1. Prepare Resumé or Personal Data Sheet	1. The Administrative Officer or representative receives the Resumé or Personal Data Sheet 2. Check the information written on the document 3. Interview the applicant	1. Picture	5 minutes	None	Administrative Officer or her representative	2nd Floor of the Municipal Government Building
			2. Transcript of Records/ school record	10 minutes			
			3. Eligibility (if there is any) 4. Clearance from previous employer (if applicable)	15 minutes			
2. Accepting Career Service Examination Applications	1. Fill out application form available in this office	1. The Administrative Officer or representative receives the application form 2. Check the information written on the application form, the pictures and the valid ID presented therein. 3. Interview the applicant and give necessary instructions	1. Recent passport size picture with name tag (4 pcs)	2 minutes	Php350.00	The Administrative Officer, The Local Chief Executive, or Notary Public	2nd Floor of the Municipal Government Building
			2. Valid ID and xerox copy of the same	10 minutes			
				15 minutes			

OFFICE/DEPARTMENT

: SANGGUNIANG BAYAN

SECTION/DIVISION

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FRONTLINE SERVICES	STEPS	PROCESSES	REQUIREMENTS	DURATION	FEES	PERSONS RESPONSIBLE	LOCATION
	CLIENT	PROVIDER				SIGNATORIES	
1. Issuance of Tricycle Franchise	<p>1. Get the Franchise Application Form</p> <p>2. Fill up 3 copies of the Application Form</p> <p>3. Attach the complete requirements and submit to the SB Office</p> <p>Clients: Tricycle Operator Driver</p>	<p>1. After checking the requirements, type client information on the franchise form. Submit Form and Requirements to the Office of the Vice Mayor.</p> <p>2. The Vice Mayor signs the Tricycle Franchise</p> <p>3. Issue the Tricycle Franchise</p>	<p>1. Community Tax Certificate</p> <p>2. 2x2 picture</p> <p>3. Birth Certificate</p> <p>4. Voters Registration</p> <p>5. Official Receipt of:</p> <p>5.1 Initial Franchise Fee of P5,000</p> <p>5.2 Franchise Fee for Renewal of P100</p> <p>6. LTO Certificate of Registration and copy of Insurance Policy</p> <p>7. Clearance from the Tricycle Driver's/ Operator's Federation in the Brgy. And Certification from the Brgy. Chairman the Applicant is bonafide resident of the Brgy. and as s trua and beneficial owner of the tricycle unit concerned</p> <p>8. Others that may be prescribed by the MTFRB from time to time</p>	One week processing	<p>New-P5000</p> <p>Renewal - P100</p> <p>Transfer - P100</p> <p>Change Unit-P300</p> <p>Penalty (Quarterly)</p> <p>1st qtr-P250</p> <p>2nd qtr-P500</p> <p>3rd qtr-P750</p> <p>4th qrtr-P1000</p>	<p>1. SB Staff</p> <p>2. Vice Mayor</p>	2nd floor, Sangguniang Bayan Office

**FRONTLINE SERVICES**

OFFICE/DEPARTMENT : **MUNICIPAL LIBRARY**  
 SECTION/DIVISION :

FRONTLINE SERVICES	STEPS	PROCESSES	REQUIREMENTS	DURATION	FEES	PERSONS RESPONSIBLE	LOCATION
	CLIENT	PROVIDER				SIGNATORIES	
1. Issuance of books for reference	1. Fill up the registration form	1. Provide the researcher/client requested books for references	1. Any identification card preferably the current one	3 minutes	None	Municipal Librarian/ Library Aide	Ground Flr. of the Mun. stage
2. Issuance of books/ magazines	2. Fill up the data sheet form	2. Provide the book/books requested by the client	2. Identification card and the filled up data sheet	5 minutes	None	Municipal Librarian/ Library Aide	Ground Flr. of the Mun. stage
and newspaper for Xerox 3. Issuance of books/ pocketbooks for overnight use.	3. Select/choose the books to be loaned for overnight.	3. Provide/issue the book/books requested by the client	3. Identification Card and borrowers card	One day and a week for pocket	None	Municipal Librarian/ Library Aide	Ground Flr. of the Mun. stage
	4. Present the books to Librarian and fill up the data sheet					Municipal Librarian/ Library Aide	Ground Flr. of the Mun. stage
4. The Municipal Library on education tour by Kiddie Learning Center	5. Staff of the learning center makes an appointment for the said educational tour	4. Welcomes the students/staff of the Learning Center	4. Register with the Municipal Library Identification Card	One hour	None	Municipal Librarian/ Library Aide	Ground Flr. of the Mun. stage

**FRONTLINE SERVICES**

OFFICE/DEPARTMENT : **Municipal Treasurer's Office**  
 SECTION/DIVISION :

FRONTLINE SERVICES	STEPS	PROCESSES	REQUIREMENTS	DURATION	FEES	PERSONS RESPONSIBLE	LOCATION
	CLIENT	PROVIDER				SIGNATORIES	
1. Issuance of Tax clear./ Cert. of Non-delinquency.	1. Give owner's name and submit Tax Dec./ Title of the property.	1. Verifies record from computer/Real Prop. Tax Account Register (RPTAR)	1. Latest Official Receipt	5 minutes	Php 20.00/ every taxpayer irregardless the number of properties	Revenue Collection Clerk and Municipal Treasurer	Ground Flr. Office of the Municipal Treasurer
	2. Payment of corresponding fees to counter	2. Print Tax Clearance and have it signed by the Municipal Treasurer		5 minutes			

OFFICE/DEPARTMENT  
SECTION/DIVISION

: OFFICE OF THE MUNICIPAL ASSESSOR  
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FRONTLINE SERVICES	STEPS	PROCESSES	REQUIREMENTS	DURATION	FEES	PERSONS RESPONSIBLE	LOCATION
	CLIENT	PROVIDER				SIGNATORIES	
1. Issuance of Certifications such as: a. Certificate of Property Holdings b. Certificate without property/ies c. Certificate with Improvements d. Certificate Without Improvements e. Cert. of Boundaries f. Certificate of Property Exemption g. Other Miscellaneous Certificate	1. Fill up data sheet & submit to Assessor's personnel/staff	1. The Assessor personnel verifies, processes & prepares the certification		3 minutes	P20.00 per certification	Municipal Assessor or any body delegated by the same in her absence	Ground Flr. near the lobby of the Mun. Hall
	2. Pay the corresponding fees to the cashier	2. The Municipal Assessor signs the Certification		1 minute			
	3. Present the Official Receipt	3. Issue the Certification		1 minute			
2. Issuance of Certified true copy of tax declarations	1. Fill up data sheet & submit to Assessor personnel together with Certificate of Non-Delinquency secured from the Mun. Treas. or proof of payment of the Real Property/ies for the current year	1. The Assessor personnel verifies, processes & prepares the certification	Certificate of Non Delinquency or proof of payment of the Real Property Tax for the current year	3 minutes per tax declaration	P20.00 per Tax Dec.	Municipal Assessor or any body delegated by the same in her absence	Ground Flr. near the lobby of the Mun. Hall
	2. Pay the corresponding fees to the cashier	2. The Municipal Assessor signs the Certified True Copy of Tax Declaration/s		1 minute			
		3. Issue the Certified True Copy of Tax Declaration/s		1 minute			

<p>3.Annotation/Cancellation of Mortgage</p>	<p>3. Present the Official Receipt</p> <p>1. Submit 2 photocopies of Real Estate Mortgage/Release of Mortgage</p> <p>2. Pay the corresponding fees to the cashier</p> <p>3. Present the official receipt</p>	<p>1. The assessor staff receive, verify &amp; note the annotation/ release of mortgage in the tax decl. &amp; FAAS then endorses it to the Mun. Assessor for signature</p> <p>2. The Mun, Assessor signs the Mortgage/Release of Mortgage &amp; Tax Decl. &amp; returns the same to her staff</p> <p>3. The Assessor staff issue the documents to the client</p>	<p>2 photocopies of Mortgage/Release of Mortgage of Real Property/ies</p>	<p>10 minutes</p> <p>3 minutes</p> <p>1 minute</p>	<p>10.00 for release of mortgage</p>	<p>Municipal Assessor or any body delegated by the same in her absence</p>	<p>Ground Flr. near the lobby of the Mun. Hall</p>
<p>4. Transfer of properties (land)</p> <p>a. Single Transfer</p> <p>b. Subdivided Lots</p>	<p>1. Submit required documents at the Office of the Mun. Assessor</p>	<p>1. The Assessors staff checks &amp; review the documents and prepares tax declaration for the transfer of property/ies</p> <p>2. The Assessor staff endorses the tax declaration and FAAS to the Municipal Assessor for signature</p> <p>3. The Municipal Assessor signs the Tax declaration &amp; FAAS &amp; returns the same to her staff</p>	<p>a. Photocopy of Title</p> <p>b. Photocopy of Deed of Sale of Donation</p> <p>c. Certificate of Non-Delinquency</p> <p>d. Xerox copy of Transfer Tax Receipt</p> <p>e. Xerox copy of Official Receipt of service fee</p> <p>f. CAR certification from BIR</p> <p>g. Photocopy of Approved Plan (for subdivided lots)</p>	<p>15 minutes per tax decl. for single transfer</p> <p>2-3 working days for subdivided lots</p> <p>2 minutes</p>	<p>20.00 per certification</p> <p>25 service fee per tax declaration</p>	<p>Municipal Assessor</p>	<p>Ground Flr. near the lobby of the Mun. Hall</p>



<p>c. CLOA Beneficiaries</p>	<p>1. Submit required documents at the Office of the Municipal Assessor</p>	<p>4. Release tax declaration to client</p> <p>1. The Assessor staff checks the documents and prepares the tax declaration for the transfer of the property/ies</p> <p>2. The Assessor staff endorses the finished tax declaration &amp; FAAS to Mun. Assessor for his signature</p> <p>3. The Municipal Assessor signs the Tax declaration &amp; FAAS &amp; returns the same to her staff</p> <p>4. Release of tax declaration to client</p>	<p>a. Photocopy of title/s b. Photocopy of Approve Subd. Plan c. Letter of Indorsement from DAR d. Certificate of non Delinquency e. Service fee (25.00 per tax dec.)</p>	<p>3 minutes</p> <p>3-5 working days</p>	<p>25 service fee per tax declaration</p>	<p>Municipal Assessor</p>	
<p>5. Assessment of Improvements a. with an assessed value not exceeding 1 million pesos b. Assessed value exceeding 1 million pesos</p>	<p>1. Fill-up information sheet regarding the property improvement to be assessed</p>	<p>1. The Assessor staff receives the information sheet &amp; endorses it to the Mun. Assessor for proper action</p> <p>2. The office staff upon order of the Mun. Assessor conducts an ocular inspection of the building to gather the necessary data</p> <p>3. After inspection the personnel in charge computes, processes &amp; prepares the tax decl. &amp; FAAS the indorses it to the Mun.</p>			<p>25 service fee per tax declaration</p>	<p>Municipal Assessor</p>	<p>Ground Flr. near the lobby of the Mun. Hall</p>

		Assessor for signature					
		4. Assessed Value below 1 million		2-3 working days			
		The Mun. Assessor signs the Tax declaration & FAAS & returns the same to the staff for release					
		Assessed value in excess of 1 million	Letter of indorsement from the Municipal Assessor to the Provincial Assessor	7-10 working days		Provincial Assessor	Provincial Capitol Capitol Hills, Batangas City
		The Mun. Assessor endorses the documents to the Prov. Assessor for approval in accordance with provincial memorandum					
		The Prov. Assessor reviews the documents and computations then signs the Tax Decl. & FAAS and returns it to the Mun. Assessor for release					
		5. Release of tax declaration					
6. Sketching of Map/ Vicinity Map	1. Fill-up data sheet & submit to Assessor Personnel or Draftsman	1. The Assessor personnel receives the data sheet & endorses the same to the draftsman for proper action		1 day per parcel	P200.00 minimum	Municipal Assessor	Ground Flr. near the lobby of the Mun. Hall
	2. Pay corresponding fees to the cashier	2.The draftsman prepares the sketch plan of the said property					
	3. Present the Official Receipt to the Office of the Assessor	3. The draftsman endorses the sketch plan to the Mun. Assessor for signature					
		4. The Mun. Assessor signs					

7. Transfer of Free Patent Titles	<p>1) Submit required documents to the Office of the Mun. Assessor</p> <p>2) Pay service fee &amp; 10 yr back taxes at the cashier.</p> <p>3) Present the receipt.</p>	<p>the sketch plan &amp; returns it to the draftsman for release</p> <p>5. Release the sketch plan to client</p> <p>1. The Assesor staff receives, verifies the document submitted, computes the 10 year back taxes of the property and ask the client to pay the amount to the cashier</p> <p>2. The Assesor staff endorses the documents to the Municipal Assessor for proper action</p> <p>3. The Provincial Assesor receives the documents for review and conducts ocular inspection of the property</p> <p>4. Upon completion, the Provincial Assessor signs the Tax Declaration and FAAS and returns to the Municipal Assessor for release</p> <p>5. Release of Tax Declaration.</p>	<p>a. Photocopy of Approved Plan</p> <p>b. Certification from CENRO that the land is w/in alienable &amp; disposable area</p> <p>c. Affidavit of ownership</p> <p>d. Certification from Brgy. Captain</p> <p>e. Proof of payment 10 yr. back taxes.</p> <p>f. Service fee</p> <p>g. Affidavit of adjoining owners</p>	<p>10 yr. back taxes based on the computation of the Mun. Assessor</p>	<p>Provincial Assessor</p>	<p>Provincial Capitol Capitol Hills, Batangas City</p>
8. Trace Back of Real Property Records	<p>1. Fill up data sheet &amp; submit to the Office of the Mun. Assessor.</p>	<p>1. The Assessor personnel receives the data sheet &amp; verifies the old records of the subject real property/ies.</p>	<p>1-hour</p>	<p>P10.00 verification fee per tax declaration</p>	<p>Municipal Assessor or any body delegated by the same in her absence.</p>	<p>Ground Flr. near the lobby of the Mun. Hall</p>

	2. Pay corresponding fee at the cashier.	2. Prepares & process the tax declaration then it to the Mun. Assessor for signature.  3. Release tax declaration.		20.00 per tax declaration		
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OFFICE/DEPARTMENT  
SECTION/DIVISION

: **OFFICE OF THE MUNICIPAL CIVIL REGISTRAR**  
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FRONTLINE SERVICES	STEPS	PROCESSES	REQUIREMENTS	DURATION	FEES	PERSONS RESPONSIBLE	LOCATION
	CLIENT	PROVIDER				SIGNATORIES	
1. Issuance of certified transcripts or copies of birth, marriage and death registered.	1. Fill up application form and submit to the receiving clerk	1. Search the records to the computer based on the information from the application form		20 seconds	P50.00 for every copy of certificate	Civil Registry Clerk and Municipal Civil Registrar	Ground floor, beside Engineering Office
	2. Payment of fees to the MTO	2. The receiving clerk prepares the Certificate and signs it.		30 seconds			
		3. The Municipal Civil Registrar signs the Certificate		10 seconds			
		4. Affix official seal to the certificate then issue the Certificate to client		5 seconds			
2. Registration of Live Births a. For timely registered Births	1. Fill-up application form and submit to the Civil Registry Clerk	1. Prepares the certificate based on the information submitted by the informant	>Certificate of Marriage of parents, if the parents are married	15 minutes	>No fees for timely registered births  >P50.00 for acknowledgement fee	Civil Registry Clerk and Municipal Civil Registrar	Ground floor, beside Engineering Office
	2. Payment of the acknowledgement fee to the Office of the Treasurer (for unmarried parents)	2. The Civil Registry Clerk and the Mun. Civil Registrar sign the certificate	>Community Tax Certificate of father if unmarried parents (timely registered)	10 minutes			
	3. Check the entries on the certificate then affix signature on the certificate	3. The Clerk affix official seal before the issuance of the Certificate					
	4. Receive the registered Birth Certificate						

b. For delayed Registration of births	<p>1. Fill-up application form and submit to the civil registry clerk</p> <p>2. Payment of the prescribed fee to the Office of the Municipal Treasurer</p> <p>3. Check the entries on the Certificate then affix signature on the certificate for acknowledgement</p> <p>4. Receive the Certificate of Live Birth after 10 days of posting</p>	<p>1. Evaluate all documents presented</p> <p>2. After evaluation and it was found out that the birth is not yet registered, the Civil Registry clerk shall prepare the Certificate based on the information submitted by the informant.</p> <p>3. The Civil Registry clerk signs the Certificate</p> <p>4. The Clerk posts the certificate in the bulletin board of the municipal hall for a period of ten (10) days.</p> <p>5. If after ten (10) days and nobody opposes the registration, the Civil Registrar shall evaluate the veracity of the statements from the documents submitted, sign and approve the documents and cause registration of birth</p> <p>6. Issue the Certificate of Live Birth</p>	<p>&gt;Certificate of Marriage for parents, if the parents are married</p> <p>&gt;Community Tax Certificate</p> <p>&gt;Certificate of No record of birth from NSO</p> <p>&gt;Affidavit of two (2) disinterested persons</p> <p>&gt;Any 2 of the following  a. baptismal cert  b. school records  c. barangay captain's certification  d. Voter Registration record</p>	<p>5 minutes</p> <p>1 minutes</p> <p>10 days</p>	<p>&gt;P50.00 below one year</p>	<p>Civil Registry Clerk and Municipal Civil Registrar</p>	<p>Ground floor, beside Engineering Office</p>
3. Registration of Death and Marriage Certificate	<p>1. Submit to the receiving clerk the accomplished form for Death or Marriage</p>	<p>1. The Receiving Clerk shall evaluate the documents and if verified correct, indicate the date when the</p>		<p>4 minutes</p>	<p>No fees are collected for timely registered</p>	<p>Civil Registry Clerk and Municipal Civil Registrar</p>	<p>Ground floor, beside Engineering Office</p>

	Certificate 2. Receive the registered certificate	document was received and assign a registry number  2. The Municipal Civil Registrar signs the document  3. Issue the Certificate			death and marriage certificates.		
4. Legitimation	1. Submit the Birth Certificate of the child to be legitimated and Certificate of Marriage of Parents 2. Payment of the necessary fees to the MTO  3. Both parents shall affix their signatures on the Affidavit of Legitimation.  4. Receives the certificate	1. Prepares the Affidavit of Legitimation and other supporting documents  2. The Municipal Civil Registrar signs the Affidavit of Legitimation and supporting documents.  3. Issue of Legitimation Certificate together with the supporting documents.	1. Birth certificate of the child to be legitimated  2. Marriage contract of parents with registry number  3. Community Tax Certificate of both parents.  4. Certificate of No Marriage (CENOMAR) of parents.	10 minutes	P200.00	Civil Registry Clerk and Municipal Civil Registrar	Ground floor, beside Engineering Office
5. Birth Certificate under Republic Act 9255	1. Submit the birth certificate of the child	1. Prepares the birth certificate and the Affidavit of the Father.	1. Birth certificate of the child.  2. Community Tax Certificate of the Father.	10 minutes	P200.00	Civil Registrar Clerk and Municipal Civil Registrar	Ground floor, beside Engineering Office
	2. Payment of reg. fee under R.A. No. 9255 to the Office of the Treasurer	2. The Municipal Civil Registrar signs the birth certificate bearing the annotation under R.A. No.9255 and the Affidavit to Use the Surname of the Father.					

6. Issuance of Marriage License.	<p>4. Receives the Birth Certificate bearing the father's surname</p> <p>1.Fill-up application form for marriage license and submit to the receiving clerk together with the requirements.</p> <p>2.Signature of parents</p> <p>3.Payment to the Office of the Treasurer the necessary fees.</p> <p>4.After the 10 day posting the applicant receives the marriage license.</p>	<p>3. Issue the birth certificate with annotation together with the supporting documents.</p> <p>1. Prepares the Application for Marriage License together with supporting documents.</p> <p>2. The Municipal Civil Registrar signs the application and supporting documents.</p> <p>3. The civil registry clerk posts the notice on the bulletin board of the municipal building for 10 consecutive days.</p> <p>4. After completion of the 10 day posting, the civil registry clerk prepares the license</p> <p>5. The Municipal Civil Registrar signs the Marriage License</p> <p>6. Issue the Marriage License</p>	<p>1. Birth certificates of applicant</p> <p>2. Certificate of No Marriage (CENOMAR) of both applicants</p> <p>3. Pre-Marriage Counseling Certificate</p> <p>4. Signature of parents (father/mother) if the applicants are below 25 years of age</p>	12 days (1 day for filing+10 days posting + 1 day for release	P348.00 & P2.00	Civil Registry Clerk and Municipal Civil Registrar	Ground Flr, near Engineering Office
7. Registration of Court decrees and issuance of amended certificates	<p>1. Submit the Certificate of Finality</p> <p>2. Payment of the prescribed fee to the Office of the Municipal Treasurer</p>	<p>1. Prepares the Certificate of Registration of court decrees and the amended certificates with proper annotation</p> <p>2. The Mun. Civil Registrar signs certified copies of</p>	1. Court Decision and Certificate of Finality	10 minutes	P200.00 for registration of court decree  P50.00 for certification	Civil Registry Clerk and Municipal Civil Registrar	Ground Flr, near Engineering Office



<p>8. Filing of petition under Republic Act 9048</p> <p>a. Correction of clerical error</p>	<p>3. Receive all documents required by NSO for the issuance of authenticated cert.</p> <p>1. Submit the certificate to be corrected together with the requirements.</p> <p>2. Payment to the Office of the Treasurer the filing fee for correction of clerical error</p> <p>3. Affix the signature on the Petition</p> <p>4. After completion of the 10 day posting period, petitioner returns to the office to pick up his/her copy of the Petition Papers</p>	<p>court decrees and its supporting documents</p> <p>3. Issue all documents required by the National Statistics Office</p> <p>1. The civil registry clerk examines and evaluates the Certificate and its supporting documents as to completeness and sufficiency</p> <p>2. The Civil Registry clerk shall prepare the Record Sheet Form and the Notice of Posting and attach it to the Petition for Signature by the MCR</p> <p>3.The Civil Registry clerk shall post the notice on the bulletin board of the municipal building for 10 consecutive days</p>	<p>1. NSO copy of the certificate containing the alleged erroneous entry/ies</p> <p>2. Public or private documents upon which the correction shall be based</p> <p>Examples:          &gt;baptismal certificate          &gt;voters affidavit          &gt;employment record          &gt;GSIS/SSS record          &gt;Medical record          &gt;School records          &gt;Driver's license          &gt;and others.....</p>	<p>2 minutes</p> <p>5 minutes</p>	<p>P50.00 for amended certificate (if the event occurred within the municipality)</p> <p>P1,000.00</p>	<p>Civil Registry Clerk and Municipal Civil Registrar</p>	<p>Mun. Hall near Engineering Office</p>
	<p>5. Receive the Cert. of Finality and all necessary documents required by NSO in issuing an amended</p>	<p>4.The Civil Registry clerk shall advise the petitioner when to return to get his/her copy of the Petition papers</p> <p>5. After the completion of the ten days posting period, the Municipal Civil Registrar shall</p>		<p>1-2 months (waiting period)</p>			

	Certificate (After the approval of Legal Department)	render decision to the Petitioner					
		6. The MCR after approving the petition, shall transmit the decision together with the records of proceedings to the NSO, OCRG		20 minutes			
		7. Upon receipt of the Notice of Decision affirming the Petition, he shall advise the Civil Registry clerk to prepare the Certificate of Finality and all necessary documents					
		8. Issue the documents needed by the petitioner in requesting an authenticated Certificate from the NSO					
b. Change of first name	1. Submit the certificate to be corrected together with its supporting documents	1. The Civil Registry clerk examines and evaluates the Certificate and supporting documents as to completeness and sufficiency	1. NSO copy of the certificate containing the alleged erroneous entry/ies	2 minutes	P3,000.00 filing fee for the change of first name	Civil Registry clerk and Municipal Civil Registrar	Mun. Hall near Engineering Office
	2. Payment of filing fee to the Office of the Treasurer for change of first name	2. The civil registry clerk prepares the Record Sheet	2. Public or private documents upon which the correction shall be based	6 minutes			
				10 days			
	3. Affix the signature on the petition	Form, Notice of Posting and Notice of Publication and attach to the Petition for signature by the MCR	Examples >baptismal certificate >voters affidavit >employment record >GSIS/SSS record >Medical record >School records >Driver's license >and others.....				
	4. After the completion of the publication and 10 days posting period, petitioner returns to the office	3. The civil registry clerk posts the notice on the bulletin board of the mun. building					

<p>to pick up his/her copy of the petition</p> <p>5. Receive the Cert. of Finality and all necessary documents required by NSO for the issuance of an amended certificate</p>	<p>for 10 consecutive days</p> <p>4. The Civil Registry clerk advises the petitioner to have the petition published in a newspaper of general circulation for two (2) consecutive days</p> <p>5. The civil registry clerk advises the petitioner to submit 3 copies of the Affidavit of Publisher and clippings of the newspaper showing the published petition</p> <p>6. After the completion of the ten days posting period and publication, the Municipal Civil Registrar shall render his/her decision to the petitioner</p> <p>7. The MCR, after the date of his/her decision shall transmit the decision together with records of proceedings to the NSO, OCRG.</p>	<p>3. Clearances from authorities such as:          &gt;employer, if employed          &gt;National Bureau of Investigation          &gt;Philippine National Police          &gt;Other such clearances as may be required by the MCR</p> <p>4. Affidavit of publication from the publisher</p> <p>5. Copy of the newspaper clipping</p>	<p>10 minutes</p> <p>1-2 months (waiting period)</p>				
		<p>8. Upon receipt of Notice of Decision to the MCR, CRG affirming the petition, the civil registry clerk shall prepare the Certificate of Finality and all necessary documents</p> <p>9. Issue all documents to the petitioner in requesting for an authenticated</p>	<p>20 minutes</p>				

		certificate from NSO					
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OFFICE/DEPARTMENT : OFFICE OF THE MUNICIPAL ENGINEER  
SECTION/DIVISION :

FRONTLINE SERVICES	STEPS	PROCESSES	REQUIREMENTS	DURATION	FEES	PERSONS RESPONSIBLE	LOCATION
	CLIENT	PROVIDER				SIGNATORIES	
Issuance of Building permit	1. Secure application forms (Building Permit,	Provide checklist of requirements	A. In case the applicant is the	5 mins.	Please refer to the Nat'l	Building Official	In between LCR &

<p>Ancillary Permit and Accessory Permit)</p> <p>2. Submit plans and requirements</p> <p>3. Secure an order of payment (assessment) after five (5) working days. Proceed to the Municipal Treasurer's Office and present the order of payment</p> <p>4. Return to the Office of the Municipal Engineer and submit the official receipt</p> <p>5. Return on the scheduled date for release of Building Permit</p>	<p>Briefs client on the procedure of securing a building permit</p> <p>Receive/verify documents</p> <p>Furnish copy of plans to Fire Marshall for their inspection</p> <p>Issue an order of payment (assessment)</p> <p>Receive official receipt</p> <p>Advise client of the date of release of building permits</p> <p>Release the approved bldg. permit</p>	<p>registered owner of the lot:</p> <p>1. Certified true copy of TCT</p> <p>2. Tax Declaration</p> <p>3. Current real property tax receipt</p> <p>B. In case the applicant is not the registered owner of the lot:</p> <p>1. Duly notarized copy of the contract of lease, or</p> <p>2. Duly notarized copy of the Deed of Absolute Sale, or</p> <p>3. Duly notarized copy of the contract of sale, or</p> <p>4. Consent from landowner</p> <p>C. Five (5) set of plans and specifications, cost estimate, design analysis or</p>	<p>Bldg. Code of the Phils. And its revised implementing rules and regulations</p>		<p>Acctg. Office</p>
		<p>computation prepared, signed and sealed;</p> <p>1. By a duly licensed Architect or Civil Engineer, in case of architectural and structural plans.</p> <p>2. By a duly licensed Sanitary Engineer in</p>			

<p>Issuance of Certificate of Occupancy</p>	<p>Secure Certificate of Completion forms.</p> <p>Fill up the forms and submit other requirements</p> <p>Secure an order of payment (assessment), present it to Municipal</p>	<p>Evaluate the forms and other requirements submitted. Conducts inspection.</p> <p>Issue an order of payment</p> <p>Receive official receipt</p> <p>Release approved occupancy permit</p>	<p>case of plumbing or sanitary installation plans;</p> <p>3. By a duly Professional Elect. Engineer, in case of electrical plans;</p> <p>4. By a duly licensed Professional Mechanical Engineer, in case of mechanical plans;</p> <p>D. Barangay Clear.</p> <p>E. Zoning Clear.</p> <p>Certificate of Completion signed by the Civil or Architect</p> <p>Electrical Completion signed by the Electrical Engineer incharge</p> <p>Xerox copy of</p>	<p>3 mins.</p>		<p>Building Official</p>	
	<p>Treasurer's Office and pay the required fees</p> <p>Return to Municipal Engineer's Office and submit the official receipt</p> <p>Get the approved Occupancy Permit</p>		<p>Building Permit</p> <p>Fire Safety Certificate</p>				

Issuance of Certificate of Exemption	<p>Submit job order with electrical layout and load computation together with vicinity map</p> <p>Inquire about the result of inspection</p> <p>Secure order of payment</p> <p>Proceed to the Municipal Treasurer's Office and present the order of payment</p> <p>Secure Certificate of Exemption</p>	<p>Evaluate the documents submitted</p> <p>Conduct inspection</p> <p>Issue order of payment</p> <p>Prepare Certificate of Exemption</p> <p>Release Certificate of Exemption</p>	<p>Job order with electrical layout, load computation &amp; vicinity map signed by accredited electrician of BATELEC Barangay clearance</p> <p>If the applicant is not the registered owner of the land.</p> <p>1. Consent from the land owner</p> <p>2. Form (Pagpapatunay)</p>	3 mins.	<p>P50.00 Exemption fees for electrical and sanitary fees</p> <p>please refer to the National Bldg. Code of the Phils. &amp; its revised implementing rules and regulation</p>	Building Official
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OFFICE/DEPARTMENT : **MUNICIPAL AGRICULTURE OFFICE**  
SECTION/DIVISION :

EMPLOYEE : **RODANTE ARGOSINO**  
**Animal Keeper III**

FRONTLINE SERVICES	STEPS	PROCESSES	REQUIREMENTS	DURATION	FEES	PERSONS RESPONSIBLE	LOCATION
	CLIENT	PROVIDER				SIGNATORIES	
<b>LIVESTOCK PROGRAM</b>							

A. Mass Vaccination (Rabisin, Hemosept)	1. Brgy. Captain request MAO for vaccination of dogs, carabao & cattle	1. Interview client regarding the animal condition  2. Schedule date of vaccination  3. Advise client on pre-cautionary measures after vaccination	1. Dog must be at least 3 months old; Cattle & carabao is at least 6 months old;	4 hrs.		1. It will be signed by the Brgy. Chairman or Brgy. Kagawad in the record book & Certificate of Appearance	Different Barangays
B. Animal Treatment	1. Client comes to office to report animal sickness to the Veterinarian	1. Interview client regarding the animal condition  2. Schedule date of treatment and instruct client to buy the necessary medicines  3. Observe animal condition before the treatment	1. Client will buy the medicines prescribed	10 mins.  3 mins.  1-2 hrs		Certificate of appearance signed by client	Different Barangays  Different Barangays
C. Branding	1. Client reports to the office for branding of animals	1. Interview client -fill up branding form	1x1 picture CTC No.	1-2 hrs		Certificate of appearance signed by client	Different Barangays
D. Disposal	Client applies for animal dispersal  -fill up application form  -submit application form to office	1. Interview client re:nature of his application  2. Submit application form to the Office of the Mayor for approval  3. Advise client of the date to get dispersal  -monitoring of dispersed animals		10 mins.  3 mins.  30 mins - 1 hr.		Certificate of appearance signed by client	Different Barangays



OFFICE/DEPARTMENT : MUNICIPAL AGRICULTURE OFFICE  
SECTION/DIVISION :

EMPLOYEE : HYDIDIA N. ESGUERRA  
Farm Worker II

FRONTLINE SERVICES	STEPS	PROCESSES	REQUIREMENTS	DURATION	FEES	PERSONS RESPONSIBLE	LOCATION
	CLIENT	PROVIDER				SIGNATORIES	
<b>HVCC PROGRAM</b> A. Survey	Brgy. Captain invites HVCC growers	1. Coordination/Discussion with Brgy. Captain re: HVCC Programs  -conduct brgy. Survey -documentation	Picture	4 hrs.		Brgy. Captain	Different Barangays
	B. Meeting	Receive copy of invitation from Brgy. Captain signed by RIC Coordinator and noted by MA	2. Conduct brgy. Meeting -reorganization/organization of HVCC -Documentation	Picture	2 hrs.	Brgy. Captain, HVCC Coordinator MA	Brgy. Hall
C. Information Dissemination re:package of technology (POT)	Receive copy of communication/letter of Barangay Captain	3. Deliver communications/ letters -technical assistance -documentation	Letter Picture	2 hrs.		Brgy. Captain, HVCC Coordinator MA	Barangay
D. Seminar/Training	HVCC farmers attend seminar/training	4. Invites resource person -prepare materials/supplies for seminar/training	Picture Projector	8 hrs.		Brgy. Captain, HVCC Coordinator MA	Session Hall
E. Dispersal of planting materials and vegetable	Brgy. Committee receives the copy of	5. Communication letters re: dispersal of planting	letter Picture	4 hrs.		Brgy. Captain, HVCC Coordinator	Session Hall

seeds	communication letter	materials and vegetable seeds				MA	
F. Monitoring	HVCC farmers prepare planting area	Intake sheet/record book used for monitoring -documentation	Picture	8 hrs.		Brgy. Captain, HVCC Pres.	Barangay

OFFICE/DEPARTMENT : **MUNICIPAL AGRICULTURE OFFICE**  
SECTION/DIVISION :

EMPLOYEE : **HYDIDIA N. ESGUERRA**  
**Farm Worker II**

FRONTLINE SERVICES	STEPS	PROCESSES	REQUIREMENTS	DURATION	FEES	PERSONS RESPONSIBLE	LOCATION
	CLIENT	PROVIDER				SIGNATORIES	
<b>RIC PROGRAM</b> A. Survey	Brgy. Captain invites committee on Agriculture and the	1. Coordination/Discussion with Brgy. Captain re: RIC Programs.	Picture	4 hrs		Brgy. Captain, RIC Coordinator	Different Barangays

	women of the barangay						
B. Meeting	Receive copy of invitation from Brgy. Captain signed by RIC Coordinator and noted by MA.	2. Conduct Brgy.Meeting -recognition/organization of HVCC -documentation	Picture	2 hrs		Brgy. Captain, RIC Coordinator MA	Brgy. Hall
C. Cooking Demo	Prepare utensils to be used -Venue	3. Arrange schedule of cooking demo/barangay -conduct cooking demo	Picture	4 hrs		RIC Pres. & members, RIC Coordinator	RIC President's residence
D. Seminars	RIC President invites members to attend & prepare venue	-provide recipe to RIC participants -documentation -invites resource speaker/s	Picture	8 hrs		RIC pres. And members	Different Barangays with RIC
E. Monitoring	Prepare existing products to be presented.	-prepare materials/ supplies for seminar -prepare intake sheet/ record book for monitoring -documentation					

OFFICE/DEPARTMENT : **MUNICIPAL AGRICULTURE OFFICE**

SECTION/DIVISION :

EMPLOYEE : **LEONIDES I. RODRIGUEZ**

**Agriculturist II**

FRONTLINE SERVICES	STEPS	PROCESSES	REQUIREMENTS	DURATION	FEES	PERSONS RESPONSIBLE	LOCATION
	CLIENT	PROVIDER				SIGNATORIES	
I. Distribution of palay seeds	FA leaders coordinate with Rice Coordinator	1) Coordinate with Rice coordinator at OPA	Letter request sgd. by MA, noted	5 hrs		Rice Coordinator/ MA	MAO

	and MA	2) Follow up calls 3) Coordinate w/ FA leaders 4) Actual Distribution of palay seeds	by the Municipal Mayor Updated list of farmer recipients Receiving copy				
II. Training/Seminars/ Classes for farmers	1) FA leaders receive communications/ letters. 2) Prepare participant's venue equipment for training	1) Deliver communication / letter to concerned clients	Letter informing the schedule/venue of trng/ sem./ classes. Attend sheet	4 hrs		Barangay	Municipal Agriculture Office
III.Reorganization (Federation) -Federal level	Rice Federation Pres. inform farmer leaders in every barangay farmers' association re: date, time and venue	1) Deliver notice of the meeting to Rice FA leaders.		2 hrs		Rice Coordinator/ MA	MAO
	Sign attendance Sheet.	2) Actual conduct of reorganization  3) Document the meeting	Attendance Sheet	2 hrs		Rice Coordinator/ MA	Barangay
-Barangay Level	FA leaders in every association inform Rice coordinator/ MA re: Date, Time & Place	1) Rice coordinator will coordinate with FA leaders the date, time & venue 2) Actual conduct of	Attendance sheet	2 hrs		Rice Coordinator/ MA	Barangay
IV. Irrigation Program Irrigation Survey	and invite members to attend  FA Leaders receive survey from  -Sign survey form and CA -Submit survey form and sign CA	reorganization 3) Document the meeting  1. Deliver survey form of irrigation status to FA Leaders. 2. Discuss the purpose/ objective to FA leaders. 3. Collect survey form.	Survey form	2 hrs		FA leaders, Rice Coordinator	Barangay

OFFICE/DEPARTMENT : MUNICIPAL AGRICULTURE OFFICE  
SECTION/DIVISION :

EMPLOYEE

:ALICE R. GUERRERO  
Farm Worker

FRONTLINE SERVICES	STEPS	PROCESSES	REQUIREMENTS	DURATION	FEES	PERSONS RESPONSIBLE	LOCATION
	CLIENT	PROVIDER				SIGNATORIES	
COOP PROGRAM							
A. Training and Seminar	1. Problem tree analysis	1. Provide Guidelines for the training and seminar	Format of the guidelines	6 hrs		ARG	
	2. Prepare documents/ date for evaluation	2. Training analysis	-Data & documents for evaluation,	4 hrs		ARG	
	3. Prepare participants, venue & equipment to be used in the training.	3. Conduct the training	questionnaires, modules, kits and training materials.	24 hrs		ARG	
	4. Remarks of the participants	4. Post Evaluation	Evaluation checklist	1 hr		ARG	
	5. Actual performance at coop offices	5. Monitoring	By-laws, articles of cooperation and FS interview questionnaire.	4 hrs		ARG	
B. Technical Assistance Provision	1. Problem tree analysis	1. Prepare validation and profiling	CAPR, By-laws, Articles of	4 hrs		ARG	
			Cooperation, FS profile form				
		2. Prepare observation & recommendations	Documents & data for browsing and evaluation.	4 hrs		ARG	
		3. Provide technical assistance	Observation and recommendation note	3 hrs		ARG	
Livelihood Loan Assistance	1. Submission of requirements	1. List of requirements	CGS, BOD resolution, Application form,	80 hrs		ARG	

<p>SUGARCANE PROGRAM</p> <p>A. Farm Survey</p>	<p>1. Sign the receiving copy of the letter -Accompany surveyor to target client</p> <p>-Sign survey form &amp; Certificate of Appearance</p>	<p>2. Evaluate the requirements</p> <p>3. Release the loan</p> <p>1. Deliver notice of survey to concerned party in the barangay</p> <p>2. Discuss the purpose &amp; procedure for conduct of survey</p> <p>3. Actual survey</p> <p>4. Document survey</p>	<p>minutes of the meeting (GA &amp; BOARD) GA resolution, FA, voucher, JEV ALOBS and supporting papers</p> <p>Post Dated Checks and Official Receipts</p>	<p>1 hr</p> <p>30 mins.</p> <p>1 hr</p>		<p>Cooperative</p> <p>ARG, MA concerned client ARG</p> <p>ARG</p>	<p>Barangay Barangay</p> <p>Barangay</p>
<p>B. Farmer's meeting</p> <p>-Federation Level</p>	<p>1. Sign the receiving copy of the letter</p> <p>2. Sign attendance sheet and certificate of appearance.</p>	<p>1. Deliver notice of the meeting of SP presidents.</p> <p>2. Conduct the meeting</p> <p>3. Document the meeting -Prepare observation and recommendations -Provide the technical assistance needed</p>	<p>Communication letter noted by MA Agenda for the meeting</p> <p>Attendance sheet, certificate of appearance.</p> <p>Documents &amp; data for browsing and evaluation. Observation and recommendation</p>	<p>4 hrs</p> <p>1 hr</p>		<p>ARG, MA concerned client</p> <p>ARG, concerned client</p>	<p>Barangay</p> <p>Barangay</p>

			note.				
-Brgy. Association Level	<ol style="list-style-type: none"> <li>1. Receive copy of the letter</li> <li>2. Sign the Minutes &amp; Certificate of Appearance.</li> </ol>	<ol style="list-style-type: none"> <li>1. Deliver notice of the meeting to client</li> <li>2. Conduct the meeting.</li> <li>3. Document the meeting</li> </ol>	<p>Coordination letter noted by MA Agenda minutes of the meeting, picture, Certificate of appearance</p>	3-4 hrs		ARG, MA concerned client	Barangay
C. Seminar/ Training for farmers	<ol style="list-style-type: none"> <li>1. Receive &amp; sign the communication letter.</li> <li>2. Prepare participants' venue &amp; equipment to be used in the training.</li> </ol>	<p>Deliver coordination letter to clients.</p> <ul style="list-style-type: none"> <li>-Conduct the training</li> <li>-Post evaluation</li> <li>-Documentation</li> </ul>	<p>Coordination letter noted by MA</p> <p>Modules, kits, training materials</p> <p>Evaluation checklist</p> <p>Picture</p>	<p>24 hrs</p> <p>1 hr</p>		<p>ARG, concerned client</p> <p>ARG, concerned client</p>	<p>Barangay</p> <p>Barangay</p>
D. Taad Dispersal Monitoring	<ol style="list-style-type: none"> <li>1. Sign coordination letter</li> <li>2. Sign the intake form/ record book</li> </ol>	<ol style="list-style-type: none"> <li>1. Provide coordination letter to client.</li> <li>2. Actual checking/ visit</li> <li>3. Document report</li> </ol>	<p>Coordination letter noted by MA</p> <p>Intake form, recocrd book, picture</p>	<p>8 hrs</p> <p>1 hr</p>		<p>ARG, concerned client</p> <p>ARG, MA concerned client</p>	<p>Barangay</p> <p>Barangay</p>
E. Extension of Services to Farmers							
-Technical Assistance	<ol style="list-style-type: none"> <li>1. Request for technical assistance</li> <li>2. Sign logbook.</li> </ol>	<ol style="list-style-type: none"> <li>1. Entertain requests/provides service</li> <li>2. Documentation</li> </ol>	<p>Intake form/ log book</p>	<p>1-4 hrs</p>		ARG, concerned client	MAO or barangay
-Walk-In service assistance	<ol style="list-style-type: none"> <li>1. Ask pertinent information re: sugarcane production/ program.</li> <li>2. Sign client action sheet</li> </ol>	<ol style="list-style-type: none"> <li>1. Entertain querries</li> <li>2. Documentation</li> </ol>	<p>Client action sheet, logbook, picture</p>	30 mins.		ARG, concerned client	MAO

F. Re-organization of Farmers Association	1. Sign the receiving copy of letter	1. Provide communication letter to client.	Communication letter noted by MA Agenda, material needed.	6 hrs		ARG, MA concerned client	Barangay
	2. Sign attendance sheet.	2. Set re-organization date 3. Re-organization proper 4. Documentation	Attendance sheet, picture	1 hr		Client	Barangay

OFFICE/DEPARTMENT : **MUNICIPAL AGRICULTURE OFFICE**  
SECTION/DIVISION :

EMPLOYEE : **REYNALDO ARQUILETA**  
**Utility Worker I**

FRONTLINE SERVICES	STEPS	PROCESSES	REQUIREMENTS	DURATION	FEES	PERSONS RESPONSIBLE	LOCATION
	CLIENT	PROVIDER				SIGNATORIES	
LIVESTOCK PROGRAM							
1. Assist in Mass Vaccination	1. Brgy. Officials request for animal vaccination.	1. Interview the client. 2. Record request of client for vaccination		30 mins. 3 mins.		1. The record book will be signed by the Brgy. Chairman or any Kagawad of the concerned brgy. with the Certificate of	Different Barangays



		3. Forward request to the veterinary for the schedule.		3 mins.		Appearance.	
		4. Inform client of the scheduled date of vaccination and confirm the venue		20 mins.			

**FRONTLINE SERVICES**

OFFICE/DEPARTMENT : **MUNICIPAL HEALTH OFFICE**  
SECTION/DIVISION :

FRONTLINE SERVICES	STEPS	PROCESSES	REQUIREMENTS	DURATION	FEES	PERSONS RESPONSIBLE	LOCATION
	CLIENT	PROVIDER				SIGNATORIES	
1. Provision of Maternal/ Child Health and Family Planning Program	For Pregnant Women >Register with the midwife on duty	<i>Clinic Visit</i> Prenatal Care > take patients record > take vital signs including weight		5 minutes 10 minutes	Free	MHO/ Nurse/ Midwife	Municipal Health Office

	<ul style="list-style-type: none"> <li>&gt; Submit to prenatal exam and health education</li> <li>&gt; Submit to tetanus toxoid immunization</li> </ul>	<ul style="list-style-type: none"> <li>&gt;evaluate prenatal exam</li> <li>&gt; issue of HBMR (Home Base Maternal Record)</li> <li>&gt; injection of tetanus toxoid</li> <li>&gt; laboratory exam (if necessary)</li> <li>&gt; assessment</li> <li>&gt;referral (if necessary)</li> <li>&gt; schedule next visit</li> </ul> <p>Attend Safe Delivery at Home</p> <ul style="list-style-type: none"> <li>&gt; nursing care after delivery</li> <li>&gt;check the mother's condition</li> <li>&gt; check the baby's vital sign, reflexes with the use of APGAR Scores.</li> </ul>	<ul style="list-style-type: none"> <li>&gt;Home Base Maternal Record</li> </ul> <ul style="list-style-type: none"> <li>&gt;Referral Slip</li> </ul>	<ul style="list-style-type: none"> <li>30 minutes</li> <li>10 minutes</li> <li>10 minutes</li> <li>30 minutes</li> <li>15 minutes</li> <li>2-5 hours</li> <li>1 hour</li> <li>15 minutes</li> <li>30 minutes</li> </ul>			
	<ul style="list-style-type: none"> <li>&gt; Submit to regular check up at least 2-3 times within 4-6 weeks upon delivery to ensure proper and adequate postpartum care.</li> </ul> <ul style="list-style-type: none"> <li>&gt;Go to MHC/BHS on the scheduled date of immunization; if no previous immunization, give necessary information to the midwife on duty for records proposes; client with previous immunization record</li> </ul>	<p>Post-partum Care</p> <ul style="list-style-type: none"> <li>&gt; take vital sign</li> </ul> <ul style="list-style-type: none"> <li>&gt; give ferrous sulfate once a day for 3 months</li> <li>&gt;Give Vitamin A capsule</li> </ul> <p>Child Health</p> <ul style="list-style-type: none"> <li>&gt;take patient's record</li> <li>&gt;vital sign including weight</li> <li>&gt;issuance of growth chart</li> <li>&gt;immunized and record in ECCD card</li> <li>&gt;schedule next visit</li> <li>&gt;referred to medical officer if necessary</li> </ul>		<ul style="list-style-type: none"> <li>10 minutes</li> <li>5 minutes</li> </ul>	Free	MHO / Nurse / Midwife	Municipal Health Office

	<p>shall present it to midwife</p> <p>&gt;Approach midwife &amp; nurse on duty to inquire about FP method</p> <p>&gt;Provide information needed during initial interview</p> <p>&gt;Clients who have availed of DMPA method present DMPA card to validate the schedule, proceed to nurse, midwife for DMPA injection and wait advice for the next appointment</p>	<p>Family Planning</p> <p>&gt;take patient's record</p> <p>&gt;counseling emphasize reproductive rights</p> <p>&gt;admit patient/sign consent</p> <p>&gt;take vital sign/internal examination</p> <p>&gt;referral (if necessary)</p>		<p>15-30 mins</p> <p>5 minutes</p> <p>15 minutes</p> <p>2 minutes</p> <p>30 minutes</p> <p>5 minutes</p>			
2. Communicable Diseases							
PTB	<p>&gt;Patients (TB suspect) submit themselves for sputum exam</p> <p>&gt;3 sputum specimens taken for 2 consecutive days</p> <p>&gt;Go to RHU &amp; secure the sputum exam result</p> <p>&gt;If result is (+) go back to RHU for information counseling and for enrolment in multidrug therapy</p>	<p>&gt;Direct sputum exam for identified TB symptomatic</p> <p>&gt;Chest x-ray exam if (-) after two or more sputum exam</p> <p>&gt;Conduct anti TB IEC on patient</p> <p>&gt;Provision of treatment of all TB cases</p> <p>&gt;Regular drug supply</p> <p>&gt;Monitor patient progress until cured</p> <p>&gt;Drug intake supervised by health worker or family member</p>	<p>&gt;Good quality of specimen</p> <p>&gt;AFB reagent</p> <p>&gt;TB drugs</p>	<p>10 minutes</p> <p>1 hour (for new cases)</p> <p>15 minutes</p> <p>1 hour</p> <p>10 minutes</p>	<p>Free</p> <p>Free</p>	<p>MHO/ Nurse / RHM / Med. Tech/ BHW</p>	<p>Municipal Health Office</p>

<p>Leprosy</p>	<p>&gt;Submit themselves for follow-up sputum exam during the course treatment</p> <p>&gt;Patient (Leprosy suspect) submit themselves for skin slit smear</p>	<p>&gt;Recognize early signs and symptoms of leprosy</p> <p>&gt;Refers suspects to MHO for diagnosis and treatment</p> <p>&gt;Fill up patient record history and findings</p> <p>&gt;Conducts epidemiological investigation &amp; physical exam in clinic or home</p> <p>&gt;Report findings</p>		<p>10 minutes</p> <p>15 minutes</p> <p>10 minutes</p> <p>15 minutes</p> <p>10 minutes</p>	<p>Free</p>	<p>MHO/ Nurse / Midwife</p>	<p>Municipal Health Office</p>
<p>Non-Communicable Diseases</p>							
<p>Diarrhea</p>	<p>&gt;Register with the midwife on duty to</p>	<p>&gt;Take records/vital sign</p>		<p>15 minutes</p>			
<p>Respiratory Tract Infection</p>	<p>provide necessary information</p>	<p>&gt;Conducts medical examination/assessment</p> <p>&gt;Conducts rehydration services</p> <p>&gt;Refer to Medical Officer</p>		<p>15 minutes</p>			
<p>Skin Infection</p>	<p>&gt;Undergo medical consultation</p>	<p>&gt;Laboratory exam (if necessary)</p>		<p>10 minutes</p> <p>30 minutes</p> <p>15 minutes</p>			
<p>Parasitic Infection</p>	<p>&gt;Await results of laboratory tests</p>	<p>&gt;Teach/demonstrate proper nursing</p>		<p>10 minutes</p>			
<p>Others</p>	<p>&gt;Subject self to counseling</p> <p>&gt;If required, patients undergo dermatological consultation</p>	<p>&gt;Provide dermatological education to patient</p> <p>&gt;Check for correction of medication/treatment prescribed by physician</p> <p>&gt;Prepare medical certificate or medicolegal certificate</p> <p>&gt;Release medical certificate or medicolegal certificate</p>		<p>30 minutes</p> <p>5 minutes</p> <p>15 minutes</p>	<p>Free</p>	<p>MHO/ Nurse / Midwife</p>	<p>Municipal Health Office</p>

<p>3. Organize / conduct health education/ counseling activities</p>		<p>Home          &gt;Explain purpose of home visit          &gt;Render health education and advisory based on client's needs and conditions</p> <p>Community          &gt;Prepare agenda          &gt;Coordinate with leaders/ brgy. Officials          &gt;Formation of the program          &gt;Determine the needs like IEC materials          &gt;Actual conduction needs mastery of subject matter</p>		<p>10 minutes          15 minutes          10 minutes          15 minutes          15 minutes          4-5 hours per session</p>	<p>Free</p>	<p>MHO/ Nurse / Midwife</p>	<p>Municipal Health Office</p>
<p>4. Promote Proper Nutrition</p>	<p>&gt;Submit child for weighing (0-71 mos.)          &gt;Target client (6-71 months)</p>	<p>Timbang)          ♥micronutrient supplementation              -Vitamin A              -Iron supplement</p> <p>♥Deworming          ♥Promote exclusive breastfeeding          &gt;Recording and submission of reports</p>	<p>&gt;Weighing scale          &gt;vitamin A capsule          &gt;Ferrous sulfate          &gt;Anthelmentic drugs          &gt;IEC materials</p>	<p>10 minutes          per child          5 minutes          per child          5-10 minutes          per child          15 minutes</p>	<p>Free</p>	<p>MHO/ Nurse / Midwife</p>	<p>Municipal Health Office</p>
<p>5. Implement Environmental Sanitation Program          Provision of safe</p>							

<p>&amp; adequate water supply</p> <p>Implement proper excreta and sewage disposal program</p> <p>Food sanitation program</p>	<p>&gt;Inform the site of water source &gt;Submit water sample for analysis</p> <p>&gt;Report to RSI newly constructed toilet</p> <p>&gt;Maintain cleanliness</p> <p>&gt;Comply of requirements for issuance of Health Certificate</p>	<p>&gt;Water supply sanitation program</p> <ul style="list-style-type: none"> <li>-inspection</li> <li>-collect sample for bacteriological analysis</li> <li>-if found (+) disinfect water supply source area</li> </ul> <p>&gt;Sanitary toilet program</p> <p>&gt;Inspection</p> <p>&gt;Oblige new houses to have sanitary toilet</p> <p>&gt;Food handlers establishment</p> <p>&gt;Inspection</p>	<p>&gt;25 meters away the source of contamination</p> <p>&gt;All brgy. with un-sanitary toilets</p> <p>&gt;Policies of approved types of toilet facilities</p> <p>&gt;Result of laboratory exam</p>	<p>30 minutes per water source 20 minutes per sample 1hour per water source</p> <p>30 minutes 20 minutes</p> <p>30 minutes 5 minutes</p> <p>15 minutes</p> <p>30 minutes 30 minutes 10 minutes</p> <p>20 minutes</p>	<p>Free</p> <p>Free</p> <p>Free</p>	<p>Rural Sanitary Inspector</p> <p>Rural Sanitary Inspector</p> <p>RSI/ Med. Tech.</p>	<p>Municipal Health Office</p>
	<p>and Sanitary Permit</p> <p>&gt;Proceed to clinic and undergo examination</p>	<p>&gt;Request for laboratory exam (stool &amp; chest x-ray)</p> <p>&gt;Issuance of updated health certificate &amp; sanitary permit</p> <p>&gt;Issuance of sanitary orders if they fail to comply with the requirements</p> <p>&gt;Monitoring of food fortification, iodized salt</p> <p>&gt;salt testing</p> <p>&gt;Inspection/ monitoring of videoke bar &amp; beer houses</p> <p>&gt;Examine CSW (casefinding and supportive care during</p>					

<p>Perform laboratory examinations</p> <p>&gt;Blood</p> <p>-CBC (Complete Blood Count)</p> <p>-Hemoglobin</p> <p>-Platelet count</p> <p>-FBS (Fasting Blood Sugar)</p>	<p>&gt;Return to the clinic to get the result of the examination.</p> <p>&gt;Subject to health counseling</p> <p>&gt;Secure laboratory request from doctors, nurses &amp; midwives</p> <p>&gt;Go to laboratory area for examination</p> <p>&gt;Wait for the result of the lab test</p>	<p>management of STD case)</p> <p>&gt;Issuance of VD card</p> <p>&gt;Contact tracing of treatment partner</p> <p>&gt;Conduct health counseling on STD</p> <p>&gt;Evaluate laboratory request from doctors, nurses, midwives &amp; instruct the as per standard operating procedure &amp; policy</p> <p>&gt;Prepare for blood extraction</p> <p>&gt;Perform examination</p>	<p>&gt;Fasting at least 8-10 hours</p>	<p>10 minutes</p> <p>20 minutes</p> <p>45 mins. to 1 hr.</p> <p>30-45 mins.</p> <p>45 mins. to 1 hr.</p> <p>10-20 mins.</p>	<p>Free</p>	<p>Medical Technologist</p>	<p>Municipal Health Office</p>
<p>&gt;Urine</p> <p>-Urinalysis</p> <p>-Pregnancy test</p> <p>&gt;Stool</p> <p>-Fecalalysis</p>	<p>&gt;Secure laboratory request from doctors, nurses &amp; midwives.</p> <p>&gt;Go to laboratory area to secure urine bottle or vial.</p> <p>&gt;Go to comfort room for the collection of urine specimen.</p> <p>&gt;Back to laboratory area for examination</p> <p>&gt;Secure laboratory request from doctor, nurses &amp; midwives.</p> <p>&gt;Go to laboratory area</p>	<p>&gt;Analyze the blood</p> <p>&gt;Releasing of result</p> <p>&gt;Recording of result</p> <p>&gt;Evaluate laboratory request from doctors, nurses and midwives &amp; instruct the patient properly as per standard operating procedure and policy</p> <p>&gt;Perform examination</p> <p>&gt;Analyze the blood</p> <p>&gt;Release of the result</p> <p>&gt;Recording of result</p> <p>&gt;Evaluate laboratory request from doctors, nurses, midwives &amp; instruct the patient properly as per</p>		<p>15-30 mins.</p> <p>10-20 mins.</p> <p>15-20 miins.</p>	<p>Free</p> <p>Free</p>	<p>Medical Technologist</p> <p>Medical Technologist</p>	<p>Municipal Health Office</p> <p>Municipal Health Office</p>

<p>&gt;Sputum -AFB-Acid Fast Bacilli stain</p>	<p>for specimen bottle &gt;Collection of stool exam &gt;Back to laboratory for examination &gt;Waiting area for the result</p> <p>&gt;Secure NTP laboratory request from nurse, midwives to TB DOTS room. &gt;To laboratory microscopy room and ask the laboratory serial number &gt;Ask for specimen</p>	<p>standard operating procedure and policy</p> <p>&gt;Perform examination &gt;Analyze the blood &gt;Releasing of result &gt;Recording of result</p> <p>&gt;Evaluate laboratory request from doctors, nurses, midwives &amp; instruct the patient properly as per standard operating procedure and policy</p> <p>&gt;Perform examination &gt;Analyze the blood</p>		<p>30-45 mins.</p>	<p>Free</p>	<p>Medical Technologist</p>	<p>Municipal Health Office</p>
	<p>bottle &gt;Wait for the instruction on how to collect specimen. &gt;3 sputum specimen to be collected for 2 days. &gt;To induction/ collection area for the collection of specimen. &gt;Put the specimen bottle with sputum to the working area. &gt;Back to TB microscopy room and ask the med. Tech on when to return for the issuance of NTP result</p>	<p>&gt;Releasing of result &gt;Recording of result</p>					



**FRONTLINE SERVICES**

OFFICE/DEPARTMENT : **MUNICIPAL HEALTH OFFICE**  
 SECTION/DIVISION : **Dental Division**

FRONTLINE SERVICES	STEPS	PROCESSES	REQUIREMENTS	DURATION	FEES	PERSONS RESPONSIBLE	LOCATION
	CLIENT	PROVIDER				SIGNATORIES	
A. Extraction of decayed teeth		1. Sterilization of all dental instruments in preparation to the dental procedures		30 minutes		Dental Aide	Rural Health Unit, Barangay Health Center
		2. Preparation of materials necessary for dental procedures on the tray		5 minutes		Dental Aide	
	1. Patient provides personal information.	3. Admission of dental patients	Patients below 18 years of age should be accompanied by	2 minutes		Dental Aide	

	<p>2. Patients 28 years old and above and those assessed by the dentist for high-blood pressure must have their blood pressure taken.</p> <p>3. Patient provides medical history.</p>	<p>4. Take patient's blood pressure</p> <p>5. Obtain vital medical history/information</p>	<p>a parent or guardian</p> <p>Patient's blood pressure should be normal.</p> <p>Latest clearance to determine if patient has a heart condition or any other ailment detrimental to the extraction of teeth.</p>	<p>2 minutes</p> <p>5 minutes</p>		<p>Nurse/Midwife on duty</p> <p>Dentist</p>	
		<p>6. Oral examination of patient to assess the condition of the oral cavity and to determine if the problem tooth/teeth in question is/are subject for extraction.</p> <p>7. Filling up of patient's individual treatment record by the dentist/dental aide.</p> <p>8. Chairside consultation and education.</p> <p>9. Application of topical anesthesia gel to the site of injection.</p>	<p>Fasting Blood Sugar (FBS) result taken on the day of admission to the dental clinic</p>	<p>3 minutes</p> <p>1 minute</p> <p>5 minutes</p> <p>1 minute</p>		<p>Dentist</p> <p>Dentist/ Ddental Aide</p> <p>Dentist</p> <p>Dentist</p>	

		10. Injection of local anesthesia on the site.	2 minutes	Dentist	
		11. Extraction of decayed tooth	5 minutes	Dentist	
	4. Patient takes note and follows the dentist's advise	12. Post operative instructions	2 minutes	Dentist	
		13. Prescription of medicines.	1 minute	Dentist	
		14. Disinfecting and cleaning of the spittoon.	2 minutes	Dental Aide	
B. Preventive Treatment (Scaling)		15. Sterilization of used dental instruments.	10 minutes	Dental Aide	
		1. Sterilization of all dental instruments in preparation to all dental procedures.	30 minutes	Dental Aide	Rural Health Unit, Barangay
		2. Preparation of materials needed for dental procedures on the tray.	5 minutes	Dental Aide	
	1. Patient provides personal information	3. Admission of dental patients	2 minutes	Dentist	
		4. Evaluation of dental patients	3 minutes	Dentist	
	2. Patients provides medical history	5. Oral examination and filling up of individual treatment record.	5 minutes	Dentist/Dental Aide	
		6. Scalling of teeth	5 minutes	Dental Aide	

C. Preventive Treatment (Temporary Filling)		<p>7. Post operative instructions</p> <p>8. Post operative instruction</p> <p>9. Admission of next patient</p> <p>1. Sterilization of all dental instruments in preparation to all dental procedures.</p>		<p>30 minutes</p> <p>5 minutes</p> <p>30 minutes</p>	<p>Dentist</p> <p>Dentist</p> <p>Dental Aide</p> <p>Dental Aide</p>	<p>Rural Health Barangay Health Center Unit</p>
	<p>1. Patient provides personal information</p> <p>2. Patient should come back on the date specified by the dentist</p>	<p>2. Preparation of materials necessary for dental procedures on the tray.</p> <p>3. Admission of dental patients</p> <p>4. Evaluation of patient's oral condition</p> <p>5. Oral examination and filling up of individual treatment record</p> <p>6. Preparation of instruments for temporary filling.</p> <p>7. Temporary filling of affected tooth</p> <p>8. Post operative instructions</p>		<p>5 minutes</p> <p>2 minutes</p> <p>2 minutes</p> <p>5 minutes</p> <p>5 minutes</p> <p>20 minutes</p> <p>5 minutes</p>	<p>Dental Aide</p> <p>Dental Aide</p> <p>Dentist</p> <p>Dentist/Dental Aide</p> <p>Dental Aide</p> <p>Dentist</p> <p>Dentist</p>	

D.. Oral examination and tooth brushing drill for day care pupils	for further evaluation	<p>9. Sterilization of used dental instruments</p> <p>10. Admission of next patient</p> <p>1. Inform the Day Care Teacher on the date of oral examination</p>		<p>30 minutes</p> <p>2 minutes</p> <p>2 minutes</p>		<p>Dental Aide</p> <p>Dental Aide</p> <p>Dentist</p>	Barangay Day Care Center
	<p>1. The day care teacher fills up the personal information on each day care pupil's treatment record</p> <p>2. The day care teacher submits the filled up forms of each pupil to the dentist</p> <p>3. Parents should take note of the dentist's advise</p> <p>4.The Day Care teacher monitors the tooth brushing of pupils for</p>	<p>2. Orientation on the provided forms e.g.; individual patient's treatment record, daily tooth brushing progress report to the day care teacher</p> <p>3. Orientation and education of the day care pupils on the day of oral examination and tooth brushing drill</p> <p>4. Distribution of junior tooth brushes to all day care pupils</p> <p>5. Tooth brushing drill of day care pupils with the guidance of the dentist</p> <p>6. Oral examination of day care pupils</p> <p>7. Provide parental education on basic oral health care</p>		<p>10 minutes</p> <p>15 minutes</p> <p>20 minutes</p> <p>15 minutes</p> <p>45 minutes</p> <p>20 minutes</p> <p>15 minutes</p>		<p>Dentist</p> <p>Dentist</p> <p>Dentist</p> <p>Dentist</p> <p>Dentist</p> <p>Day Care Teacher</p>	

	one month					
	5.The Day Care teacher submits the daily monitoring report to the dentist after one month			1 minute		Day Care Teacher
		8. Submission of Daily Tooth Brushing report to the proper agency		1 minute		Dentist
E. Participation in Free Dental Missions	1. Patient should provide medical history	1. Admission of patients and gathering of personal information on the day of the dental mission		5 minutes		Dental Aide
		2. Tooth extraction after patient's evaluation		8 minutes		Dentist
	2. The patient should take note and follow dentist's advise	3. Prescription of medicines and post operative instructions		5 minutes		Dentist
		4. Sterilization of used dental instruments		10 minutes		Dental Aide
						Any municipality/ barangay in the Province of Batangas

OFFICE/DEPARTMENT : **Office of the Market Administration**  
 SECTION/DIVISION :

FRONTLINE SERVICES	STEPS	PROCESSES	REQUIREMENTS	DURATION	FEES	PERSONS RESPONSIBLE	LOCATION
	CLIENT	PROVIDER				SIGNATORIES	
1) Issuance of receipts for fixed stall monthly rental fees.	1) Proceed to the office of the Market Administrator and give the stall no. and name of stallholder	1) Receive the data and compute the corresponding amount due for payment	Names & stall # of stallholder	2 minutes	Subj. to computation (rates/sq.m/day and w/ 25% surcharge for delinquent stallholders)	RCC or duly authorized personnel	2nd Flr. New Market Bldg
	2) Pay the amount due and receive the official receipt issued	2) Inform the payor of the amount due for payment		1 minute		RCC or duly authorized personnel	
		3) Issue the official receipt to payor		2 minutes		RCC or duly authorized personnel	
		4) Remit the collections to Municipal Treasurer's Office		5 minutes		RCC or duly authorized personnel	
2) Issuance of Cash Ticket to temporary/ ambulant vendors &	1) Request for a space or location of mdse. for sale	1) Assist the client where he can display his merchandise for sale		3 minutes	Depends on the qty of mdse.	Market Collector's/ Inspectors	Ground Flr. Market

distributors	2) Pay the market fee assessed for merchandise payment of Market fee	2) Assess the amount of merchandise for proper market entrance fee to be levied		2 minutes	(2% of the selling price)	Market Collector's/ Inspectors	
	3) Receive the Market Cash Ticket	3) Issue corresponding cash ticket & collect payments		5 minutes			
	4) Keep the cash ticket for inspector (it is being tear off once inspected)	4) Remit collection to assigned RCC or Cash Ticket Custodian		5 minutes		2nd flr.New Market	
3) Issuance of Market Clearance	1) Proceed to the Office of the Market Administrator and request for Market Clearance to be used in applying for Business Permit/ Mayor's Permit	1) Get the name & stall number of stallholder requesting for clearance.	1. DTI	2 minutes	P20.00/stall	RCC or duly designated collecting personnel	Market Administration Office
	2) Pay the amount of clearance fee	2) Check the record of payments, a) if non-delinquent, request client to pay corresponding fee b) if delinquent, client has to pay all obligations prior to issuance of clearance	2. Application form for Business Permit	2 minutes		RCC or duly designated collecting personnel	2nd Flr, Public Market
	3) Receive the official receipt as proof of payment together with the clearance duty signed by the Market Administrator.	3) Prepare the clearance for signature of Market Administrator	3. Updated payment of rental fee	5 minutes		Market administrator	
4) Testing & calibration of weighing scales	1) Bring the weighing scales to the office of Market Admin. and request for testing & calibration	1) Receive & check the units for testing & calibration	Weighing scale for calibration	2 minutes		Market inspector or duly assigned personnel	2nd Flr. New Market
	2) Pay the sealing cost/ calibration fee	2) Inspect/test the unit using the different kg weights a. if found to be in order request client to pay the corresponding amount and		5 minutes	P50.00/unit	Market inspector or duly assigned personnel	



	weighing scale	seal the units.				
	3) Retrieve the sealed units	<p>b. if found to be defective &amp; beyond repair, the unit will be confiscated.</p> <p>c. if found to be defective but can be repaired, the unit will be recommended for repair prior to sealing &amp; calibration</p>				
5) Lodging of complaints		3) Issue official receipt as proof of payment	2 minutes		RCC/Market Inspector	
		4) Remit all collections to Municipal Treasurer's Office	5 minutes		Revenue Collection Clerk	Municipal Office Ground floor
	1) Proceed to the Office of the Market Administrator to lodge complaints by filling up the complaint form	1) Issue complaint form to the complainant	5 minutes		Market Administrator	2nd Flr. New Market
	2) Wait for the result of the investigation	2) Interview, investigate, interrogate & gather info. regarding the complaint.	1 hour		Market Administrator	
	3) Decision making (settlement of the case or filing of case to the police station/ court).	<p>a. if the case is customer-stallholder related, the concerned ,stallholder is called for explanation and for possible settlement of case.</p> <p>b. if the case is related to theft/ robbery, the stallholder has to decide for any amicable settlement or to file a case against the suspect</p> <p>a) if the concerned is minor</p>				

		<p>the parents/guardians are summoned prior to endorsement to DSWD/Police Stn.</p> <p>b) if suspect is of legal age, picture taking of the suspect with the stolen merchandise for record purposes.</p>					
6) Issuance of Contract of Lease for stall occupied	<p>1) Proceed to the Office of Market Admin. for the issuance of Contract of Lease of the stall occupied.</p> <p>2) Pay the corresponding amount</p> <p>3) Sign the Contract of Lease</p> <p>4) Return for Notarization of Contract by the Mayor</p>	<p>3) Recording /logging in the logbook.</p> <p>a. if settled amicably, both parties will affix signature to signify settlement,</p> <p>b. if complainant will file a case, she/he shall sign in the logbook for endorsement to proper authority</p> <p>1) Check the name of stall-holders. If delinquent he should settle first the obligation</p> <p>2) Request applicant to pay the corresponding fee.</p> <p>3) Issue the receipt of payment</p> <p>4) Prepare the Contract indicating the name, address, stall number &amp; monthly rental fee for signature of the stall-holder on all pages</p>	Current CTC	<p>10 minutes</p> <p>2 minutes</p> <p>2 minutes</p> <p>2 minutes</p> <p>5 minutes</p>	P200.00/ stall	<p>Watchman on duty</p> <p>Market Inspector</p> <p>Revenue Collection Clerk</p> <p>Revenue Collection Clerk</p> <p>Revenue Collection Clerk</p>	<p>2nd Flr. New Market</p>

	5) Receive one set of contract for his/her copy	5) Forward the signed contract to the Office of the Mayor for signature	1 day		Local Chief Executive	Municipal Office 2nd Floor
7) Request for Gate Pass (for entry to the Market premises beyond Market hours)	1) Proceed to the Office of the Market Admin. to request for gate pass form to be filled up	1) Issue the gate pass form	1 minute		All office employees	2nd Flr. New Market
		2) Interview the requesting party and approve/disapprove the request	2 minutes		Market Administrator	
8) Meat Inspection Permit	indicating the reason, stall number, name, time & date requested  2) Give the approved gate pass to watchman on duty.	3) Receive the approved gate pass surrendered by the requesting party.	2 minutes		Watchman on duty	
	1) Meat Vendor proceed to Slaughterhouse to deliver the hogs/cattles for slaughter	1) Receive the animals scheduled for slaughter	5 minutes	P100/ head= hogs	Watchman on duty	Slaughterhouse Brgy. 1
	2) Butcher the animals after inspection of the Meat Inspector.	2) Inspect the animals prior to slaughter	2 minutes	<u>CATTLE</u> P200/ head-whole	Meat Inspector	do
		3) List down the names & owner of animals for Slaughter	2 minutes	P100- above 50kls.	Met Inspector	do
		4) Issue Meat Inspection permit	2 minutes	P50- below 50kls.	Meat Inspector	do
		5) Collect slaughter fee.	5 minutes	P75/ head= goat	Revenue Collection Clerk	Mkt. Office
		6) Issue corresponding receipts	5 minutes	P1/ head= chicken	revenue Collection Clerk	Mkt. Office

**DEPARTMENT OF INTERIOR AND LOCAL GOVERNMENT - OFFICE OF THE MUNICIPAL LOCAL  
GOVERNMENT OPERATIONS OFFICER**

**ISSUANCE OF A CERTIFICATE OF INCUMBENCY**

ABOUT THE SERVICE. A Certificate of Incumbency is a prerequisite in availing of various services being offered by the DILG. Prior to availment of main services, a Certificate of Incumbency must be first released by the DILG. It serves as proof that an individual is included in the roster of officials in the barangay. From there, the individual may now avail of the services of which he/she is entitled to get.

CLIENT GROUPS: Barangay Officials

REQUIREMENTS: None

**SERVICE SCHEDULES:**

Mondays to Fridays, 8:00 AM to 12:00 NOON and 1:00 PM to 5:00 PM

TOTAL PROCESSING TIME: 7 minutes

TOTAL FEES AND CHARGES: None

**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Actions of the DILG Balayan	Transaction Time	Responsible Person
1. Go to the Office of the MLGOO and convey your request	Check the list of officials to validate incumbency	2 minutes	MLGOO
2. Secure the Certificate of Incumbency	If found in order upon verification, prepare and release Certificate of Incumbency	3 minutes	

3. Proceed to avail the major service	Provides information and assistance on how to avail of the particular services being requested	2 minutes	
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**DEPARTMENT OF INTERIOR AND LOCAL GOVERNMENT - OFFICE OF THE MUNICIPAL LOCAL GOVERNMENT OPERATIONS OFFICER**

**PROVISION OF THE BARANGAY SCHOLARSHIP PROGRAM**

ABOUT THE SERVICE: Pursuant to the provisions of the Local Government Code, Barangay Officials and/or two legitimate dependent children, SK chairpersons and SK officials are exempted from paying tuition and matriculation fees during their incumbency if enrolled in state colleges and universities.

**CLIENT GROUPS:**

Barangay Officials and their qualified dependents.

**REQUIREMENTS:**

- Certificate of Incumbency
- Affidavit of Incumbency

**SERVICE SCHEDULES:**

Mondays to Fridays, 8:00 AM to 12:00 NOON and 1:00 PM to 5:00 PM

TOTAL PROCESSING TIME: 5 minutes

TOTAL FEES AND CHARGES:

**NONE**

**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Actions of the DILG Balayan	Transaction Time	Responsible Person
1. Inquire about the requirements to avail the service.	The LGOO validates the incumbency of the barangay official.	5 minutes	MLGOO

	Prepares and issues certificate of incumbency		
2. Secure Affidavit and present the same along with other requirements to state colleges/ universities to avail of the scholarship.			
3. Enrolment to state college or University.			

**DEPARTMENT OF INTERIOR AND LOCAL GOVERNMENT - OFFICE OF THE MUNICIPAL LOCAL GOVERNMENT OPERATIONS OFFICER**

**ISSUANCE OF SERVICES RENDERED**

ABOUT THE SERVICE. Pursuant to the rules and regulations of the Civil Service Commission, Barangay and SK Officials are entitled to appropriate Civil Service Eligibility on the basis of the number of years of service to the barangay. The Certificate of Services Rendered is a prerequisite to the application fo Civil Service Eligibility.

CLIENT GROUPS:           Barangay Officials

**REQUIREMENTS:**

- Oath of Office, or in the case of appointed barangay officials, copy of appointment papers
- photocopy of official list of barangay officials

**SERVICE SCHEDULES:**

Mondays to Fridays, 8:00 AM to 12:00 NOON and 1:00 PM to 5:00 PM

TOTAL PROCESSING TIME: 20 minutes

**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Actions of the DILG Balayan	Transaction Time	Responsible Person
1. Inquire the requirements from the DILG Office to avail of service	The LGOO validates the incumbency of the barangay official	5 minutes	MLGOO
	Prepares and issues certificate of service rendered	5 minutes	MLGOO
2. Secure official list of barangay officials for xerox have it photocopied		10 minutes	
3. Submit documents to the Civil Service Commission for the issuance of appropriate Civil Service Eligibility			

**DEPARTMENT OF INTERIOR AND LOCAL GOVERNMENT - OFFICE OF THE MUNICIPAL LOCAL GOVERNMENT OPERATIONS OFFICER**

**DEATH BENEFIT CLAIM**

ABOUT THE SERVICE: In accordance with RA 6942 and Executive Order 115 s.2002, barangay officials are entitled to death and burial benefits during their incumbency.

CLIENT GROUPS: Barangay Officials Beneficiaries

REQUIREMENTS ( For Punong Barangays, Barangay Kagawads, Barangay Secretaries, Barangay Treasurers, SK Chairmen )

- Death Benefit Claim Form
- Death Certificate

- Certificate of Incumbency issued by the DILG
- Birth Certificate of the Claimant (duly authenticated by the Civil Registrar) to show proof of relationship to the deceased barangay official
- If single, Birth Certificate of the deceased or affidavit of two Disinterested Parties (if the claimant is a parent)
- Marriage Certificate (if claimant is the widow/widower)

**REQUIREMENTS: For Barangay Tanods ( Municipal Claim )**

- Letter of the Claimant addressed to the Mayor
- Oath of Office
- Death Certificate
- Certification of Incumbency (from the Punong Barangay )
- Certification of Incumbency (from the DILG)
- Proof of surviving legal Claimant
  - Marriage Certificate (if wife/husband)
  - Birth Certificate (if child)
- Resolution from Sangguniang Bayan
- Xerox copy of ID of the Officials who died.

**REQUIREMENTS: For Barangay Tanods (Provincial Claim)**

- Letter of the Claimant addressed to the Governor
- Oath of Office
- Death Certificate
- Xerox copy of ID of the Official who died.]

**SERVICE SCHEDULES:**

Mondays to Fridays, 8:00 AM to 12:00 NOON and 1:00 PM to 5:00 PM

TOTAL PROCESSING TIME: Depends upon the completion of required documents.

**DEPARTMENT OF INTERIOR AND LOCAL GOVERNMENT - OFFICE OF THE MUNICIPAL LOCAL GOVERNMENT OPERATIONS OFFICER**

**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Actions of the DILG Balayan	Transaction Time	Responsible Person
	MLGOO issues cert.		



Submit necessary documents to the DILG in triplicate copy	of incumbency and forwards documents to the DILG Central Office through the DILG	10 minutes	MLGOO
	Provincial & Regional Offices in case of Barangay Officials		
	In case of Barangay Tanods (Mun. Claim) MLGOO issues cert. of incumbency assists the claimant in completing the necessary documents, then forwards documents to Office of the Mayor		
	In case of Barangay Tanods(Prov. Claim) MLGOO issues cert. of incumbency and assists the claimant in completing the necessary documents		
Wait for the notification of death or accident benefits claim from the DILG Central Office	Notify beneficiary of the approval of the death benefits claim	Processing depends on DILG Central Office	DILG Central Office/DBM

**DEPARTMENT OF INTERIOR AND LOCAL GOVERNMENT - OFFICE OF THE MUNICIPAL LOCAL GOVERNMENT OPERATIONS OFFICER**

**QUERIES AND REFERRALS**

ABOUT THE SERVICE: The DILG is mandated to provide written opinions, views and comments and

answer queries on matters relative to local governance and local government administration.

CLIENT GROUPS: Barangay Officials  
General Public

REQUIREMENTS: Written Request of Query

SERVICE SCHEDULES:

Mondays to Fridays, 8:00 AM to 12:00 NOON and 1:00 PM to 5:00 PM

TOTAL PROCESSING TIME:

-10 MINUTES

-Response to the query within 3 days

-If query is not within the level of the Director, it is referred to the higher level/authorities

TOTAL FEES/CHARGE: None

**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Actions of the DILG Balayan	Transaction Time	Responsible Person
Submit written request or written query to Municipal DILG	Determines if request or query is within the jurisdiction of the Municipal DILG	10 minutes	MLGOO
If query is determined to be within the level of the Municipal DILG wait for the reply within three days from submission	If query is determined to be at the level of the Municipal DILG, responds to client's query or written request  If query is not within the level of the Municipal DILG, refers the query to higher level or other agencies.	3 days	MLGOO

OFFICE/DEPARTMENT : OFFICE OF THE LIGA NG MGA BARANGAY  
 SECTION/DIVISION :

FRONTLINE SERVICES	STEPS	PROCESSES	REQUIREMENTS	DURATION	FEES	PERSONS RESPONSIBLE	LOCATION
	CLIENT	PROVIDER				SIGNATORIES	
Dessiminate and monitor the implementation of MC's form a. DILG	Barangay Chairman	Assist in the preparation of forms	Previous Reports	3 minutes		Liga's Staff	2nd Floor Court
Regular Annual and Supplemental Budget	Brgy. Chairman/ Treasurer	Assist in the Preparation of the Budget	Previous Budget/ Summary of Income and Expenses	1 hour		Liga's Staff	
Barangay Transactions	Brgy. Chairman/ Treasurer	Liga Staff entertains, checks and verifies the documents	Receipts	15 minutes		Liga's Staff	
Issuance of Brgy. Records	Brgy. Chairman Brgy. Treasurer Brgy. Secretary Brgy. Tanod Brgy. Health Worker Brgy. Nutrition Scholar Brgy. Day Care Worker Hukom	Provide new copy and/or certified copies of Oath of Office and Appointments	Brgy. Res.	2 minutes		Liga's Staff	
Barangay Resolutions	Brgy. Chairman	Assist Barangay Chairman		2 minutes		Liga's Staff	

on endorsements of  
requested barangay project

OFFICE/DEPARTMENT : **PNP**  
SECTION/DIVISION :

FRONTLINE SERVICES	STEPS	PROCESSES	REQUIREMENTS	DURATION	FEES	PERSONS RESPONSIBLE	LOCATION
	CLIENT	PROVIDER				SIGNATORIES	
Issuance of Police Clearance	1. Secure Brgy. Clear. 2. Get CTC 3. Pay the appropriate amount of Police Clearance receipt from Treasurer's Office 4. Secure MTC 5. Secure RTC 6. (2x2) picture	Upon Accomplishing the requirements for the Police Clearance, the duty clerk receives the documents, verifies the documents and if found complete and in order, issue clearance form	1. Brgy. Clearance 2. CTC 3. MTC 4. RTC 5. Official Receipt 6. (2x2) picture	5-6 minutes	For Local employment securing driver's licence -P60.00  For Travel abroad -P60.00	Signature of a. Prepared by: b. Verified by: c. Noted by:	1st Flr. of the Balayan Police Strn., Plaza Mabini, Brgy. No. 4, Balayan Batangas

**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Actions of the DILG Balayan	Transaction Time	Responsible Person
Submit written request or written query to Municipal DILG	Determines if request or query is within the jurisdiction of the Municipal DILG	10 minutes	MLGOO
If query is determined to be within the level of the Municipal DILG wait for the reply within three days from submission	<p>If query is determined to be at the level of the Municipal DILG, responds to client's query or written request</p> <p>If query is not within the level of the Municipal DILG, refers the query to higher level or other agencies.</p>	3 days	MLGOO

OFFICE/DEPARTMENT : **OFFICE OF THE MAYOR**

SECTION/DIVISION :

FRONTLINE SERVICES	STEPS	PROCESSES	REQUIREMENTS	DURATION	FEES	PERSONS RESPONSIBLE	LOCATION
	CLIENT	PROVIDER				SIGNATORIES	
Issuance of Mayor's Permit	-Accomplish requirements from Permits & License Division -Payment of fee for the permit	Presents Permit for the Mayor's approval					
Issuance of Mayor's Clearance	-Accomplish requirements : >Barangay Clearance >Police Clearance >MTC Clearance Payment of fee for the clearance	Presents Clearance for the Mayor's approval	Barangay Clearance Police Clearance Mun. Trial Court Clearance Payment	within the day upon the availability of the signatories	P50.00	Municipal Mayor/ Administrator	Mayor's Office
Issuance of Occupational Permit	-Accomplish requirements from Permits & License Division >Barangay Clearance >Police Clearance >MTC Clearance >Health Clearance >2 pcs. (2x2) pictures -Payment of fee for the Permit	Presents Permit for the Mayor's approval	Occupational Permit from Permits & License Official Receipt	within the day upon the availability of the signatories	P50.00	Municipal Mayor	Mayor's Office
Solemnize Civil Weddings	-Accomplish Marriage License with the Office of the Local Civil Registrar -Application for Marriage License -Payment of fee	Assists the couple for the wedding rites	Marriage License from Local Civil Registrar Witnesses above 25 both parties and with children - affidavit of cohabitation c/o Sir Ellao	12 days release	P100.00	Municipal Mayor	Mayor's Office

OFFICE/DEPARTMENT : OFFICE OF THE MAYOR

SECTION/DIVISION :

FRONTLINE SERVICES	STEPS	PROCESSES	REQUIREMENTS	DURATION	FEES	PERSONS RESPONSIBLE	LOCATION
	CLIENT	PROVIDER				SIGNATORIES	
Preparation of Communications a. Endorsements b. Recommendations c. Requests d. Reply to Queries	-Accomplish requirements from Permits & License Division -Payment of fee for the permit	Presents Permit for the Mayor's approval					
Tourism Promotion							
Medical Assistance > Financial Aids  >Funeral Assistance	Barangay Clearance of Caimant Medical/Clinical Abstract of the Patient Death Certificate/Brgy. Clearance of claimant						
Solicitations							
Public Service (Internal/External Clients)							
Local School Board Assistance							

OFFICE/DEPARTMENT : OFFICE OF THE MAYOR

SECTION/DIVISION :

FRONTLINE SERVICES	STEPS	PROCESSES	REQUIREMENTS	DURATION	FEES	PERSONS RESPONSIBLE	LOCATION
	CLIENT	PROVIDER				SIGNATORIES	
Town Programs/ Ceremonies/Advertisements							
Issuance of Office Memorandum							