



# **MUNICIPAL GOVERNMENT OF LIBONA**

## **CITIZEN'S CHARTER**

**2024 (1<sup>ST</sup> Edition)**



## **I. Mandate:**

Republic Act No. 7160 of 1991 or the Local Government Code of the Philippines.

### **SECTION 16. General Welfare.**

Every local government unit shall exercise the powers expressly granted, those necessarily implied there from, as well as powers necessary, appropriate, or incidental for its efficient and effective governance, and those which are essential to the promotion of the general welfare. Within their respective territorial jurisdictions, local government units shall ensure and support, among other things, the preservation and enrichment of culture, promote health and safety, enhance the right of the people to a balanced ecology, encourage and support the development of appropriate and self-reliant scientific and technological capabilities, improve public morals, enhance economic prosperity and social justice, promote full employment among their residents, maintain peace and order, and preserve the comfort and convenience of their inhabitants.

### **SECTION 17. Basic Services and Facilities.**

(a) Local government units shall endeavor to be self-reliant and shall continue exercising the powers and discharging the duties and functions currently vested upon them. They shall also discharge the functions and responsibilities of national agencies and offices devolved to them pursuant to this Code. Local Government Units shall likewise exercise such other powers and discharge such other functions and responsibilities as are necessary, appropriate, or incidental to efficient and effective provision of the basic services and facilities enumerated herein.

(b) Such basic services and facilities include, but are not limited to, the following:

(2) For a municipality:

- (i) Conservation Projects; and Enforcement of Fishery Laws in municipal waters including the conservation of mangroves;
- (ii) Pursuant to national policies and subject to supervision, control and review of the DENR, implementation of community-based forestry projects which include integrated social forestry programs and similar projects; management and control of communal forests with an area not exceeding fifty (50) square kilometers; establishment of tree parks, greenbelts, and similar forest development projects;



- (iii) Subject to the provisions of Title Five, Book I of this Code, health services which include the implementation of programs and projects on primary health care, maternal and child care, and communicable and non-communicable disease control services; access to secondary and tertiary health services; purchase of medicines, medical supplies, and equipment needed to carry out the services herein enumerated;
- (iv) Social welfare services which include programs and projects on child and youth welfare, family and community welfare, women's welfare, welfare of the elderly and disabled persons; community-based rehabilitation programs for vagrants, beggars, street children, scavengers, juvenile delinquents, and victims of drug abuse; livelihood and other pro-poor projects; nutrition services; and family planning services;
- (v) Information services which include investments and job placement information systems, tax and marketing information systems, and maintenance of a public library;
- (vi) Solid waste disposal system or environmental management system and services or facilities related to general hygiene and sanitation;
- (vii) Municipal buildings, cultural centers, public parks including freedom parks, playgrounds, and sports facilities and equipment, and other similar facilities;
- (viii) Infrastructure facilities intended primarily to service the needs of the residents of the municipality and which are funded out of municipal funds including, but not limited to, municipal roads and bridges; school buildings and other facilities for public elementary and secondary schools; clinics, health centers and other health facilities necessary to carry out health services; communal irrigation, small water impounding projects and other similar projects; fish ports; artesian wells, spring development, rainwater collectors and water supply systems; seawalls, dikes, drainage and sewerage, and flood control; traffic signals and road signs; and similar facilities;
- (ix) Public markets, slaughterhouses and other municipal enterprises;
- (x) Public cemetery;
- (xi) Tourism facilities and other tourist attractions, including the acquisition of equipment, regulation and supervision of business concessions, and security services for such facilities; and
- (xii) Sites for police and fire stations and substations and the municipal jail;



## II. Vision:

A vibrant municipality, supported with agri-tourism-industries, with God-loving and resilient people living in a well-preserved environment under a strong governance.

## III. Mission:

The LGU of Libona shall uphold peace and order, ensure public safety, provide social services, enhance modern farm technologies, establish environment-friendly community and promote people's participation through good governance.

## IV. Service Pledge:

We, the officials and employees of the Municipal Government of Libona, do pledge to perform our duties and responsibilities with **S.M.I.L.E.** as we commit to:

**Serve** with utmost integrity and sincerity without discrimination of clients' affiliation, religion, educational attainment, gender, and race.

**Meet** our clients' expectations through prompt and effective delivery of our services and attend to all clients who are within the premises of the office prior to the end of official working hours and during lunch break.

**Impart** the culture of courtesy, respect, and professionalism in accordance with the Code of Ethical Standards.

**Lead** with accountability, excellence and transparency in working for the clients, and in delivering targets.

**Ensure** that complaints about our services and employees will be addressed accordingly through our complaint and assistance desk, and other institutional mechanisms to redress grievances.

**All these we pledge because our people deserves to be first.**



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# MUNICIPAL ACCOUNTING AND INTERNAL AUDIT OFFICE (MAIAO)

INTERNAL SERVICES



## 1. REQUEST FOR CERTIFICATE OF NET TAKE HOME PAY

The Certificate of Net Take Home indicates the annual gross pay of the officials and employees, the net taxable income and how much is being withheld and the tax due for the year. This certificate is necessary in the filing of tax return of an individual employee.

<b>Office or Division:</b>		Municipal Accounting & Internal Audit Service		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C - Government to Citizen		
<b>Who may avail:</b>		Municipal Officials and Employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Refer request of certification to the personnel-in-charge.	1. Receive request of certification and issue order payment	None	2 minutes	<i>Accounting Clerk II or Admin Aide VI</i>  Municipal Accounting Internal Audit Office
2. Proceed to the Municipal Treasury and pay the required fees	2. Receive payment and issue Official Receipt	₱ 130 Certification & Documentary Stamp	10 minutes	<i>Rev. Collection Clerk II or Local Revenue Collection Officer II</i>  Mun. Treasury
3. Return to the Accounting Office and hand in the official receipt to the personnel-in-charge	3. Receive official receipt and encode details of certification and submit such to the municipal accountant for signing.	None	12 minutes	<i>Accounting Clerk II or Admin Aide VI</i>  <i>Municipal Accountant</i>  Municipal Accounting Internal Audit Office



4.Receive signed certification	4. Release certification to the client.	None	1 minute	<i>Accounting Clerk II or Admin Aide VI</i>  Municipal Accounting Internal Audit Office
	TOTAL	₱ 130	25 minutes	



# MUNICIPAL AGRICULTURE OFFICE

## (MAO)

EXTERNAL SERVICES





## 2. AVAILING OF ANIMAL HEALTH CARE SERVICES

The Municipal Agriculture Office provide various animal health care services to promote healthy farm animals, improve breeding stocks and for the prevention and control of animal diseases. Clients may directly visit the Municipal Agriculture Office or may contact or coordinate with the Agricultural Technologists or Technician assigned in their respective barangays. Animal Health Care Services may be extended at home or at the location of the animal in cases of diseases surveillance, investigation and severe sickness which prevent owner from bringing the animal to the office. Otherwise, the companion animal has to be brought to the Municipal Agriculture Office for consultation and treatment. Medicines for treatment for these services shall be the responsibility of the Livestock Raisers or pet owners. Processing time may vary depending on the availability of supplies, personnel and farmer/guide for the farm visit.

### List of Animal Health Care Services

1. Provision of Anti-Rabies Vaccination
2. Castration of Adult and Large Animals
3. Castration of Companion Animals
4. Spaying of Companion Animals
5. Deworming
6. Vitamin supplementation
7. Animal Consultation and Treatment
8. Artificial Insemination (AI) for Cattle & Carabao

<b>Office or Division:</b>	Municipal Agriculture Office	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2C - Government to Citizen G2B - Government to Business	
<b>Who may avail:</b>	Livestock Raisers and Pet Owners of Libona	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
<b>Situational Requirements</b>		
<b>Anti-Rabies Vaccination</b> (for walk-in or scheduled massive vaccination ) None	N/A	
<b>Castration of Adult and Large Animals</b> Chute and Veterinary Medicines (for treatment on second time onwards) if necessary	Livestock Raiser or Pet Owner	
<b>Castration of Companion Animals</b> Chute and Veterinary Medicines (for treatment on second time onwards) if necessary	Pet Owner	
<b>Spaying of Companion Animals</b> Cage Elizabethan Collar/E-Collar Cone	Pet Owner	



No food intake for 12 hours				
<b>Deworming</b> – Chute if necessary		Livestock Raiser or Pet Owner		
<b>Vitamin supplementation</b> – Chute if necessary		Livestock Raiser or Pet Owner		
<b>Animal Treatment-</b> Chute ; if necessary Veterinary Medicines if necessary		Livestock Raiser or Pet Owner		
<b>Artificial insemination (AI) for Cattle &amp; Carabao</b> – Chute		Livestock Raiser or Pet Owner		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Sign the Client Log Book in the Public Assistance and Complaints Desk (PACD)	1. Give the Logbook & Guide the client to the Municipal Agriculture Office	None	5 minutes	<i>Public Assistance and Complaints Desk In charge (PACD)</i>  Office of the Municipal Mayor
2.1 Approach the personnel-in-charge and state the purpose	2.1 Interview the client	None	5 minutes	<i>Administrative Aide VI (Clerk III)</i>
2.2 Approach personally or contact the assigned Coordinator or Technician	2.2 Refer client to the Coordinator or Technician	None	5 minutes	<i>Agricultural Technologists</i>  Municipal Agriculture Office
3. Guide the Coordinator or Technician during the scheduled visit	3. Set the schedule. Assess the Condition of the Animal. Conduct health care procedure	None	6 days	<i>Veterinarian II or Livestock Coordinator Designate or AI Technician Designate</i>  Municipal Agriculture Office
4.1 Sign the Livestock Accomplishment Report Form	4.1 Prepare Livestock Accomplishment Report and have it signed by the client	None	10 minutes	<i>Veterinarian II or Agricultural Technician or Agricultural Technologists</i>
4.2 Receive Order of Payment and proceed	4.2 Issue Order of Payment and direct	None	3 minutes	<i>Veterinarian II or</i>



to the Municipal Treasury (If applicable)	client to pay at the Municipal Treasury (If applicable)			<i>Agricultural Technician or Agricultural Technologists Municipal Agriculture Office</i>
5. Pay the required fees and get the Official Receipt (If applicable)	5. Accept payment and Issue Official Receipt ( If applicable)	See Table Below	3 hours	Revenue Collection Clerk II or Local Rev. Coll. Officer II  Mun. Treasury
6. Present Official Receipt to the Municipal Agriculture Office for recording ( If applicable)	6. Verify and record Official Receipt ( If applicable)	None	5 Minutes	<i>Admin. Aide VI (Clerk III) Agricultural Technologist/ Technician</i>  Municipal Agriculture Office
	Total	See Table Below	6 days 3 hours 33 minutes	

<b>Schedule of Payment</b>	
Anti-rabies vaccination (walk-in/massive)	None
Castration of Adult and Large Animals	₱ 150 per Head
Castration of Companion Animals	₱ 500 per Head 1 year old & above ₱ 150 per Head 1 year old below
Spaying of Companion Animals	₱ 800 per Head
Deworming	None
Vitamin Supplementation	None
Animal Treatment	None
Artificial Insemination (AI) for Cattle & Carabao	₱ 200/Head



### 3. AVAILING OF FARM FACILITIES AND MACHINERIES SERVICES

The Municipal Agriculture Office provides services to Libona Farmers that will ease farming activities from land preparation to post-harvest operations. For bookings, farmers must visit the Municipal Agriculture Office. Processing time may vary depending on the availability of Farm Facilities & Equipment.

<b>Office or Division:</b>	Municipal Agriculture Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen G2B - Government to Business			
<b>Who may avail:</b>	Libona Farmers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Sign the Client Log Book in the Public Assistance and Complaints Desk (PACD)	1. Give the Logbook & Guide the client to the Municipal Agriculture Office	None	5 minutes	<i>Public Assistance and Complaints Desk In charge (PACD)</i>  Office of the Municipal Mayor
2. Approach the personnel-in-charge and state the purpose	2.1 Conduct interview, check the availability of the machineries & equipment	None	10 minutes	<i>Admin Aide VI (Clerk III) or Agricultural Technician or Technologist</i>
	2.2 Refer final schedule to the In-charge	None	20 minutes	<i>Admin Aide VI (Clerk III) or Agricultural Technician or Technologist</i>  Municipal Agriculture Office
3. Take note of the final schedule	3.1 Inform the Client, Operator and the Facility In-	None	1 day	<i>Admin Aide VI (Clerk III) or</i>



	Charge of the final schedule			<i>Agricultural Technician or Technologist</i>
	3.2 Deliver Services on the scheduled date	None	5 days	<i>Operator or Facility In-Charge Municipal Agriculture Office</i>
4. Receive and check Order of Payment	4. Compute and Issue Order of Payment	None	10 minutes	<i>Facility In-Charge  Municipal Agriculture Office</i>
5. Pay the required fees at the Municipal Treasury and get the Official Receipt	5. Accept payment & Issue Official Receipt	See Table Below	10 minutes	<i>Rev. Coll. Clerk II or Local Rev. Coll. Officer II  Mun. Treasury</i>
6. Proceed to the Municipal Agriculture Office and present the Official Receipt	6. Check and record the Official Receipt	None	5 minutes	<i>Admin. Aide VI (Clerk III) Agricultural Technician or Technologist  Municipal Agriculture Office</i>
	<b>Total</b>	See Table Below	<b>6 days 1 hour</b>	

<b>Schedule of Payment</b>	
<b>HARROWING</b> Within Poblacion Outside Poblacion	₱ 2,200/hectare ₱ 2,200/ha plus mobilization rate of ₱ 100/kilometer
<b>MINI TRACTOR</b> Rotavator Furrowing	₱ 2,200/hectare ₱ 800/hectare
<b>MOLDBOARD PLOW</b>	₱ 6,000/hectare
<b>DISK PLOW</b>	₱ 5,000/hectare
<b>SOLAR DRYER WITH UV CELLOPHANE</b>	₱ 20/Sack
<b>SOLAR DRYER W/O UV CELLOPHANE</b>	₱ 15/Sack



#### 4. AVAILING OF FINGERLINGS

The Municipal Agriculture Office in coordination with the Bureau of Fisheries and Aquatic Resources (BFAR) disperses quality tilapia fingerlings for free to residents of Libona to boost the production of quality fresh water fish in the locality and to help residents increase their source of income. This service is a first come first served basis depending on the availability of fingerlings at BFAR. Processing time and releasing period usually takes 6 months. Clients are directed to pay the amount of PHP50 for the plastic container during delivery.

<b>Office or Division:</b>		Municipal Agriculture Office		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2C - Government to Citizen		
<b>Who may avail:</b>		Libona Fisher Folks and other interested individuals		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Established Fishpond/s		Requesting Party/Person		
Good Source of Water Supply		Requesting Party/Person		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Sign the Client Log Book in the Public Assistance and Complaints Desk (PACD)	1. Give the Logbook & Guide the client to the Municipal Agriculture Office	None	5 minutes	<i>Public Assistance and Complaints Desk In charge (PACD)</i>  Office of the Municipal Mayor
2. Approach the personnel-in-charge and state the purpose	2. Interview client & provide the prescribed Form	None	5 minutes	<i>Agricultural Technician or Agricultural Technologists</i>  Municipal Agriculture Office
3.1 Fill out prescribed Form and submit to the in charge	3.1 Receive and verify data	None	5 Minutes	<i>Agricultural Technician or Agricultural Technologists</i>  <i>Agricultural Technologists</i>

<p>3.2 Guide the personnel during area assessment</p> <p>3.3 Wait for the notification from the in-charge</p>	<p>3.2 Schedule Area Assessment</p> <p>3.3 Coordinate with BFAR and wait for notification. Inform client to be notified if fingerlings is available for delivery</p>	<p>None</p> <p>None</p>	<p>1 day</p> <p>6 months</p>	<p><i>Agricultural Technologists</i></p> <p><i>Agricultural Technologists</i></p> <p>Municipal Agriculture Office</p>
<p>4. Receive the fingerlings and sign the logbook</p>	<p>4.1 Pick-up fingerlings at BFAR when notified</p> <p>4.2 Deliver fingerlings to clients and request to sign the logbook</p>	<p>None</p> <p>₱ 50 per plastic container</p>	<p>1 day</p> <p>1 day</p>	<p><i>Agricultural Technologists</i></p> <p><i>Agricultural Technologists</i></p> <p>Municipal Agriculture Office</p>
	<p>Total</p>	<p>₱ 50</p>	<p>6 months 3 days 15 minutes</p>	



## 5. REQUEST FOR BLOOD SAMPLING OF LIVESTOCK AND POULTRY

The Municipal Agriculture Office collects blood sampling of livestock and poultry animals for disease and outbreak monitoring to ensure the credibility of the blood sample/s submitted. Blood samples will be forwarded to the Department of Agriculture Regional Office X Regional Animal Disease Diagnostic Laboratory for analysis. Results will be emailed to the clients after 1 week.

<b>Office or Division:</b>	Municipal Agriculture Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Citizen G2B - Government to Business			
<b>Who may avail:</b>	Livestock Farmers of Libona			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Chute; if necessary		Individual availing the service		
Animal Credentials (For Large Animals)		Municipal Treasury		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Sign the Client Log Book in the Public Assistance and Complaints Desk (PACD)	1. Give the Logbook & Guide the client to the Municipal Agriculture Office	None	5 minutes	<i>Public Assistance and Complaints Desk In charge (PACD)</i>  Office of the Municipal Mayor
2. Approach the personnel-in-charge and state the purpose	2.1 Interview client	None	5 minutes	<i>Admin. Aide VI (Clerk III)</i>
	2.2 Refer client to the Livestock Coordinator	None	5 minutes	<i>Agricultural Technologists</i>  Municipal Agriculture Office
3.1 Approach personally or Contact Live Stock Coordinator	3.1 Gather needed information	None	10 minutes	<i>Veterinarian or Agricultural Technician or</i>
3.2 Guide the coordinator during the procedure	3.2 Conduct Blood Collection procedure & Submit Blood Samples to DA Regional Office X	None	7 days	<i>Agricultural Technologists</i>  Municipal Agriculture Office





3.3. Check email for the results	Regional Animal Disease Diagnostic Laboratory for analysis  3.3 Inform client that results will be emailed by DA Regional Office X	None	10 minutes	<i>Veterinarian or Agricultural Technician or Agricultural Technologists</i>  Municipal Agriculture Office
4. Sign the Livestock Accomplishment Report Form	4. Prepare Livestock Accomplishment Report and have it signed by the client	None	10 minutes	<i>Veterinarian or Agricultural Technician or Agricultural Technologists</i>  Municipal Agriculture Office
	Total	None	7 days 45 minutes	



## 6. REQUEST FOR CERTIFICATION

### For Dog, Cat, Poultry and Livestock Vaccination for Travel Purposes, Actual Tillage and for Fruit Trees, Coconut and Farm Ownership

The Municipal Agriculture Office issues certification for vaccinated animals for travel purposes and certificate of ownership to the farmers for the availment of financial assistance, marketing contract and any government assistance. For fruit trees exceeding 9 hills, the clients will be referred to the Regulatory Division of the Department of Agriculture.

<b>Office or Division:</b>	Municipal Agriculture Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen G2B - Government to Business			
<b>Who may avail:</b>	Pet Owners and Farmers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>SITUATIONAL REQUIREMENTS</b>				
<b>For Dog/Cat &amp; Poultry/Livestock Vaccination for Travel Purposes:</b>				
Proof of ownership (1 original copy)	Person availing the service			
Animal inspection certificate	Barangay Hall, Barangay Secretary			
<b>Actual Tillage, Fruit Trees/Coconut and Farm Ownership:</b>				
Land Title / Tax Declaration of farm (1 Photocopy)	Municipal Assessment Office			
Barangay Certificate (1 photocopy)	Barangay Hall-Barangay Treasurer			
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Sign the Client Log Book in the Public Assistance and Complaints Desk (PACD)	1. Give the Logbook & Guide the client to the Municipal Agriculture Office	None	5 minutes	<i>Public Assistance and Complaints Desk In charge (PACD)</i>  Office of the Municipal Mayor
2. Approach the personnel-in-charge and state the purpose	2. Interview client	None	5 minutes	<i>Admin Aide VI (Clerk III) or Agricultural Technician or Agricultural Technologist</i>  Municipal Agriculture Office

3.1 Submit the requirements	3.1 Receive requirement and check the records	None	2 minutes	<i>Admin Aide VI (Clerk III) or Agricultural Technician or Agricultural Technologist</i>
3.2 Proceed to the Municipal Treasury	3.2 Issue Order of Payment and direct client to pay at the Municipal Treasury	None	1 minute	<i>Admin Aide VI (Clerk III) or Agricultural Technician or Agricultural Technologist</i>
	3.3 Prepare the Certification	None	2 minutes	<i>Admin Aide VI (Clerk III) or Agricultural Technician or Agricultural Technologist</i>  Municipal Agriculture Office
4. Pay the required fees at the Municipal Treasury and secure Official Receipt.	4. Accept the payment and Issue the Official Receipt	₱ 50 ₱ 30 Certification & Doc Stamp	10 minutes	<i>Rev. Coll. Clerk II or Local Rev. Coll. Officer II</i>  Mun. Treasury
5.1 Return to the Municipal Agriculture Office and show the Official Receipt	5.1 Check the Official Receipt	None	5 minutes	<i>Admin Aide VI (Clerk III) or Agricultural Technologist</i>
5.2 Receive the Certification	5.2 Issue the Certification and have the client signed the Log Book	None	5 minutes	<i>Admin Aide VI (Clerk III) or Agricultural Technologist</i>  Municipal Agriculture Office
	<b>Total</b>	<b>₱ 80</b>	<b>35 minutes</b>	



## 7. REQUEST FOR SOIL TESTING

The Municipal Agriculture Office provides assistance for soil testing for the farmers to determine nutrient content of the soil and its suitability to different crops. Soil Samples will be submitted to DA-RFO X for analysis. Farmers may directly coordinate with the Agricultural Technologist assigned in their respective Barangay or may visit the Municipal Agriculture Office.

<b>Office or Division:</b>	Municipal Agriculture Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Bonafide Farmers of Libona			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Sign the Client Log Book in the Public Assistance and Complaints Desk (PACD)	1. Give the Logbook & Guide the client to the Municipal Agriculture Office	None	5 minutes	<i>Public Assistance and Complaints Desk In charge (PACD)</i>  Office of the Municipal Mayor
2. Approach the personnel-in-charge and state the purpose	2. Interview and Refer Client to the Agricultural Technologist concern	None	5 minutes	<i>Admin. Aide VI (Clerk III) or Agricultural Technologists</i>  Municipal Agriculture Office
3.1 Contact Agricultural Technologist	3.1 Gather needed information for assessment and set time Schedule	None	5 minutes	<i>Agricultural Technician or Agricultural Technologists</i>
3.2 Guide the personnel in the farm	3.2 Conduct the Soil Sampling Procedure.	None	1 day	<i>Agricultural Technologists</i>
3.3 Wait for notification for the results	3.3 Submit Soil Samples to DA-RFO X for analysis	None	15 days	<i>Agricultural Technologists</i>



3.4 Receive the results	3.4 Retrieve Analysis results and notify the client	None	1 day	<i>Agricultural Technologists</i>  Municipal Agriculture Office
	Total	None	17 days 15 minutes	



# MUNICIPAL ASSESSMENT OFFICE (MASSO)

EXTERNAL SERVICES



## **8. APPLICATION FOR TAX DECLARATION FOR NEW ASSESSMENT, SUBDIVISION/CONSOLIDATION, RE-CLASSIFICATION AND RE-ASSESSMENT AND REQUEST FOR CANCELLATION OF ASSESSMENT**

New Tax Declaration, Subdivided/Consolidated Tax Declarations and Revised Tax Declaration are issued to property owner for taxation purposes.

Notice of Cancellation of Assessment (property that has been demolished or no longer existing) is issued to individual needing to cancel his/her real property tax assessment.

A maximum of six days processing time for the schedule of ocular inspection upon availability of personnel, and for appraiser and recommending approval when on official travel/leave.

Processing time includes waiting time for system/program (ETRACS) to processed and the status of internet connection

A maximum of 15 working days for the submission of prepared Tax Declaration/Assessment for approval of the Provincial Assessor Office.

### **NOTE:**

Pursuant to Sec. 29 of Real Estate Service Act (RESA), prohibits the unauthorized practice of any person or to be appointed as real property appraiser or assessor in national government entity or local government unit unless he/she has satisfactorily passed the licensure examination given by the Board, except otherwise provided in this Act.; with this, appraisal and recommending approval of Tax Declaration will be done by a licensed Real Estate Appraiser. If the Signatory is on official travel or on-leave, the transaction will be done as soon as he/she will return to office; or the client may transact directly at the Provincial Assessor's Office.

Pursuant to Sec. 200 and 232 of R.A. 7160, the Provincial Assessor shall perform duties and functions, as may be essential to the Administration of the Real Property Tax; with this, prepared Tax Declaration is subject for examination/validation and approval at the Provincial Assessor's Office.

Pursuant to Office of the Provincial Assessor Memorandum Order No. 25-2023 The Municipal Assessors Office is directed to conduct inspection and assessment or Re-assessment of machinery, building and other structures to confirm the Sworn Statement declared by the real property owner involving market value of Ten Million Pesos (PHP10,000,000.00) and below. As such, Ten Million Pesos (PHP10,000,000) above will be jointly conducted by the Provincial and Municipal Assessor with technical staff.

Pursuant to Office of the Provincial Assessor Memorandum Order No. 15-2017: The Guidelines on the Proper Implementation of Re-classification and Re-assessment of Agricultural lands to any other uses for Real Property Taxation Purposes. "The Municipal



Assessor's Office to reclassify and reassess agricultural lands involving 2,000 sqm. And below only. As such, 2000 sqm. and above will be jointly conducted by the Provincial and Municipal Assessor with technical staff.”

<b>Office or Division:</b>	Municipal Assessment Office
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government
<b>Who may avail:</b>	All Real Property Owners
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<b>Common Requirement</b>	
Letter Request from the owner or Authorized Representative with Special Power of Attorney or Authorization Letter (1 Original, 1 photocopy)	Client/Owner/Heirs
ID (1 photocopy)	Client/Owner/Heirs
<b>Situational Requirement</b>	
<b>For New Assessment – Land</b> (Pursuant to Office of the Provincial Assessor Memorandum Order No. 01-2024) & CAR Circular No. 3-92	
<b>A. Non-Titled Lots</b>	
Approved Survey Plan and/or B.L. FORM No. V-37 and/or LC Map and/or Lot Description (1 Blueprint, 1 photocopy) if applicable	DENR Region X
CENRO Certification (Land Disposition Status) (1 Original/photocopy)	CENRO
Certification from Barangay Captain of the Actual occupant (1 Original copy)	Barangay Government Unit
Alienable and Disposable Certification (1 Original, 1 photocopy)	CENRO/PENRO
CBFM/ISF Cert.-if applicable (1 photocopy)	CENRO/PENRO
Certification (as to recognized People's Organization) (1 Original, 1 photocopy)	CENRO/PENRO/ Barangay Government Unit
<b>B. For Patented Lots</b>	
Approved Survey Plan and/or B.L. FORM No. V-37 and/or LC Map and/or Lot Description (1 Blueprint Copy, 1 photocopy) (if applicable)	DENR Region X
Certification from Barangay Captain of the actual occupation (1 original)	Barangay Government Unit
Alienable and Disposable Certification (1 original, 1 photocopy)	CENRO/PENRO





Order: Approval of Application and Issuance of Patent and Transmittal to the Register of Deeds with authenticated Conveyance (1 photocopy)	CENRO/PENRO
Free Patent Application Form Numbered (1 photocopy)	CENRO/PENRO
Affidavit of Waiver of Rights / Affidavit of Two Disinterested Person (In case there is discrepancy as to the declared owner and actual claimant (1 duplicate copy, 1 photocopy)	CENRO/PENRO/Notary Public
Electronic Copy of Title-if Title already issued (1 original)	Registry of Deeds
C. For Land Cases with Final Decision of the Court	
Certificate of Finality	Regional Trial Court
Approval of Survey Plan and/or B.L. FORM No. V-37 and/or LC Map and/or Lot Description (1 Blueprint, 1 photocopy) if applicable	CENRO/PENRO
CENRO Certification (Land Disposition Status) (1 Blueprint Copy/photocopy)	CENRO
Alienable and Disposable Certification (1 original, 1 photocopy)	CENRO/PENRO
Electronic Copy of Title-if Title is already issued (1 original)	Registry of Deeds
<b>For New Assessment of Improvements, Machineries, Buildings</b>	
Building Permit, Certificate of Occupancy (for building) (1 Original, 1 photocopy)	Mun. Engineering Office
SWORN Statement-Notarized (1 original Copy)	Owner
Barangay Certification-if applicable (1 original copy)	Barangay Government Unit
<b>For Subdivision/Consolidation of Tax Declaration</b>	
Approved Subdivision Plan and/or B.L. FORM No. V-37 and/or Lot Description (1 Blueprint Copy) if applicable	DENR Region X
Approved Consolidation Plan and/or B.L. FORM No. V-37 and/or Lot Description (1 Blueprint Copy) if applicable	DENR Region X
Latest Tax Clearance	Mun. Treasury
Electronic copy of Title-if applicable (1 Original copy)	Registry of Deeds
<b>For Cancellation of Assessment</b>	



Barangay Certification-if applicable (1 original)		Barangay Government Unit		
Latest Tax Clearance (1 photocopy)		Mun. Treasury		
Incidental Report-if applicable (1 photocopy)		Responsible Agency		
<b>For Re-classification of Tax Declaration</b>				
Barangay Certification-if applicable (1 original)		Barangay Government Unit		
Zoning Certification-if applicable (1 original)		Municipal Planning & Development Office		
Latest Tax Clearance		Municipal Treasury		
Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
1. Sign the Client Log Book at the Public Assistance and Complaints Desk (PACD)	1.1 Give the Log Book to the client	None	3 minutes	<i>Public Assistance and Complaints Desk (PACD)</i>
	1.2 Guide the client to the Municipal Assessment Office	None	2 minutes	Office of the Municipal Mayor
2. Fill out the Request Form	2. Give the Request Form	None	5 minutes	<i>Assmt. Clerk II or Admin Aide VI (Clerk III) Tax Mapper 1</i> Mun. Assessment Office
3. Return the Request Form and submit the requirements	3.1 Receive the documents and conduct interview	None	30 minutes	<i>Assmt. Clerk II or Admin. Aide VI (Clerk III) or Tax Mapper 1 or MGDH I (Mun.Assessor)</i>
	3.2 Examine and verify submitted documents	None	1 hour	
	3.3 Issue the Order of Payment	None	5 minutes	Mun. Assessment Office
4. Pay the required fees at the Municipal the Treasury	4. Accept the payment and issue Official Receipt	See table below	10 minutes	<i>Rev. Coll Clerk II Local Rev. Coll Officer II</i> Mun. Treasury

5.1 Register at the office logbook	5.1 Give the office logbook	None	1 minute	<i>Assmt. Clerk II</i>
5.2 Take note of the schedule for inspection	5.2 Set schedule for the inspection/field area verification	None	6 days	<i>Tax Mapper 1 or MGDH I (Mun. Assessor)</i>
5.3 Guide the personnel during inspection	5.3 Conduct Ocular Inspection	None	1 day	<i>Assmt. Clerk II or Tax Mapper 1 or MGDH I (Mun. Assessor)</i>
	5.4 Prepare Inspection Report/Notice of Cancellation of Assessment	None	1 day	<i>Assmt. Clerk II or Tax Mapper 1 or</i>
	5.5 Input transaction to ETRACS: for Review, Verification and Examination	None	1 day	<i>Assessment Clerk II</i>
	5.6 Input transaction to ETRACS: for Tax Mapping	None	1 day	<i>Tax Mapper 1</i>
	5.7 Input transaction to ETRACS: for appraisal	None	(same 6 days is annotated on the ocular inspection schedule) 1 day	<i>MGDH I (Mun. Assessor)</i>
	5.8 Review FAAS and submit for Recommending approval and for Provincial Assessor Approval	None	1 hour	<i>MGDH I (Mun. Assessor)</i>
	5.9 Scan all supporting documents	None	1 hour & 30 minutes	<i>Assessment Clerk II</i>
	5.10 Transmit prepared Tax Declaration to the Provincial Assessor's Office via Online (email); Transmittal	None	1 hour	<i>Assmt. Clerk II or Tax Mapper 1 or MGDH I (Mun. Assessor)</i>



5.4 Wait for notification	Includes affected improvements for subdivision/consolidation transaction			
	5.11 Instruct client to be back and pick up approved transaction when notified thru text, call, messenger or email.	None	10 minutes	Assmt. Clerk II or Tax Mapper 1 or MGDH I (Mun. Assessor)  Mun. Assessment Office
	5.12 Schedule of Submission to the Provincial Assessors Office 3 days.	None	3 days	Assmt. Clerk II or Tax Mapper 1 or MGDH I (Mun. Assessor)  Mun. Assessment Office
	<b>Total</b>	See table below	14 Days 5 hours 36 minutes	

<b>SCHEDULE OF PAYMENT</b>	
Commercial Lot	₱ 300
Industrial Lot	₱ 300
Agricultural Lot	₱ 200
Residential Lot	₱ 100
Residential House	₱ 50
Agricultural related Building	₱ 100
Commercial Building	₱ 100
Cancellation of Building	₱ 50
Processing Fee	₱ 50
Subdivision/Consolidation	₱ 110
Tax Clearance	₱ 110
Documentary Stamp Tax	₱ 30



## 9. APPLICATION FOR TAX DECLARATION OF REAL PROPERTY (Transfer & Revision)

Tax Declaration is issued to property owners for Transfer of name of Declared Owner, for Revision to effect changes per Title and correction of Entry for taxation purposes. A maximum of six days processing time for appraiser and recommending approval when on official travel or on-leave.

Processing time includes waiting time for system/program (ETRACS) to processed and the status of internet connection

A maximum of 15 working days for the submission of prepared Tax Declaration/Assessment for approval of the Provincial Assessor's Office.

### NOTE:

Pursuant to Sec. 29 of Real Estate Service Act (RESA), prohibits the unauthorized practice of any person or to be appointed as real property appraiser or assessor in national government entity or local government unit unless he/she has satisfactorily passed the licensure examination given by the Board, except otherwise provided in this Act.; as such, appraisal and recommending approval of Tax Declaration will be done by a licensed Real Estate Appraiser. If the Signatory is on official travel/leave, the transaction will be done as soon as he/she will return to office; or the client may transact directly at the Provincial Assessor's Office.

Pursuant to Sec. 200 and 232 of R.A. 7160, the Provincial Assessor shall perform duties and functions, as may be essential to the Administration of the Real Property Tax; as such, prepared Tax Declaration is subject for examination/validation and approval at the Provincial Assessor's Office.

<b>Office or Division:</b>	Municipal Assessment Office
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government
<b>Who may avail:</b>	All Real Property Owners
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<b>Common Requirement</b>	
Letter of Request from the declared owner or Authorized Representative with Special Power of Attorney or Authorization Letter (1 Original, 1 photocopy)	Client/Owner/Heirs
Latest Tax Clearance (Photocopy)	Municipal Treasury



Approved Survey/ Subdivision/Consolidation Plan and/or B.L. FORM No. V-37 and/or LC Map and/or Lot Description (1 Blueprint copy, 1 photocopy) (if applicable)	DENR Regional Office
<b>Situational Requirement</b>	
<b><u>Transfer of Tax Declaration for Titled Property</u></b>	
Registered Copy of Mode of Conveyance (1 duplicate Copy, 1 photocopy)	Registry of Deeds
Electronic Copy of Title (1 Original)	Registry of Deeds
E-Certificate Authorizing Registration (1 photocopy)	Bureau of Internal Revenue
Certification from the Municipal Agrarian Reform Office (MARO) (1 Original copy, 1 photocopy)	Municipal Agrarian Reform Office
Transfer Tax Official Receipt (1 Original/photocopy)	Municipal Treasury Office/ Prov. Treasury Office
Finality of Judgment-if applicable (1 photocopy)	Regional Trial Court
<b><u>Transfer of Tax Declaration for Untitled Property or Original Title</u></b>	
Notarized Deed of Conveyance/ Notarized Affidavit of Confirmation (1 duplicate copy, 1 photocopy)	Notary Public/Owner
Registered Copy of Mode of Conveyance-if applicable (1 duplicate copy, 1 photocopy)	Registry of Deeds
Finality of Judgment-if applicable (1 photocopy)	Regional Trial Court
Transfer Tax Official Receipt (1 Original/photocopy)	Municipal Treasury Office/ Prov. Treasury Office
<b><u>For Revision of Tax Declaration (Correction of Entry)</u></b>	
Barangay Certification-if applicable (1 Original)	Barangay Government Unit
Certification-if applicable (1 Original Copy)	DMPI/ADCI/etc.
Land Usage / Land Sketch (as to arable or rented area)-if applicable (1 original, 1 photocopy)	DMPI/ADCI
Termination of Contract-if applicable (1 photocopy)(1 original, 1 photocopy)	DMPI/ADCI
Affidavit-if applicable (1 duplicate copy, 1 photocopy)	Notary Public/Owner/etc.



Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
1. Sign the Client Log Book at the Public Assistance and Complaints Desk (PACD)	1.1 Give the Log Book to the client	None	3 minutes	<i>Public Assistance and Complaints Desk (PACD)</i>  Office of the Municipal Mayor
	1.2 Guide the client to the Municipal Assessment Office	None	2 minutes	
2. Fill out the Request Form	2. Give the Request Form	None	5 minutes	<i>Assmt. Clerk II or Admin Aide VI (Clerk III) or Tax Mapper 1 or MGDH I (Mun. Assessor)</i>  Mun. Assessment Office
3. Return the Request Form and submit the requirements	3.1 Receive the documents and conduct interview	None	30 minutes	<i>Assmt. Clerk II or Admin Aide VI (Clerk III) or Tax Mapper 1 or MGDH I (Mun. Assessor)</i>
	3.2 Examine and verify submitted documents	None	1 hour	
	3.3 Issue the Order of Payment	None	5 minutes	Mun. Assessment Office
4. Pay the required fees at the Municipal Treasury	4. Accept the payment and issue Official Receipt	₱ 50 Processing Fee	10 minutes	<i>Rev Coll Clerk II or Local Rev. Coll. Officer II</i>  Mun. Treasury
5.1 Register at the office logbook	5.1 Give the log book	None	1 minute	<i>Assessment Clerk II</i>
	5.2 Input transaction to ETRACS: for Review, Verification and examination	None	30 minutes	<i>Assessment Clerk II</i>
	5.3 Input transaction to	None	1 hour	Tax Mapper 1

	ETRACS: for Tax Mapping			
5.3 Wait for the notification	5.4 Input transaction to ETRACS: for appraisal	None	6 days	<i>MGDH I (Mun. Assessor)</i>
	5.5 Review FAAS and submit for Recommending approval and for Provincial Assessor Approval	None	30 minutes	<i>MGDH I (Mun. Assessor)</i>
	5.6 Scan all supporting documents	None	1 Hour and 30 minutes	<i>Assessment Clerk II</i>
	5.7 Transmit prepared Tax Declaration to the Provincial Assessor's Office via Online (email)	None	1 Hour	<i>Assessment Clerk II</i>
	5.8 Instruct client to be back and pick up approved transaction when notified thru text, call, messenger or email	None	10 minutes	<i>Assmt. Clerk II or Administrative Aide VI (Clerk III) or Tax Mapper I or MGDH I (Mun. Assessor)</i>  Mun. Assessment Office
	5.9 Schedule of submission to the Provincial Assessor's Office is 9 days	None	9 days	<i>Assmt. Clerk II or Administrative Aide VI (Clerk III) Tax Mapper I or MGDH I (Mun. Assessor)</i>  Mun. Assessment Office
	<b>Total</b>	<b>₱ 50</b>	<b>15 days 6 hours 36 minutes</b>	





## 10. REQUEST FOR ASSESSMENT HISTORY

Assessment History is issued to individual needing as reference to BIR and ROD transactions, for Original Titling Application, for verification of previous declared owner, for official use by court and for other related purposes.

<b>Office or Division:</b>		Municipal Assessment Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C - Government to Citizen G2B - Government to Business G2G - Government to Government		
<b>Who may avail:</b>		All Real Property Owners		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request from the declared owner (1 Original)		Client/Owner		
SPA/Authorization Letter for Authorized Representative (1 Photocopy/Original)		Notary Public/Owner/Heirs		
Deed of conveyance-if applicable (1 Photocopy)		Notary Public/Owner		
Certification-if applicable (1 Original)		Brgy. Govt. Unit and/or other agency (whichever is applicable)		
ID (1 Photocopy)		Client/Owner/Heirs		
Letter Request from Legal Counsel-if applicable(1 Original)		Legal Counsel		
Court Order-If applicable (1 Photocopy)		Regional Trial Court		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Sign the Client Log Book at the Public Assistance and Complaints Desk (PACD)	1.1 Give the Log Book to the client	None	3 minutes	<i>Public Assistance and Complaints Desk (PACD)</i>
	1.2 Guide the client to the Municipal Assessment Office	None	2 minutes	Office of the Municipal Mayor
2. Fill out the Request Form	2. Give the Request Form	None	5 minutes	<i>Assessment Clerk II Administrative Aide VI (Clerk III) or Tax Mapper I or MGDH I (Mun. Assessor)</i>

				Mun. Assessment Office
3. Return the Request Form and the requirements	3.1 Receive Request Form and Interview the client and examine and verify the documents	None	40 minutes	<i>Assmt. Clerk II or Administrative Aide VI (Clerk III) or Tax Mapper I or MGDH I (Mun. Assessor)</i>
	3.2 Retrieve and verify records	None	2 Hours	<i>Assmt. Clerk II or Administrative Aide VI (Clerk III) or Tax Mapper I or MGDH I (Mun. Assessor)</i>
	3.3 Issue the Order of Payment	None	5 minutes	<i>Assmt. Clerk II or Administrative Aide VI (Clerk III) or Tax Mapper I or MGDH I (Mun. Assessor)</i>
	3.4. Prepare the History of the Real Property	None	40 minutes	Mun. Assessment Office
4. Pay the required fees at the Municipal Treasury	4. Accept the payment and issue Official Receipt	₱ 150 ₱ 30 Doc Stamp Tax	10 minutes	<i>Rev. Coll. Clerk II or Local Rev. Coll. Officer II</i>  Mun. Treasury
5. Return to the Municipal Assessment Office	5.1 Check the Official Receipt	None	1 minute	<i>Assmt. Clerk II or Administrative Aide VI (Clerk III) or Tax Mapper I or MGDH I (Mun. Assessor)</i>
	5.2 Review the prepared History of Assessment	None	30 minutes	<i>Assmt. Clerk II or Administrative Aide VI (Clerk III) or Tax Mapper I or MGDH I (Mun. Assessor)</i>
	5.3 Sign the History of Real Property	None	1 minute	<i>MGDH I (Mun. Assessor)</i> Mun. Assessment Office
6. Receive the Assessment History	6. Release the Assessment History	None	3 Minutes	<i>Assmt. Clerk II or Admin. Aide VI or Tax Mapper I or Mun. Assessor</i>  Mun. Assessment Office
	<b>Total</b>	<b>₱180</b>	<b>4 hours 20 minutes</b>	



## 11. REQUEST FOR THE ISSUANCE OF VARIOUS RELATED CERTIFICATIONS

- Certificate of Landholdings
- Certificate of No Landholdings
- Certificate of Encumbrance
- Certificate of Non-Encumbrance
- Certificate of Improvement
- Certificate of No Improvement
- Certificate of Latest and Existing
- Certificate of Real Property holdings
- Certified True Copy of Tax Declaration
- Other Assessment Related Certification

Various assessment-related certifications are issued to individuals needing these documents as reference for processing of Capital Gain Tax, Estate Tax, Transfer of Title, Survey Application, Subdivision/Consolidation Application, Legal Reference, Personal Reference, Electrical Connection Application, Loan Purposes, Indigency Application and other related purposes.

<b>Office or Division:</b>		Municipal Assessment Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C - Government to Citizen G2B - Government to Business G2G - Government to Government		
<b>Who may avail:</b>		All Real Property Owners		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request (1 Original)		Client/Owner		
ID (1 Photocopy)		Client and/or Owner and/or Authorized		
For Representative:				
SPA or Authorization Letter from the declared owner or from the Heirs-for deceased owner (1 Original, 1 photocopy)		Representative		
Deed of Conveyance (if applicable) (1 Photocopy)		Notary Public/Owner/Heirs		
Request Letter from Legal Counsel-if applicable(1 original)		Legal Counsel		
Court Order – if applicable (1 original, 1 photocopy)		RTC/Court		
Certification – if applicable (1 Original, 1 Photocopy)		Responsible Agency		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>



1. Sign the Client Log Book at the Public Assistance and Complaints Desk (PACD)	1.1 Give the Log Book to the client	None	3 minutes	<i>Public Assistance and Complaints Desk (PACD)</i>  Office of the Municipal Mayor
	1.2 Guide the client to the Municipal Assessment Office	None	2 minutes	
2. Fill out the Request Form	2. Give the Request Form	None	5 minutes	<i>Assmt. Clerk II or Admin. Aide VI (Clerk III) or Tax Mapper I or MGDH I (Mun. Assessor)</i>  Mun. Assessment Office
3. Return the Request Form and submit the requirements	3.1 Conduct Interview	None	5 minutes	<i>Assmt. Clerk II or Admin. Aide VI (Clerk III) or Tax Mapper I or MGDH I (Mun. Assessor)</i>  Mun. Assessment Office
	3.2 Examine and verify documents	None	10 minutes	
	3.3 Retrieve and verify records	None	30 minutes	
	3.4 Issue the Order of Payment after verification of records	None	5 minutes	
	3.5 Prepare the Certification	None	30 minutes	
4. Pay the required fees at the Municipal Treasury	4. Accept the payment and issue Official Receipt	₱ 110 Certification ₱ 30 Doc Stamp Tax	10 minutes	<i>Rev. Coll Clerk II or Local Rev. Coll. Officer II</i>  Mun. Treasury Office
5. Return to the Municipal Assessment Office	5.1 Check the Official Receipt	None	1 minute	<i>Assmt. Clerk II or Admin. Aide VI (Clerk III) or Tax Mapper I</i>
	5.2 Review the Certification	None	10 minutes	
	5.3 Sign the Certification	None	1 minute	<i>MGDH I (Mun. Assessor)</i>



				Mun. Assessment Office
6. Receive the Certification	6. Release the Certification	None	3 Minutes	<i>Assmt. Clerk II or Admin. Aide VI (Clerk III) or Tax Mapper I or MGDH I (Mun. Assessor)</i>  Mun. Assessment Office
	Total	₱140	1 hour 55 minutes	



## 12. REQUEST FOR TAX MAP (Barangay Map, Section Map, Vicinity Map)

Tax Map is issued to individuals needing for Lot Number Verification, Boundary Verification, reference for loan purposes, reference for Survey Application and other related purposes.

<b>Office or Division:</b>		Municipal Assessment Office		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2C - Government to Citizen G2B - Government to Business G2G - Government to Government		
<b>Who may avail:</b>		All Real Property Owners		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request (1 Original)		Client/Owner		
ID (1 Photocopy)		Client and/or Owner and/or Authorized		
For representative:				
SPA or authorization letter from the declared owner or from the Heirs-for deceased owner (1 Original, 1 photocopy)		Notary Public/Owner/Heirs		
Deed of conveyance (if applicable) (1 Photocopy)		Notary Public/Owner		
Request Letter from Legal Counsel (1 Original, 1 photocopy)		Legal Counsel		
Court Order (if applicable) (1 photocopy)		Regional Trial Court		
Certification (whichever is applicable) (1 Original/photocopy)		Responsible Agency		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Sign the Client Log Book in the Information Desk	1. Give the Log Book and Guide the client to the Municipal Assessment Office	None	5 minutes	<i>Public Assistance and Complaints Desk (PACD)</i>  Office of the Municipal Mayor
2. Fill out the Request Form	2. Give the Request Form	None	5 minutes	<i>Assmt. Clerk II or Admin. Aide VI (Clerk III) or Tax Mapper I or MGDH I (Mun. Assessor)</i>



				Mun. Assessment Office
3. Return the Request Form and submit the requirements	3.1 Conduct Interview	None	5 minutes	<i>Assmt. Clerk II or Admin. Aide VI (Clerk III) or Tax Mapper I or MGDH I (Mun. Assessor)</i>
	3.2 Examine and verify documents	None	10 minutes	
	3.3 Retrieve and verify records	None	45 minutes	
	3.4 Issue the Order of Payment	None	5 minutes	Mun. Assessment Office
	3.5 Prepare the Tax Map	None	1 hour	Tax Mapper I Mun. Assessment Office
4. Return the request form and submit the requirements	4.1 Conduct Interview	None	5 minutes	<i>Assmt. Clerk II or Admin. Aide VI (Clerk III) or Tax Mapper I or MGDG I (Mun. Assessor)</i>
	4.2 Examine and verify documents	None	10 minutes	
	4.3 Retrieve and verify records	None	45 minutes	
	4.4 Issue the Order of Payment	None	5 minutes	Mun. Assessment Office
	4.5 Prepare the Tax Map	None	1 hour	<i>Tax Mapper I</i> Mun. Assessment Office
5. Pay the required fees at the Municipal Treasury	5. Accept the payment and issue the Official Receipt	See table below	10 minutes	<i>Rev Coll Clerk II or Local Rev. Coll. Officer II</i> Mun. Treasury
6. Return to the Municipal Assessment Office	6.1 Check the Official Receipt	None	1 minute	<i>Assmt, Clerk II or Admin. Aide VI or Tax Mapper I</i>
	6.2 Review the prepared Tax Map	None	10 minutes	



	6.3 Sign the Tax Map	None	1 minute	<i>MGDH I</i> (Mun. Assessor)  Mun. Assessment Office
7. Receive the Tax Map	7. Release the Tax Map	None	3 Minutes	<i>Assmt. Clerk II or Admin. Aide VI or Tax Mapper I</i> <i>MGDH I</i> (Mun. Assessor)  Mun. Assessment Office
	<b>Total</b>	See table below	3 hours and 45 minutes	

<b>SCHEDULE OF PAYMENT</b>	
Municipal Map	₱ 350
Barangay Map	₱ 250
Vicinity Map	₱ 110
Tax Map	₱ 110
Section Map	₱ 100
Documentary Stamp Tax	₱ 30





### 13. REQUEST FOR TECHNICAL ASSISTANCE FOR VERIFICATION OF ASSESSMENT RECORDS

Technical assistance of Assessment Records is given to individuals needing for boundary verification, location and lot number verification, and for other purposes raised by the clients.

<b>Office or Division:</b>	Municipal Assessment Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C Government to Citizen G2B Government to Business G2G Government to Government			
<b>Who may avail:</b>	All Real Property Owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Common Requirement</b>				
Letter Request from the owner or Authorized Representative with Special Power of Attorney (1 original copy, 1 photocopy)		Client/Owner/Heirs		
Notarized Deed of Conveyance-if applicable (1 photocopy)		Notary Public		
ID (1 photocopy)		Client/Owner/Heirs		
Certificate of Title-if applicable (1 photocopy)		Registry of Deeds		
RPT Official Receipt-if applicable (1 photocopy)		Municipal Treasury Office		
Approved Survey and/or Subdivision/Consolidation Plan and/or B.L. FORM No. V-37 and/or Lot Description (1 photocopy) (if applicable)		DENR Region X		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Sign the Client Log Book in the Information Desk	1. Guide the client to the Municipal Assessment Office	None	5 minutes	<i>Information Desk Officer</i>  Office of the Municipal Mayor
2. Fill out the Request Form	2. Give the request form	None	5 minutes	<i>Assmt. Clerk II or Admin. Aide VI (Clerk III) or Tax Mapper I or MGDH I</i>



				(Mun. Assessor) Mun. Assessment Office
3. Return the request form and submit the requirements	3.1 Conduct Interview	None	30 minutes	Assmt. Clerk II or Admin. Aide VI (Clerk III) or Tax Mapper I or MGDH I (Mun. Assessor)
	3.2 Examine and verify documents	None	10 minutes	Assmt. Clerk II or Admin. Aide VI (Clerk III) or Tax Mapper I or MGDH I (Mun. Assessor)
	3.3 Retrieve and verify assessment records	None	45 minutes	Assmt. Clerk II or Admin. Aide VI (Clerk III) or Tax Mapper I or MGDH I (Mun. Assessor)
	3.4 Explain to the client as to the status of the real property base on the office assessment records	None	30 minutes	Assmt. Clerk II or Admin. Aide VI (Clerk III) or Tax Mapper I or MGDH I (Mun. Assessor)
	3.5 Issue the Order of Payment after verification of records	None	2 minutes	Assmt. Clerk II or Admin. Aide VI (Clerk III) or Tax Mapper I or MGDH I (Mun. Assessor ) Mun. Assessment Office
4. Pay the required fees at the Municipal Treasury	4.1 Accept the payment and issue the Official Receipt	₱ 55	10 minutes	Rev Coll Clerk II or Local Local Rev. Coll. Officer II Mun. Treasury
5. Return to the MASSO and present the Official Receipt	5. Check the Official Receipt and log the transaction	None	2 minutes	Assmt. Clerk II or Administrative Aide VI (Clerk III) or Tax Mapper I or MGDH I (Mun. Assessor) Mun. Assessment Office
	Total	₱ 55	2 hour 29 minutes	



# MUNICIPAL CIVIL REGISTRATION OFFICE (MCRO)

EXTERNAL SERVICES



## 14. APPLICATION FOR BATCH REQUEST FOR ENTRY QUERY SYSTEM (BREQS) , ELECTRONIC ENDORSEMENT AND ADVANCED COPY

BREQS is a service that allows an individual to request for their PSA SECURITY PAPERS at the Municipal Civil Registration Office.

Electronic Endorsement is a service that allows an individual the privilege to request for their PSA Security Paper to appear on PSA database.

Advanced Copy is a service that allows an individual the privilege to advance their newly registered Certification to PSA for Security Paper within a month.

<b>Office or Division:</b>		Municipal Civil Registration Office		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2C - Government to Citizen		
<b>Who may avail:</b>		All who's Civil Registry are Registered in Libona (Electronic Endorsement & Advanced Copy) All – BREQS		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1.1 Register in the logbook at the Public Assistance and Complaints Desk (PACD)	1.1 Give Log Book to the client	None	3 minutes	<i>Public Assistance and Complaints Desk (PACD) In Charge</i>
1.2 Proceed to the Municipal Civil Registration Office	1.2 Direct client to the Municipal Civil Registration Office	None	2 minutes	<i>Public Assistance and Complaints Desk (PACD) In Charge</i>  <i>Office of the Mun. Mayor</i>
2. Approach personnel-in-charge and submit duly accomplished Data Sheet Form	2.1 Receive & Review the Data  2.2 Prepare Order of Payment	None	5 minutes	<i>Assistant Registration Officer or Registration Officer I</i>  <i>Municipal Civil Registration Office</i>



3. Pay the required fees at the Municipal Treasury and get the Official Receipt	3. Accept the payment and issue Official Receipt	See Table Below	10 minutes	<i>Rev Coll. Clerk II or Local Rev. Coll. Officer II</i>  Mun. Treasury
4. Return to the Municipal Civil Registration Office and present the Official Receipt	4. Check the Official Receipt	None	3 minutes	<i>Assistant Registration Officer or Registration Officer I</i>  Municipal Civil Registration Office
5.1 Pay the necessary Payment for PSA Birth, Marriages, Death, CENOMAR	5.1 Receive payment for PSA. Official Receipt will be issued by the PSA and will be released together with the requested document	See Table Below	5 minutes 15 days PSA	<i>Assistant Registration Officer or Registration Officer I</i>
5.2 Pick up the documents at the Municipal Civil Registration Office after 15 working days or when notified	5.2 Inform the client to come back after 15 working days or when notified.	None	3 minutes	<i>Assistant Registration Officer or Registration Officer I</i>
	5.3 Encode the request thru Batch Request Entry Query System (BREQS)	None	15 minutes	<i>Admin. Assistant II (Data Controller II)</i>  Municipal Civil Registration Office
	<b>Total</b>	See Table Below	15 days 46 Minutes	

<b>Schedule of Payment</b>	
BREQS Fee	₱ 95
PSA Payment for Birth, Marriage, Death	₱ 155
PSA Payment for CENOMAR	₱ 210
Documentary Stamp Tax	₱ 30



## 15. APPLICATION FOR DELAYED REGISTRATION OF CIVIL REGISTRY RECORDS AND/OR OUT OF TOWN DELAYED REGISTRATION

Delayed Registration of Civil Registry Records or Late Registration of Certification of Live Birth, Marriage and Death is a recording of life event that happened months or years ago in Libona, Bukidnon and must be registered at the Municipal Civil Registration Office for Legal and Valid Record on their Civil Registry Certification that can be used for Legal purposes.

Out of Town Delayed Registration is a privilege given to an individual to process his/her Certificate of Live Birth in his/her current residence area to mail it back to his/her Home town where he/she was born.

<b>Office or Division:</b>	Municipal Civil Registration Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Clients who are born, married and died in Libona, Bukidnon All - Out of Town Delayed Registration			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Negative Certification from PSA (1 original copy)		Philippine Statistics Authority		
Affidavit of two disinterested person ( 2 original Copies)		Any Lawyer or Municipal Civil Registration Office		
Affidavit of out of town delayed Registration (2 original copies)		Any Lawyer or Municipal Civil Registration Office		
Baptismal Certificate (1 original, 1 photocopy)		Convent		
Cedula (1 original copy)		Barangay Hall Barangay Treasurer or Municipal Treasury Office		
Barangay Certification of Birth (1 original copy)		Respective Barangay Hall Barangay Secretary		
If married, Certificate Marriage (1 photocopy)		Philippine Statistics Authority		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1.1 Register in the logbook at the Public Assistance and Complaints Desk (PACD)	1.1 Give Log Book to the client	None	3 minutes	<i>Public Assistance and Complaints Desk (PACD) In Charge</i>
1.2 Proceed to the Municipal Civil Registration Office	1.2 Direct client to the Municipal Civil Registration Office	None	2 minutes	<i>Public Assistance and Complaints Desk (PACD) In Charge</i>



				Office of the Municipal Mayor
2. Approach the personnel-in-charge and submit the duly accomplished Certificate together with requirements	2.1 Verify from the data base the subject birth/marriage or death for the existence or non-existence of record	None	5 minutes	<i>Assistant Registration Officer or Registration Officer I</i>
	2.2 Interview the client and evaluate supporting documents	None	5 minutes	<i>Assistant Registration Officer or Registration Officer I</i>
	2.3 Prepare needed requirements, Certificate of Live Birth/ Marriage/ Death For Out of Town:	None	5 minutes	<i>Assistant Registration Officer or Registration Officer I</i>
	2.4 Issue Order of Payment	None	5 minutes	<i>Assistant Registration Officer or Registration Officer I</i>  Municipal Civil Registration Office
3. Pay the required fees at the Municipal Treasury and get the Official Receipt	3. Accept the payment and Issue Official Receipt	₱ 100 Affidavit Fee  ₱ 150 Local	10 minutes	<i>Rev Coll. Clerk II or Local Rev Coll. Officer II</i>  Mun. Treasury
4. Return to the Municipal Civil Registration Office	4. Check and record the number of the Official Receipt	None	3 minutes	<i>Assistant Registration Officer or Registration Officer I or MGDH I (Mun. Civil Registrar )</i>



				Municipal Civil Registration Office
5. Receive registered Certificates  Out of Town Client Options:  Option 1: MCR Personnel will Mail the Documents  Option 2: Client will hand carry the documents	5.1 Review & Sign the document	None	3 minutes	<i>Mun. Civil Registrar</i>
	5.2 Register at the Registry Book and file the same	None	4 minutes	<i>Assistant Registration Officer or Registration Officer I</i>
	Option 1: MCR will Mail the Documents	None	1 day	<i>MGDH I (Mun. Civil Registrar)</i>
	Expected day of arrival of documents is 6 months  Option 2: Client will hand carry the documents			Municipal Civil Registration Office
	Total	₱ 100 Affidavit ₱ 150 Fee Local	1 day 45 minutes For out of town 6 months	





## 16. APPLICATION FOR MARRIAGE LICENSE

A Marriage License is a pre-requisite of a valid marriage. No Marriage shall take place without a valid marriage license except those exempted from license requirements as provided for by laws .

<b>Office or Division:</b>	Municipal Civil Registration Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	All couple who are qualified to marry and must be male and female and one of them must be a resident of Libona Bukidnon			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
For applicants between the age of 18-21 parental consent is needed (2 copies)		Municipal Civil Registration Office		
For applicants between 21-25 parental advice ( 2 copies)		Municipal Civil Registration Office		
Birth Certificate of each Couple (1 Original and 1 Photocopy)		Phil. Statistics Authority Office		
Barangay Clearance – of each couple (Couple 1 Photocopy)		Barangay Hall to the Barangay Secretary		
Tree Planting Certificate of each (1 Photocopy)		Barangay Hall to the Barangay Secretary		
Cedula of each Couple (1 photocopy)		Barangay Hall to the Barangay Treasurer or Municipal Treasury Office		
Certificate of Pre-marriage Counseling (1 original, 1 photocopy)		Population Development Office		
CENOMAR of each couple (1 original copy, 1 photocopy)		Phil. Statistics Authority Office		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1.1 Register in the logbook at the Public Assistance and Complaints Desk (PACD)	1.1 Give Log Book to the client	None	3 minutes	<i>Public Assistance and Complaints Desk (PACD) In Charge</i>
1.2 Proceed to the Municipal Civil Registration Office	1.2 Direct client to the Municipal Civil Registration Office	None	2 minutes	<i>Public Assistance and Complaints Desk (PACD) In Charge</i>



				Office of the Mun. Mayor
2. Approach the personnel-in-charge, state the purpose and submit the required documents	2.1 Receive and evaluate the requirements	None	10 minutes	<i>Assistant Reg'n Officer or Reg'n Officer I</i>
	2.2 Issue Order of Payment	None	1 minute	<i>Assistant Reg'n Officer or Reg'n Officer I</i>  Municipal Civil Registration Office
3. Pay the required fees at the Municipal Treasury	3. Accept the payment and issue Official Receipt	₱ 500	10 minutes	<i>Rev. Coll. Clerk II or Local Rev. Coll. Officer II</i> Mun. Treasury
4. Return to the Municipal Civil Registration Office	4. Check and record the Official Receipt	None	5 minutes	<i>Assistant Reg'n Officer or Reg'n Officer I</i>  Municipal Civil Registration Office
5.1 Review and check the data  5.2 Sign the Application Form and let the parents sign the Consent/ Advice form	5.1 Fill-out the Application Form for Marriage License. Advise the client to carefully check the data.	None	15 minutes	<i>Assistant Reg'n Officer or Reg'n Officer I</i>
	5.2 Has it signed by the applicant and their parents for consent	None	2 minutes	<i>Assistant Reg'n Officer or Reg'n Officer I</i>
	5.3 Subscribe the application Form and advise the client to come back after 10 days to get the Marriage License and inform the client to attend the Pre-Marriage Counseling	None	5 minutes 10 days	<i>MGDH I (Mun.CivilRegistrar)</i>  Mun. Civil Registration Office



6. Attend a 1 day Pre-Marriage Counseling on the scheduled date and get a copy of the Certificate of Attendance	6. Conduct Pre-Marriage Counseling Every 1 <sup>st</sup> & 3 <sup>rd</sup> Tuesday of the month 8:00 A.M. to 5:00 P.M.	None	1 day	PRE Marriage Counseling Team  Municipal Government of Libona
7. After 10 Days re-visit the Municipal Civil Registration Office present the Certificate of Pre Marriage Counseling	7. Upon receipt and verification, issue Order of Payment and advise client to proceed to the Municipal Treasury to pay for the license	None	5 minutes	<i>Assistant Reg'n Officer or Reg'n Officer I</i>  Municipal Civil Registration Office
8. Proceed to Municipal Treasury and pay the required fees	8. Receive payment and Issue Official Receipt and Marriage License and direct client to the MCRO	₱ 350 Marriage License	10 minutes	<i>Rev. Coll. Clerk II or Rev Collection Officer II</i>  Municipal Treasury
9. Present the Official Receipt and Marriage License	9. Record the License Number in the logbook	None	5 minutes	<i>Assistant Reg'n Officer or Reg'n Officer I</i>  Municipal Civil Registration Office
10. Receive the Marriage License	10.1 For Church Wedding: MCR sign and release the document  10.2 For Civil Wedding: Marriage License and Application is retained for record keeping and processing	None	6 minutes	<i>MGDH I (Municipal Civil Registrar)</i>  <i>MGDH I (Municipal Civil Registrar)</i>  Municipal Civil Registration Office
11. Proceed to the Office of the Municipal Mayor to	11. Advise client to proceed to the Office of the Municipal	None	5 minutes	<i>Senior Admin. Assistant III (Private Sec. II) or</i>



set schedule of wedding	Mayor for the Wedding Schedule			<i>Admin. Officer IV ( Info Officer II)</i>  Office of the Municipal Mayor
	Total	₱ 850	11 days 1 hour 24 Minutes	



## 17. FILING PETITION FOR CHANGE OF FIRST NAME (CFN), CHANGE OF GENDER AND CORRECTION OF CLERICAL ERROR/S

Correction on Clerical Error allows an individual to correct such typological error on their Civil Registry Entries specifically on Gender, First Names, Middle Names and Last Names, Month and Day of Birth and Mother and Fathers Full Names (refers to RA 9048 and RA 10172) with valid reason to correct their entries. However, correction on Gender should be corrected in the place of occurrence only.

<b>Office or Division:</b>	Municipal Civil Registration Office
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C - Government to Citizen
<b>Who may avail:</b>	Individual availing the service
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
PSA – Security Paper to be Corrected (1 Original Copy)	Philippines Statistics Authority
Document to be corrected (1 Original or Certified copy )	Municipal Civil Registration Office
If married, PSA Marriage Certificate (3 Photocopies and 1 Original)	Philippines Statistics Authority
Baptismal Certificate (3 Photocopies and 1 Original)	Church/ Convent
Voter's Affidavit (3 Photocopies and (1 Original)	COMELEC
School Records Form 137 & Form 138 (3 Photocopies and 1 Original)	Respective School Attended (Form 137 – Elementary) (Form 138 – High School)
Employment Record (3 Photocopies and 1 Original)	Respective Work Place -HR office
SSS/GSIS (3 Photocopies and 1 Original)	SSS/GSIS Office
Civil Registry Records of Ascendants (3 Photocopies and 1 Original)	Philippines Statistics Authority
Cedula (1 Original copy ,3 Photocopies)	Respective Barangay Hall to the Barangay Treasurer or Municipal Treasury Office
Police Clearance (3 Photocopies and 1 Original)	Local Police Station
NBI clearance (3 Photocopies and 1 Original)	NBI Office
Barangay Clearance (3 Photocopies and 1 Original)	Respective Barangay Hall to the Barangay Secretary
Medical Records (Public & Private)	Any Hospital

(3 Photocopies and 1 Original)				
Publisher's Certification (RA 10172 & CFN) (3 Photocopies and 1 Original)		Any Publishing Office		
If not employed – Affidavit of Non-employment (3 Photocopies and 1 Original)		Lawyer or Court		
Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
1.1 Register in the logbook at the Public Assistance and Complaints Desk (PACD)	1.1 Give Log Book to the client	None	3 minutes	<i>Public Assistance and Complaints Desk (PACD) In Charge</i>
1.2 Proceed to the Municipal Civil Registration Office	1.2 Direct client to the Municipal Civil Registration Office	None	2 minutes	<i>Public Assistance and Complaints Desk (PACD) In Charge Office of the Mun. Mayor</i>
2. Present the problem document to the personnel-in-Charge	2.1 Receive and examine the documents	None	7 minutes	<i>Assistant Reg'n Officer or Reg'n Officer I or MGDH I (Municipal Civil Registrar)</i>
	2.2 Advise petitioner to submit supporting documents before filing a petition	None	5 Minutes	<i>Assistant Reg'n Officer or Reg'n Officer I or MGDH I (Municipal Civil Registrar)</i>
	2.3 Hand over list of supporting documents being required in filing the petition	None	1 minutes	<i>Assistant Reg'n Officer or Reg'n Officer I or MGDH I (Municipal Civil Registrar)</i>  <i>Mun. Civil Registration Office</i>
3. Submit all the listed supporting documents to the	3.1 Receive and examine if documents are authentic,	None	15 minutes	<i>Assistant Reg'n Officer or Reg'n Officer I or MGDH I</i>



personnel-in-charge	complete and duly certified  3.2 Issue Order of Payment	None	5 minutes	(Municipal Civil Registrar)  Assistant Reg'n Officer or Reg'n Officer I or MGDH I (Municipal Civil Registrar)  Mun. Civil Registration Office
4. Pay the required fees at the Municipal Treasury and get the Official Receipt	4. Accept the payment and issue Official Receipt	See table below	10 minutes	Rev. Coll. Clerk II or Local Rev. Coll. Officer II  Mun. Treasury
5. Return to the Municipal Civil Registry and present the Official Receipt	5.1 Check the Officials Receipt and prepare the petition to be signed by the petitioner	None	25 minutes	Assistant Reg'n Officer or Reg'n Officer I or
	5.2 Review the petition and administer Oath of the petitioner	None	5 Minutes	MGDH I (Municipal Civil Registrar)
	5.3 Prepare Publication for Correction on Gender and Change of first Name for 10-15 days	None	10 minutes	Assistant Reg'n Officer or Reg'n Officer I or
	5.4 Prepare the documents for the petition file for mailing to PSA Manila	None	10 minutes	Assistant Reg'n Officer or Reg'n Officer I
	5.5 Mail said petition to Philippine Statistics Authority Legal Office for affirmation	See Table Below	1 hour	Assistant Reg'n Officer or Reg'n Officer I
		None	4 months	



5.2 Wait for notification from the Municipal Civil Registration Office	5.6. Inform clients to be notified.			Assistant Reg'n Officer or Reg'n Officer I  Municipal Civil Registration Office
	Total	See table below	4 months 2 hours 43 minutes	

<b>Schedule of Payment</b>	
CFN & Correction of Gender	₱ 3,000
CFN Migrant Petitioner	₱ 1,000
Correction on Clerical Error	₱ 1,000
CCE Migrant Petitioner	₱ 500
For Migrant Petitioner Fee	₱ 500
Publication	₱ 2,000





## 18. REGISTRATION OF BIRTH

The Registration of Birth is a Certification issued to an individual born in Libona, Bukidnon and Registered by the Municipal Civil Registration Office (Certification of Live Birth) for individual's identification and/or a declaration of both parents the facts of birth of the child. It is a permanent and official recording of child's existence in the Registry of Births and to establish the child's right to have a name and a nationality and to define and protect his/her human and civil right.

<b>Office or Division:</b>		Municipal Civil Registration Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C - Government to Citizen		
<b>Who may avail:</b>		All who are born in Libona, Bukidnon		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Certificate of Live of Birth (COLB) duly filled-up by the Barangay Secretary and the Attending Midwife (4 copies)		Barangay Hall -Barangay Secretary or Municipal Health Office or Municipal Civil Registration Office		
If not married - Personal appearance of parents		Individual availing the service		
If not married, Affidavit to Use the Father's Surname and Admission to Paternity (4 copies)		Municipal Civil Registration Office		
Community Tax Certificate or Cedula (1 original copy)		Barangay Hall -Barangay Treasurer or Municipal Treasurer's Office		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1.1 Register in the logbook at the Public Assistance and Complaints Desk (PACD)	1.1 Give Log Book to the client	None	3 minutes	<i>Public Assistance and Complaints Desk (PACD) In Charge</i>
1.2 Proceed to the Municipal Civil Registration Office	1.2 Direct client to the Municipal Civil Registration Office	None	2 minutes	<i>Public Assistance and Complaints Desk (PACD) In Charge Office of the Mun. Mayor</i>
2. Submit duly accomplished Data Sheet Form together with Certificate of Live Birth (COLB)	2.1 Interview the client/attendant at birth	None	7 minutes	<i>Asst Reg'n Officer or Registration Officer I</i>



	2.2 Encode information from the data sheet to the database and print to the COLB form	None	10 minutes	<i>Admin. Assistant II (Data Controller II)</i>  Municipal Civil Registrar
	2.3 Review and verify the documents	None	5 minutes	<i>Assistant Reg'n Officer or Reg'n Officer I or MGDH I (Municipal Civil Registrar)</i>
	2.4 For Unmarried Parents: (R.A. 9255)	None	10 minutes	<i>Municipal Civil Registrar</i>
	2.5 Issue Order of payment			Municipal Civil Registration Office
3. Pay the required fees at the Municipal Treasury and get the Official Receipt	3. Accept the payment and issue the Official Receipt	₱150	10 minutes	<i>Rev. Coll. Clerk II or Local Rev. Coll. Officer II</i>  Mun. Treasury
4. Return to the Municipal Civil Registration Office	4.1 Check the Official Receipt	None	5 minutes	<i>Assistant Reg'n Officer or Reg'n Officer I</i>
	4.2 Review and Sign the Certificate of Live of Birth	None	5 minutes	<i>MGDH I (Municipal Civil Registrar)</i>  Mun. Civil Registration Office
5. Receive Certificate of Live Birth Owner's Copy	5. Register at the Registry Book of Live Birth ,file and release Owner's Copy	None	5 minutes	<i>Assistant Reg'n Officer or Reg'n Officer I or MGDH I (Municipal Civil Registrar)</i>  Municipal Civil Registration Office
	Total	₱ 150	1 hour 2 minutes	



## 19. REGISTRATION OF COURT ORDERS/DECREES AND REQUEST FOR ANNOTATED RECORDS

Court Decrees or orders are registrable document in the Register of Court Decrees or Orders such as Annulment of Marriage, Declaration Of Absolute nullity of Marriage, legal separation, Change of Name or Correction of entry, Adoption, Declaration of Presumptive Death of the absent spouse/ Judicial Declaration of Absence, Compulsory recognition of illegitimate child/ voluntary recognition of illegitimate child: Appointment of Guardian/ Termination of Guardianship and other registrable court decrees/ orders. Requests for Registration of Court Decrees or Orders are forwarded to PSA Central Office Manila for processing. Clients will then be notified by the Municipal Civil Registration Officer for updates of the request.

<b>Office or Division:</b>	Municipal Civil Registration Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Successful Petitioners who filed for Adoption, Annulment of Marriage, Declaration of Absolute Nullity of Marriage, Judicial Recognition of Foreign Judgement, Correction of Entry and other registrable decrees/orders			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Approved Order from the Court (2 original Copies)		Respective Court where the decision/order was rendered/issued		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1.1 Register in the logbook at the Public Assistance and Complaints Desk (PACD)	1.1 Give Log Book to the client	None	3 minutes	<i>Public Assistance and Complaints Desk (PACD) In Charge</i>
1.2 Proceed to the Municipal Civil Registration Office	1.2 Direct client to the Municipal Civil Registration Office	None	2 minutes	<i>Public Assistance and Complaints Desk (PACD) In Charge Office of the Mun. Mayor</i>
2. Submit all the approved document from the court to the personnel-in-charge	2.1 Receive & Evaluate and examine the submitted documents as to authenticity	None	30 minutes	<i>Assistant Reg'n Officer or Reg'n Officer I or MGDH I (Municipal Civil Registrar)</i>



	2.2 Issue Order of Payment	None	3 Minutes	<i>Assistant Reg'n Officer or Reg'n Officer I or MGDH I (Municipal Civil Registrar)</i>  Municipal Civil Registration Office
3. Pay the required fees at the Municipal Treasury and get the Official Receipt	3. Receive the payment and Issue Official Receipt	See table below	10 minutes	<i>Rev. Coll. Clerk II or Local Rev. Coll. Officer II</i>  Mun. Treasury
4. Return to the Municipal Civil Registration Office and present the Official Receipt	4.1 Check the Official Receipt	None	3 minutes	<i>Assistant Reg'n Officer or Reg'n Officer I or</i>
	4.2 Record the Court Decree and assign Registry No.	None	2 minutes	<i>Assistant Reg'n Officer or Reg'n Officer I</i>
	4.3 Prepare the Certificate of Finality and other Documents to be submitted to PSA Central Office Manila	None	23 minutes	<i>Assistant Reg'n Officer or Reg'n Officer</i>  Municipal Civil Registration Office
5.1 Receive the Owner's Copy of the Certification of Finality	5.1 Check/review the correctness of the entries in the certification, sign the documents and release Owner's Copy to the client	None	10 minutes	<i>MGDH I (Mun. Civil Registrar)</i>
5.2 Wait for notification/s from the MCR for any updates of the request.	5.2 Forward request to PSA Central Office Manila	None	1 day	<i>Assistant Reg'n Officer or Reg'n Officer I or MGDH I (Mun. Civil Registrar)</i>



	5.3 Inform client to be notified for updates from PSA	None	2 minutes	Assistant Reg'n Officer or Reg'n Officer I  Mun. Civil Registration Office
	Total	See table below	1 day 1 hour 28 minutes	

### Schedule of Payment

Annulment of Marriage and Cancellation of Birth	₱ 3,500
Change of Name	₱ 3,000
Correction of Births, Marriages and Deaths	₱ 1,000



## 20. REGISTRATION OF DEATH

Registration of Death is a recording of the fact of death in the Register of Death. Mere preparation of the death certificate is not registration. Death Certificate is an evidence of death of a person and proof of being widowed. And that can be used for claims or any Legal purposes.

<b>Office or Division:</b>		Municipal Civil Registration Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C - Government to Citizen		
<b>Who may avail:</b>		All who died in Libona, Bukidnon		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Barangay Certification of Death (1 original 1 photocopy)		Barangay Hall -Barangay Secretary		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1.1 Register in the logbook at the Public Assistance and Complaints Desk (PACD)	1.1 Give Log Book to the client	None	3 minutes	<i>Public Assistance and Complaints Desk (PACD) In Charge</i>
1.2 Proceed to the Municipal Civil Registration Office	1.2 Direct client to the Municipal Civil Registration Office	None	2 minutes	<i>Public Assistance and Complaints Desk (PACD) In Charge Office of the Mun. Mayor</i>
2. Approach the personnel-in-charge and present the Barangay Death Certificate	2.1 Interview client and encode data to the database and print Mun. Form No. 103	None	13 minutes	<i>Assistant Reg'n Officer or Reg'n Officer I or</i>
	2.2 Instruct Client to proceed to the Municipal Health Officer to verify and sign as to cause of death	None	2 minutes	<i>Assistant Reg'n Officer or Reg'n Officer I or MGDH I (Municipal Civil Registrar)</i>  <i>Mun. Civil Registration Office</i>
3. Proceed to the Municipal Health Office	3.1 Review and examine and then sign the document	None	20 minutes	<i>Municipal Health Officer or Rural Health</i>

	as to the cause of death  3.2 Advises client to go back to MCR with the signed documents for registration	None	20 minutes	<i>Physician or Medical Officer IV</i>  <i>Municipal Health Officer or Rural Health Physician or Medical Officer IV</i>  Municipal Health Office
4. Present the signed Document Mun. Form No. 103 to the In-charge	4. Receive the document and issue Order of Payment	None	5 minutes	<i>Assistant Reg'n Officer or Reg'n Officer I or MGDH I (Municipal Civil Registrar)</i>  Mun. Civil Registration Office
5. Pay the required fees at the Municipal Treasury and get the Official Receipt	5. Accept the payment and issue Official Receipt	₱ 100 (Certification of Death)  ₱100 (Burial Fee)	10 minutes	<i>Rev Coll. Clerk II or Local Rev. Col. Officer II</i>  Mun. Treasury
6. Return to the Mun. Civil Registration and present the Official Receipt	6.1 Check the Official Receipt	None	2 minutes	<i>Assistant Reg'n Officer or Reg'n Officer I</i>
	6.2 Examines document, signs the same and releases the owner's copy	None	3 minutes	<i>MGDH I (Municipal Civil Registrar)</i>  Municipal Civil Registration Office
7. Receive the Death Certificate	7. Register at the Registry Book of Death, release and file	None	5 minutes	<i>Assistant Reg'n Officer or Reg'n Officer I or</i>  Mun. Civil Registration Office
	Total	₱ 200	1 hour 25 minutes	



## 21. REGISTRATION OF LEGAL INSTRUMENTS

Legal instruments are instruments executed by document owners, parents or guardian or any individual allowed by law which affects the status of the child such as Affidavit of Acknowledgement, Affidavit of Admission of Paternity, Affidavit to use the Surname of the Father, Affidavit of Reappearance, Acquisition of Citizenship, Authorization and Ratification of Artificial Insemination, Certificate of Legal Capacity to Contract Marriage, Legitimation, option to elect Citizenship, Partition and Distribution of Properties, Marriage Settlements and other registrable legal instruments.

<b>Office or Division:</b>		Municipal Civil Registration Office		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2C - Government to Citizen		
<b>Who may avail:</b>		All who are born in Libona, Bukidnon		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
PSA-Certificate of Live Birth of the Child (1 Original and 3 Photocopies)		Philippines Statistics Authority		
PSA-Certificate of Marriage (If Married) (1 Original and 3 Photocopies)		Philippines Statistics Authority		
CENOMAR of both parents (1 Original and 3 Photocopies)		Philippines Statistics Authority		
Joint Affidavit of Parents (1 Original and 3 Photocopies)		Attorney or Court		
PSA-Certificate of Live Birth of Father (1 Original and 3 Photocopies)		Philippines Statistics Authority		
Affidavit to Use the Father's Surname (1 Original and 3 Photocopies)		Attorney or Court or MCR Office		
Affidavit of Legitimation from Court (1 Original and 3 Photocopies)		Attorney or Court or MCR office		
Admission to Paternity (1 Original and 3 Photocopies)		Attorney or Court or MCR office		
Personal Appearance of both Parents		N/A		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1.1 Register in the logbook at the Public Assistance and Complaints Desk (PACD)	1.1 Give Log Book to the client	None	3 minutes	<i>Public Assistance and Complaints Desk (PACD) In Charge</i>
1.2 Proceed to the Municipal Civil Registration Office	1.2 Direct client to the Municipal Civil Registration Office	None	2 minutes	<i>Public Assistance and Complaints Desk (PACD) In Charge Office of the Mun. Mayor</i>





2. Submit the requirements for Legitimation to the personnel-in-charge	2.1 Receive and examine the documents	None	13 minutes	<i>Assistant Reg'n Officer or Reg'n Officer I</i>
	2.2 Issue Order of Payment	None	2 minutes	<i>Assistant Reg'n Officer or Reg'n Officer I</i>  Municipal Civil Registration Office
3. Pay the required fees at the Municipal Treasury and get the Official Receipt	3.1 Accept payment and Issue Official Receipt	₱ 150 Legitimation ₱ 100 per Affidavit	10 minutes	<i>Rev. Coll Clerk II or Local Rev. Coll. Officer II</i>  Mun. Treasury
4. Return to the Municipal Civil Registration Office and present the Official Receipt	4. Check the Official Receipt and prepare the papers to be signed by the parents and for mailing to PSA Manila	None	5 minutes	<i>Assistant Reg'n Officer or Reg'n Officer I</i>  Mun. Civil Registration Office
5.1 Receive the Document	5.1 Make the annotation and release the document	None	5 minutes	<i>MGDH I (Municipal Civil Registrar)</i>
5.2 Wait for the notification from the Municipal Civil Registration Office	5.2 Advice Client to wait for the call for the SECPA (PSA – Security Paper)	None	4 months	<i>Assistant Reg'n Officer or Reg'n Officer I</i>  Mun. Civil Registration Office
	Total	₱ 150 Legitimation ₱ 100 per Affidavit	4 months 40 minutes	



## 22. REGISTRATION OF MARRIAGE

The Registration of Marriage is a Certificate issued to couples who got married in Church and/or in Civil Weddings specifically married in LIBONA, BUKIDNON (Place of occurrence). It is a permanent recording of Marriage in the Register of Marriages and a proof of the occurrence of marriage thus establish the responsibilities of married couple. Once registered it could be used for legal purposes.

The Municipal Government of Libona thru the Municipal Civil Registration Office conducts Kasalan ng Bayan annually which aims to marry people of Libona who have been living together without the blessing of marriage in order for their children to be legitimate. The LGU offers Free Registration of Marriage Fees for indigent couples, provided they can present Certificate of Indigency.

<b>Office or Division:</b>	Municipal Civil Registration Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	All couple who are qualified to marry and must be male and female. (Place of Occurrence)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Certificate of Marriage signed by the Couples, Solemnizing Officer and the Sponsors (4 copies)		Church or the Place of Occurrence		
If Living Together for 5 years above – Form of Article 34 (4 copies)		Municipal Civil Registration Office		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1.1 Register in the logbook at the Public Assistance and Complaints Desk (PACD)	1.1 Give Log Book to the client	None	3 minutes	<i>Public Assistance and Complaints Desk (PACD) In Charge</i>
1.2 Proceed to the Municipal Civil Registration Office	1.2 Direct client to the Municipal Civil Registration Office	None	2 minutes	<i>Public Assistance and Complaints Desk (PACD) In Charge Office of the Mun. Mayor</i>
2. Approach the personnel-in-charge and state the purpose	2.1 Interview Client and collect the requirements	None	5 minutes	<i>Assistant Reg'n Officer or Reg'n Officer I</i>
	2.2 For Civil Wedding:	None	5 minutes	

	<p>Encode the data and/or information to the database and print the information to the Mun. Form no. 97</p> <p>2.3 For Church Wedding: Receive and review the Certificate of Marriage, Encode the data and/or information to the database</p> <p>2.4 For Civil Wedding conducted by the Municipal Mayor Receive and verify the document</p> <p>2.5 Issue Order of payment</p>	<p>None</p> <p>None</p> <p>None</p>	<p>5 minutes</p> <p>5 minutes</p> <p>2 minutes</p>	<p><i>Assistant Reg'n Officer or Reg'n Officer I</i></p> <p><i>Assistant Reg'n Officer or Reg'n Officer I or MGDH I (Municipal Civil Registrar)</i></p> <p><i>Assistant Reg'n Officer or Reg'n Officer I or MGDH I (Municipal Civil Registrar)</i></p> <p><i>Assistant Reg'n Officer or Reg'n Officer I or MGDH I (Municipal Civil Registrar)</i></p> <p>Municipal Civil Registration Office</p>
3. Pay the required fees at the Municipal Treasury and get the Official Receipt	3.1 Accept the payment based on the Order of Payment and issue the Official Receipt	See Table Below	10 minutes	<p><i>Rev Coll Clerk II or Rev. Coll. Officer II</i></p> <p>Municipal Treasury</p>
4. Return to the Municipal Civil Registration Office	4. Check and record the number of the Official Receipt	None	5 minutes	<p><i>Assistant Reg'n Officer or Reg'n Officer I</i></p> <p>Mun. Civil Registration Office</p>



5. Receive copy of the Certificate of Marriage	5.1 Review & Sign and release the Certificate of Marriage	None	4 minutes	<i>MGDH I (Municipal Civil Registrar)</i>
	5.2 Register at the Registry Book of Marriage and file the same	None	1 minute	<i>Assistant Reg'n Officer or Reg'n Officer</i>  Municipal Civil Registration Office
	<b>Total</b>	<b>See Table Below</b>	<b>47 minutes</b>	

<b>Schedule of Payment</b>	
Solemnization	₱ 500
Per Sponsor	₱ 100
Marriage Application	₱ 500
Marriage License	₱ 350



## 23. REQUEST FOR CERTIFICATION OF VITAL EVENTS

Issuance of Certifications of Vital Events or known as the Civil Registry Forms (Form 1A, 2A, 3A, 1B, 2B, 3B, 1C, 2C, 3C) a certification that certifies an individual that his/her Civil Registry Records are true and clear entries. And a Certification for Destroyed and Negative Records of an individual must be applied personally.

<b>Office or Division:</b>		Municipal Civil Registration Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C - Government to Citizen		
<b>Who may avail:</b>		Clients whose Certificate of Live Birth, Marriage and Death Registered in Libona, Bukidnon		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1.1 Register in the logbook at the Public Assistance and Complaints Desk (PACD)	1.1 Give Log Book to the client	None	3 minutes	<i>Public Assistance and Complaints Desk (PACD) In Charge</i>
1.2 Proceed to the Municipal Civil Registration Office	1.2 Direct client to the Municipal Civil Registration Office	None	2 minutes	<i>Public Assistance and Complaints Desk (PACD) In Charge</i>  Office of the Mun. Mayor
2. Approach the personnel-in-charge and request for the certification	2.1 Verify the Civil Registry Information System or hard copy as to availability of records	None	3 minutes	<i>Assistant Reg'n Officer or Reg'n Officer I or Admin. Assistant II (Data Controller II)</i>
	2.2 Issue Order of payment	None	1 minutes	<i>Assistant Reg'n Officer or Reg'n Officer I or Admin. Assistant II (Data Controller II)</i>  Municipal Civil Registration Office



3. Pay the required fees at the Municipal Treasury and get the Official Receipt	3. Accept payment and Issue Official receipt	₱ 100 Certification ₱ 30 & Doc Stamp Tax	10 minutes	<i>Rev. Coll. Clerk II or Local Rev. Coll. Officer II</i>  Mun. Treasury
4. Return to the Municipal Civil Registration Office and present the Official Receipt	4. Check the Official Receipt and prepare the Certification	None	6 minutes	<i>Assistant Reg'n Officer or Reg'n Officer I or Admin. Assistant II (Data Controller II)</i>  Municipal Civil Registration Office
5. Receive the Certification and sign the logbook	5. Check/review the data, sign and release certification to the client	None	5 minutes	<i>MGDH I (Municipal Civil Registrar)</i>  Mun. Civil Registration Office
	Total	₱ 130	30 minutes	



## 24. REQUEST FOR SUPPLEMENTAL REPORT

Supplemental Report allows an individual to supply the missing entries on his/her Civil Registry Record and/or Certification.

<b>Office or Division:</b>	Municipal Civil Registration Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	All who are born in Libona, Bukidnon			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
PSA -Certificate of Live Birth of the Child (1 Original and 2 Photocopies)		Philippines Statistics Authority		
PSA -Certificate of Marriage (If Married) (1 Original and 2 Photocopies)		Philippines Statistics Authority		
Supplemental Affidavit from Court (3 Original Copy)		Court		
Baptismal Certificate (1 Original and 2 Photocopies)		Church		
Police Clearance (1 Original and 2 Photocopies)		Respective Police Station		
Medical Records (1 Original and 2 Photocopies)		Any Hospital		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1.1 Register in the logbook at the Public Assistance and Complaints Desk (PACD)	1.1 Give Log Book to the client	None	3 minutes	<i>Public Assistance and Complaints Desk (PACD) In Charge</i>
1.2 Proceed to the Municipal Civil Registration Office	1.2 Direct client to the Municipal Civil Registration Office	None	2 minutes	<i>Public Assistance and Complaints Desk (PACD) In Charge</i>  <i>Office of the Mun. Mayor</i>
2. Approach personnel-in-charge and submit the requirements for Supplemental Report	2.1 Receive and examine the submitted documents	None	5 minutes	<i>Assistant Reg'n Officer or Reg'n Officer I</i>



	2.2 Issue Order of Payment	None	5 Minutes	Assistant Reg'n Officer or Reg'n Officer I  Municipal Civil Registration Office
3. Pay the required fees at the Municipal Treasury and get the Official Receipt	3.1 Accept the payment and issue the Official Receipt	₱ 200	10 minutes	Rev Coll. Clerk II or Local Rev Coll. Officer II  Municipal Treasury
4. Return to the Municipal Civil registration Office and present the Official Receipt	4. Check the Official Receipt , prepare the papers to be signed by the Clients and for mailing to PSA Manila	None	20 minutes	Assistant Reg'n Officer or Reg'n Officer I or MGDH I ( Mun. Civil Registrar)  Mun. Civil Registration Office
5. Receive the Document	5.1 MCR make the annotation and release the document	None	18 minutes	Assistant Reg'n Officer or Reg'n Officer I or MGDH I ( Mun. Civil Registrar)
	5.2 Advice Client to wait for the call for the SECPA (PSA – Security Paper)	None	2 minutes	Assistant Reg'n Officer or Reg'n Officer I or MGDH I ( Mun. Civil Registrar)  Mun. Civil Registration Office
	Total	₱ 200	1 hour 5 minutes	





# MUNICIPAL DISASTER RISK REDUCTION AND MANAGEMENT OFFICE (MDRRMO)

EXTERNAL SERVICES



## 25. REQUEST FOR EMERGENCY RESPONSE

During emergency situations within the Municipality of Libona, residents may contact the MDRRMO for immediate and systematic response to mitigate the impact of the event and to preserve the life and guarantee the safety and well-being of the general public. Response time may vary depending on the distance or location of the incident, weather condition and the availability of resources.

**MDRRMO EMERGENCY HOTLINE NUMBER 0967-605- 5989**  
**RADIO FREQUENCY 147.720 LONDON BASE (HANDHELD RADIO)**

Patient Transport Vehicles (PTV) /Rescue Vehicles assigned daily:

No. Patient Transport Vehicle (PTV) or Rescue Vehicle	No. of Responders	Assigned Barangay
1	1	Gango, Kinawe, Kiliog
2	2	Capihan, Crossing, Laturan, Poblacion, Palabucan, Pongol, Nangka, Maambong, San Jose, Sil-ipon, Sta Fe

<b>Office or Division:</b>	Municipal Disaster Risk Reduction and Management Office				
<b>Classification:</b>	Highly Technical				
<b>Type of Transaction:</b>	G2C - Government to Citizen				
<b>Who may avail:</b>	All				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
None			None		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>	
1.1 Call MDRRMO and provide the following information 1.Type of Incident 2.Location of Incident 3.Number of Casualties 4. Name of Contact 5. Number of caller	1.1 Receive call and gather the following information : 1.Type of Incident 2.Location of Incident 3.Number of Casualties 4. Name of Contact 5. Number of caller	None	5 minutes	Radio Communication Operator	
	1.2 Verify the availability of driver and vehicle. Organized the rescuers and prepare rescue equipment and medical kits	None	2 minutes	Radio Communication Operator or Emergency Responders	



1.2 Wait for action of request	1.3 Mobilization of the Emergency Response Team towards the identified location of incident	None	40 minutes	Emergency Responders
1.3 Depending on the situation, answer relevant queries from the responders	1.4 Arrival at the scene and responders performs their specific tasks.	None	30 minutes	Emergency Responders
	1.5. If needed, call or notify the receiving facilities for referral and transport patient.	None	28 minutes	Emergency Responders
1.4 If eligible, accompany the patient	1.6 If eligible request the informant to accompany the patient	None	2 minutes	Emergency Responders
				MDRRMO
	Total	None	1 hour 47 minutes	



## 26. REQUEST FOR PATIENT TRANSPORT VEHICLE (PTV)

Patient Transport Vehicle is a free transportation service use for transporting sick or injured patients from and to medical facilities or hospitals for definitive care or for transferring patient to another hospital for further diagnostic and treatment purposes. Response time may vary depending on the availability of the PTV.

Patient Transport Vehicles (PTV) /Rescue Vehicles assigned daily:

No. Patient Transport Vehicle (PTV) or Rescue Vehicle	No. of Responder/ On board	Assigned Barangay
1	1	Gango, Kinawe, Kiliog
2	2	Capihan, Crossing, Laturan, Poblacion, Palabucan, Pongol, Nangka, Maambong, San Jose, Sil-ipon, Sta Fe

<b>Office or Division:</b>	Municipal Disaster Risk Reduction and Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen G2G - Government to Government G2B - Government to Business			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1.1 Call MDRRMO and request for PTV	1.1 Receive call and gather the following information : 1.Type of Incident 2.Location 3.Number of patient 4. Name of Contact 5. Number of caller	None	5 minutes	Radio Communication Operator
1.2 Wait for action of request	1.2 Verify the availability of driver, On board and vehicle.	None	2 minutes	Radio Comm. Operator or Emergency Responders
1.3 Depending on the situation, answer relevant	1.3 Mobilization of the Emergency Response Team towards the	None	40 minutes	Emergency Responders



queries from the responders	identified location patient	None	38 minutes	Emergency Responders
1.4 If eligible, accompany the patient	1.5. If needed, call or notify the receiving facilities for referral and transport patient. 1.6 If eligible request the informant to accompany the patient	None	2 minutes	Emergency Responders MDRRMO
	Total	None	1 hour 27 minutes	



## 27. REQUEST FOR DRRM INFORMATION, EDUCATION AND COMMUNICATION (IEC) MATERIALS

DRRM IEC Materials are issued for information Education campaign to create a disaster resilient community. These materials includes Flyers, Print outs, posters, stickers Maps, etc.

<b>Office or Division:</b>	Municipal Disaster Risk Reduction and Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government G2B - Government to Business			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request identifying the IEC materials being requested ( 1 original copy)		Concerned Agency/Office		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Visit MDRRM Office and Submit the Letter Request	1.1 Receipt of the Letter Request and check the availability of the IEC Materials	None	10 minutes	LDRRM Assistant or Admin. Asst. II (Clerk IV)
	1.2 Prepare the IEC Materials	None	8 minutes	LDRRM Assistant or Admin. Asst. II (Clerk IV) MDRRMO
2. Receive the IEC Materials	2. Release IEC Materials	None	2 minutes	LDRRM Assistant or Admin. Asst. II (Clerk IV) MDRRMO
	<b>Total</b>	None	20 minutes	



## 28. REQUEST FOR EARTHQUAKE, FIRE AND EVACUATION DRILLS

Conducting drills in schools and workplace can help to establish what to do in times of crises or emergencies. It is very important to know what steps are to be taken in an emergency situation. It is vital for all students, employees to know exactly what to do in the event of an emergency.

<b>Office or Division:</b>	Municipal Disaster Risk Reduction and Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B - Government to Business G2G - Government to Government			
<b>Who may avail:</b>	Schools, Business Owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Request approved by the Municipal Mayor ( 1 original copy) with the following details:  * Date and Time of Drill * Exact Location * Name of Requesting Party * Estimated Number of Attendees * Contact Person and Number of Coordinator		Concerned Agency/Office		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Visit the MDRRM Office and submit the approved Letter of Request	1.1 Receive the approved Letter of Request and verify the schedule and availability of facilitators	None	30 minutes	<i>LDRRM Assistant or Admin. Asst. II (Clerk IV)</i>
2. Receive confirmation of Schedule	2. Confirm the Schedule of Drill	None	2 minutes	<i>LDRRM Assistant or Admin. Asst. II (Clerk IV)</i>  MDRRMO
<b>Total</b>		None	32 minutes	



## 29. REQUEST FOR PATIENT TRANSPORT VEHICLE OR AMBULANCE AND MEDICAL STANDBY (MEDICS) DURING PLANNED EVENTS

The MDRRMO provides medical outpost, first aid stations and standby PTV or Ambulance services to events like Foundation Day Celebration, Fiesta, Concerts, Fun Runs and other events to ensure immediate response during emergency.

Request should be done at least seven (7) days prior to the event, to determine the availability of resources.

<b>Office or Division:</b>	Municipal Disaster Risk Reduction and Management Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G - Government to Government G2B - Government to Business G2C - Government to Citizens			
<b>Who may avail:</b>	Event Organizers, Barangay Officials			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter Request approved by the Municipal Mayor thru MDRRMO (1 original copy, 1 photocopy) with the following details: * Name or Type of Event * Date and Time of Event * Exact Location of event * Name of Requesting Party * Estimated Number of Attendees * Contact Person and Number of Coordinator		Concerned Agency/Office		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Visit the MDRRMO and submit the approved Letter Request	1. Receive the Letter Request and verify the schedule of event.	None	5 minutes	<i>LDRRM Assistant or Admin. Asst. II (Clerk IV)</i>  MDRRMO
2. Assist the MDRRMO Personnel during the event	2. Direct personnel to proceed to the scheduled event.	None	1 hour	<i>Operation and Warning Officer</i>  MDRRMO
	Total	None	1 hour 5 minutes	





### 30. REQUEST TO ACCESS, RECORD OR COPY OF THE CLOSED-CIRCUIT TELEVISION (CCTV) FOOTAGE

MDRRMO Libona is now equipped with CCTV cameras in some strategic areas for monitoring of natural and human-induced hazards in the area.

Request to access, record or copy of the CCTV footage should conform with the Data Privacy Regulations (R.A 10173 or Data Privacy Act of 2012).

<b>Office or Division:</b>	Municipal Disaster Risk Reduction and Management Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Those who need the copy for legal purposes endorsed by PNP or the Court of Law			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Official Copy of Police Report or Police Blotter for documentation and proof of legal purpose (for viewing only)		Libona PNP Station or any Precincts		
Summon Request or Court Order		Court		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Visit the MDRRM Office and Submit the requirements	1.1 Receive and validate the documents	None	5 minutes	<i>LDRRM Assistant or Admin. Asst. II (Clerk IV)</i>
	1.2 Review or copy Footage if available	None	1 hour	<i>LDRRMO I &amp; III</i>
				MDRRMO
2. Receive Footage	2. Release Footage	None	5 minutes	<i>LDRRMO I &amp; III</i>
				MDRRMO
	Total	None	1 hour 10 minutes	



# MUNICIPAL ENVIRONMENT AND NATURAL RESOURCES OFFICE (MENRO)

EXTERNAL SERVICES



### 31. COMPLAINTS ON CHAINSAW OPERATIONS AND/OR CUTTING OF TREE INCIDENTS IN THE LOCALITY

To address illegal chainsaw operations and illegal cutting of trees in the locality, citizens are encouraged to report any related incidents to the Municipal Environment and Natural Resources Office. Clients are encouraged to have a written complaints to substantially address the complaint pursuant to the Municipal Environment Code and PD 7054. The Municipal Environment and Natural Resources Office will facilitate the complaint, will impose penalties pursuant to the Ordinance notwithstanding other penalties that will be imposed by the Department of Environment and Natural Resources (DENR).

<b>Office or Division:</b>		Municipal Environmental and Natural Resources Office		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2C - Government to Citizen		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Report any Chainsaw and/or cutting of tree activities in the locality to the nearest Barangay Government Unit or may directly report to the MENRO and provide details.	1.1 Verify the report and coordinate the Barangay concern for verification.	None	2 days	<i>OIC MENRO</i>
	1.2 Coordinate the PNP for assistance and proceed to the Location or Area for assessment and permit validation.	None	30 minutes	<i>OIC MENRO Brgy Official Police Officer</i>
	1.3 If the person/s involved cannot show pertinent documents and permits, coordinate the Community Environment and Natural Resources Office (CENRO) for legal actions.	None	1 day	<i>OIC MENRO  MENRO</i>
2. Receive the information.	2. Inform the complainant/informant on the action taken	None	5 minutes	<i>OIC MENRO MENRO</i>
<b>Total</b>		None	3 days 35 Minutes	



## 32. REQUEST FOR CERTIFICATION FOR CHARCOAL AND/OR FIREWOOD (PRODUCTION AND/OR SELLING)

Services rendered to individual who wish to engage in charcoal and fire wood production.

<b>Office or Division:</b>	Municipal Environmental and Natural Resources Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Citizen G2B - Government to Business			
<b>Who may avail:</b>	Person engaged in charcoal/firewood production and/or selling			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Barangay Certification (original and 1 photocopy)			Respective Barangay	
Holder of Certificate & Cutting Permit (original and 1 photocopy)			Community Environment and Natural Resources Office (CENRO)-Talakag, Bukidnon	
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Visit MENRO and Submit the requirements	1. Receive and verify documents and conduct interview	None	15 minutes	<i>Admin. Aide VI (Clerk III) or OIC MENRO</i>  MENRO
2. Guide MENRO Personnel during Ocular Inspection	2. Conduct Ocular Inspection and Validation	None	2 days	<i>Admin. Aide VI (Clerk III) or OIC MENRO</i>  MENRO
3. Receive Order of payment	3. Issue Order of Payment and direct client to pay at the Municipal Treasury	None	10 minutes	<i>Admin. Aide VI (Clerk III) or OIC MENRO</i>  MENRO
4. Pay the required fees at the Municipal Treasury	4. Accept payment and issue Official Receipt	Charcoal Fee ₱ 100 per cubic  Certification Fee ₱ 50  Doc Stamp Tax ₱ 30	20 minutes	<i>Rev. Coll Clerk II or Local Rev. Coll. Officer II</i>  Mun. Treasury



<p>5.1 Return to MENRO and show the Official Receipt</p> <p>5.2 Wait for the notification</p>	<p>5.1 Verify the Official Receipt, prepare and process the Certification and indorse to the Office of the Municipal Mayor for final action</p> <p>5.2 Inform client to be notified when request is acted</p>	<p>None</p>	<p>3 days</p>	<p><i>Admin. Aide VI (Clerk III) or OIC MENRO</i></p> <p>MENRO</p> <p><i>Municipal Mayor or Authorized Representative</i></p> <p>Office of the Municipal Mayor</p> <p><i>Admin. Aide VI (Clerk III) or OIC MENRO</i></p> <p>MENRO</p>
<p>6. Receive the Certification</p>	<p>6. Get the Certification from the Office of the Municipal Mayor and transmit to client</p>	<p>None</p>	<p>1 day</p>	<p><i>Admin. Aide VI (Clerk III) or OIC MENRO</i></p> <p>MENRO</p>
<p>Total</p>		<p>₱ 100 per cubic ₱ 50 Certification Fee ₱ 30 Doc Stamp Tax</p>	<p>6 days 45 minutes</p>	



### 33. REQUEST FOR CUTTING CERTIFICATION OF PLANTED TREES AND /OR PLANTED FRUIT TREES

Services rendered to individual lot owners who wish to avail certification in support to cutting permit from Community Environment and Natural Resources Office (CENRO) and Philippine Coconut Authority. This Cutting certification is part of the requirements for the issuance of cutting permit by the Department of Environment and Natural Resources (DENR) and Philippine Coconut Authority (PCA) pursuant to the Municipal Ordinance or the Municipal Environment Code. The Municipal Environment and Natural Resources Office will only help and assist client to avail cutting permit by providing list of requirements needed by the Community Environment and Natural Resources Office (CENRO). The client can lodge their documents to the MENRO and will be pick up by the Community Environment and Natural Resources Office (CENRO) personnel. Or they can directly submit all the documents to the Community Environment and Natural Resources Office (CENRO) at Talakag Bukidnon, together with the cutting certification. For trees that are hazardous in nature and need to be cut as soon as possible, the clients are advised to secure Certification from the Municipal Disaster Risk Reduction and Management Office so that it will be given priority and consideration depend on the assessment of the Community Environment and Natural Resources Office (CENRO). For those who wish to cut their trees in timberland, they are to coordinate first to the Community Environment and Natural Resources Office (CENRO) talakag, prior to the issuance of the Cutting certification. The cutting certification is not a permit for cutting, no cutting activity is allowed without the approval of the CENRO. MENRU personnel can only inspect hazardous trees even without the presence of CENRO personnel.

<b>Office or Division:</b>	Municipal Environmental and Natural Resources Office	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2C - Government to Citizen G2G - Government to Government G2B - Government to Business	
<b>Who may avail:</b>	Person or entity applying for cutting permit to CENRO Talakag	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
Barangay Certification (original and 2 photocopy)	Respective Barangay- Barangay Secretary	
<ul style="list-style-type: none"> <li>• Barangay Certification (original and 1 photocopy)</li> <li>• Proof of Ownership (Land Title original and/or 1 photocopy)</li> <li>• Contact Number</li> <li>• Valid ID (photocopy)</li> </ul>	Barangay Government Unit where the trees are planted Requesting party  Requesting party Requesting party	
DA RFO 10/Municipal Agriculture Office Certificate for planted fruit trees (original and 1 photocopy)	Municipal Agriculture Office (MAO)/DA RFO 10	



Municipal Disaster Risk Reduction Management Office (MDRRMO) certificate for hazardous trees		Municipal Disaster Risk Reduction Management Office (MDRRMO)			
Authorization letter & valid ID of the authorized representative (if the client is not the owner of the specified lot)		Requesting Party			
Client Steps		Agency Actions	Fees to be Paid	Processing Time	Person Responsible
1.1 Visit the MENRO and Submit the requirements	1.1 Receive, verify documents and conduct interview	None	15 minutes	<i>Admin. Aide VI (Clerk III)</i>	
1.2 Wait for the schedule of inspection	1.2 Set schedule for Ocular Inspection	None	15 Minutes	<i>OIC MENRO</i> <i>MENRO</i>	
2. Guide MENRO Personnel during ocular inspection	2. Conduct ocular inspection and validation	None	3 days	<i>CENRO</i> <i>OIC MENRO</i> <i>MENRO</i>	
3. Receive Order of payment	3. Issue Order of Payment and direct client to pay at the Municipal Treasury	None	15 minutes	<i>Admin. Aide VI (Clerk III) or OIC MENRO</i> <i>MENRO</i>	
4. Pay the required fees at the Municipal Treasury	4. Accept the payment and issue Official Receipt	See table below	20 minutes	<i>Rev. Coll. Clerk II or Local Rev. Coll. Officer II</i> <i>Mun. Treasury</i>	
5.1 Return to MENRO and show the Official Receipt	5.1 Verify the Official Receipt, prepare and process the Certification and indorse to the Office of the Municipal Mayor for final action and inform client to be notified when request is acted	None	3 days	<i>Office Staff or OIC MENRO</i> <i>Municipal Mayor or Authorized Representative</i> <i>Office of the Municipal Mayor</i>	
5.2 Wait for the notification					
6. Receive the Certification	6. Get the Certification from the	None	1 day	<i>Admin. Aide VI (Clerk III) or</i>	



	Office of the Municipal Mayor and transmit to client			<i>OIC MENRO</i>  MENRO
	Total	See table below	7 days 1 hour 5 minutes	

<b>Schedule of Payment</b>	
1-15 tress and below	Provision of 30 endemic seedlings or pay an amount of ₱ 750
More than 15 trees	Provision of 100 endemic seedlings or pay an amount of ₱ 2,500
Cutting Fee per hill	₱ 50
Certification Fee	₱ 100
Processing Fee	₱ 50
Documentary Stamp Tax	₱ 30





### 34. REQUEST FOR DUMPING OF RESIDUAL WASTE AT THE MUNICIPAL SANITARY LAND FILL

This service is rendered to individuals/establishments/institutions who wish to dump residual waste at the Municipal Sanitary Land Fill. The volume of waste will be determined by the in-charge with the corresponding fees in accordance to the Municipal Revenue code of 2023 (Ordinance no. 22-51), provided that the residual waste that will be disposed is segregated. No collection no segregation policy is implemented pursuant to EO no. 21-2020 to ensure proper accounts of waste as part of the monitoring reports to be submitted to the Department of Environment and Natural Resources (DENR)-EMB 10. Only Residual Waste will be catered because individuals are encouraged to utilize their recyclable waste or sell to scrap buyers.

<b>Office or Division:</b>		Municipal Environmental and Natural Resources Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C - Government to Citizen G2B - Government to Business G2G - Government to Government		
<b>Who may avail:</b>		Individuals, Agricultural and Industrial Establishments who wish to dispose residual waste to the Municipal Sanitary Land Fill		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Segregated Residual Wastes			Requesting Party	
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Proceed to MENRO and state the purpose	1. Interview the Client	None	5 minutes	<i>Admin. Aide VI (Clerk III) or Solid Waste Management Focal Person</i>  <i>OIC MENRO MENRO</i>
2.1 Bring the segregated waste in sacks or in bulk for inspection	2.1 Inspect the garbage if segregated	None	15 minutes	<i>Solid Waste Management Focal Person</i>
2.2 Receive the order of payment	2.2 Determine the quantity of sacks and give the Order of Payment	None	10 minutes	<i>Solid Waste Management Focal Person</i>  <i>Admin. Aide VI (Clerk III) or</i>



				OIC MENRO MENRO
3. Pay the required fees at the Municipal Treasury and secure Official Receipt	3. Accept the payment and issue Official Receipt	See table below	10 minutes	Rev. Coll Clerk II or Local Rev. Coll. Officer II  Municipal Treasury
4. Return to MENRO and present the Official receipt	4. Check the Official Receipt	None	2 minutes	Admin. Aide VI (Clerk III) or OIC MENRO  MENRO
5. Bring the Waste to the Sanitary Land Fill	5. Guide the client to the Municipal Sanitary Land Fill for disposal	none	2 hours	Office Staff  OIC MENRO or Garbage Collectors  MENRO
6. Unload the Waste to the Waste emplacement cell	6. Account the waste disposed for record purposes	none	1 hours	Admin. Aide VI (Clerk III)  OIC MENRO or Garbage Segregator  MENRO
Total		See table below	3 hour 42 minutes	

<b>Schedule of Payment</b>	
1 sack or less	₱ 30 per sack
Load of wastes carried by truck	₱ 500 per cubic



### 35. REQUEST SEEDLINGS FOR TREE GROWING ACTIVITY AND/OR REFORESTATION PROGRAM IN THE LOCALITY

The Municipal Environment and Natural Resources Unit provides seedlings to cater various request from schools, Barangays, private entities and other interested groups for Tree Growing/ Reforestation Program. The clients are advised to send their request at least **one (1) week before the activity** to give ample of time to conduct inventory for the availability of the seedling and if not, the office can endorse their request to the Community Environment and Natural Resources Office (CENRO).

<b>Office or Division:</b>		Municipal Environmental and Natural Resources Office		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2C - Government to Citizen G2G - Government to Government		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Request indicating the area to be planted, the number of seedlings needed and contact details/information of the client. (1 original copy)		Requesting Party		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1.1 Submit a Letter of Request to the office of the Municipal	1.1 Received the letter and endorse to the Municipal Mayor for approval	None	2 days	<i>Receiving Clerks</i>
1.2 Wait for the notification	1.2 Inform client to be notified when request is acted	None	2 minutes	<i>Receiving Clerks</i>  Office of the Municipal Mayor
2. Receive notification	2.1 Received the approved letter from the office of the Municipal Mayor	None	2 minutes	<i>Admin. Aide VI (Clerk III)</i> <i>OIC MENRO</i>
	2.2 Check the availability of seedlings	None	2 days	<i>Admin. Aide VI (Clerk III)</i> <i>OIC MENRO</i>
	2.3 Call the client to pick up the seedlings	None	5 minutes	<i>Admin. Aide VI (Clerk III)</i> <i>OIC MENRO</i>



				MENRO
3.1 Pick up the seedlings	3.1 Release seedlings to the clients and orient on proper handling, planting and plant care	None	5 minutes	<i>Admin. Aide VI (Clerk III)</i> OIC MENRO
3.2 Prepare and submit Tree Planting Report	3.2 Remind to submit documentation after the Tree Planting Activity	None	1 day	<i>Admin. Aide VI (Clerk III)</i> OIC MENRO  MENRO
Total		None	5 days 14 minutes	



### 36. REQUEST FOR TREE PLANTING CERTIFICATION

Services rendered to individual lot owners who wish to avail certification in support for cutting trees, fruit trees and/or for other purposes

<b>Office or Division:</b>	Municipal Environmental and Natural Resources Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Citizen G2G - Government to Government G2 B - Government to Business			
<b>Who may avail:</b>	Person applying for cutting permit of planted trees and permit to transport cut trees and other purposes			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Request		Requesting party		
Proof of Ownership of Land Area (1 photocopy)		Requesting party		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1.1 Visit MENRO and submit requirements	1.1 Receive and verify documents and interview the client	None	15 minutes	<i>Admin. Aide VI ( Clerk III)</i> <i>OIC MENRO</i>
1.2 Wait for the schedule of inspection and validation of the area/location	1.2 Set schedule for Ocular Inspection	None	5 minutes	<i>Admin. Aide VI ( Clerk III)</i> <i>OIC MENRO</i>  <i>MENRO</i>
2. Guide MENRO Personnel	2. Conduct Ocular Inspection, Validation and Inventory of Planted Trees	None	2 days	<i>Admin. Aide VI ( Clerk III)</i> <i>OIC MENRO</i>  <i>MENRO</i>
3. Receive Order of payment	3. Issue Order of Payment and direct client to pay at the Municipal Treasury	None	5 minutes	<i>Admin. Aide VI ( Clerk III)</i> <i>OIC MENRO</i>  <i>MENRO</i>
4. Pay the required fees at the Municipal Treasury	4. Accept payment and Issue Official Receipt	₱ 50 Certification Fee ₱ 30 Doc Stamp Tax	10 minutes	<i>Rev. Coll Clerk II</i> <i>or</i> <i>Local Rev. Coll Officer II</i>  <i>Mun. Treasury</i>



5.1 Return to the MENRO and show the Official Receipt	5.1 Verify the Official Receipt,	None	5 minutes	<i>Admin. Aide VI (Clerk III)</i> OIC MENRO
5.2 Receive the certificate	5.2 Prepare and issued Certification	None	10 minutes	<i>Admin. Aide VI (Clerk III)</i> OIC MENRO  MENRO
Total		₱ 80.00	2 days 55 minutes	



# MUNICIPAL ENGINEERING OFFICE

## (MEO)

EXTERNAL SERVICES



### 37. APPLICATION FOR BUILDING PERMIT

Building permit is required prior to construction, alteration, major repair, renovation or conversion of any building or structure owned by government or private entities.

The permit becomes null and void if work does not commence within one (1) year from the date of such permit, or if the building or work is suspended or abandoned at any time after it has been commenced for a period of 120 days.

<b>Office or Division:</b>	Municipal Engineering Office
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C- Government to Citizen G2B- Government to Business G2G- Government to Government
<b>Who may avail:</b>	Any Person and Firm/ Corporation including government agencies or instrumentality who planned to erect, repair/renovate, convert any building or structure
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
Building Permit Requirements (6 photocopies) 1. Current Tax Receipt 2. Barangay Clearance 3. Barangay Construction Clearance 4. Cedula 5. Valid ID 6. Notarized Special Power of Attorney (SPA) if represented only 7. Proof of Land Ownership - Land Title - Tax Declaration - Deed of Absolute Sale	Municipal Treasury Barangay Hall- Barangay Treasurer Barangay Hall- Barangay Secretary Barangay Hall- Barangay Treasurer Requesting Party/Person Requesting Party/Person  Requesting Party/Person Municipal Assessor's Office Requesting Party/Person
Application Forms (5 sets) 1. Building Permit Form 2. Sanitary/Plumbing Permit Form 3. Electrical Permit Form 4. Structural Permit Form 5. Mechanical Permit Form 6. Electronics Permit Form 7. Zoning Permit Form	Municipal Engineering Office
Building Plans (6 sets) 1. Vicinity Map & Site Development Plan 2. Architectural Plan 3. Structural Plan 4. Sanitary & Plumbing Plan	Requesting Party/Person





5. Electrical Plan 6. Mechanical Plan - Electronics Plan Bill of Materials and Cost Estimates General Specifications (6 copies)				
For structures 2-storey and above - Structural Design Computation with Seismic Analysis which conform to the latest NSCP (5 copies)		Requesting Party/Person		
Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
1. Visit the Mun. Engineering Office, register in the Client Logbook and state the purpose	1.1 Give logbook to the client.	None	1 minute	<i>Engineering Assistant I</i>
	1.2 Provide Application Forms and list of requirements.	None	30 minutes	<i>Engineer II, III or Engineering Assistant I</i>
	1.3 Issue Order of Payment and advise client to proceed to the Municipal Treasury for payment	None	10 minutes	<i>Engineering Assistant I</i>  Mun. Engineering Office
2. Pay the required fees at the Municipal Treasury	2.1 Receive payment and issue Official Receipt and direct client back to the Mun. Engineering Office	₱ 50.00 per set of Application Form	10 minutes	<i>Rev. Coll. Clerk II or Local Rev. Coll. Officer II</i>  Mun. Treasury
3.1 Submit signed and sealed Plans, Building Permit Forms, and the required documents  3.2 Submit documents to MPDO for Zoning Clearance  3.3 Wait for the notification for site inspection schedule	3.1 Receive and evaluate the documents.	None	1 day	<i>Mun. Engineer Engineer II &amp; III Draftsman II &amp; III</i>
	3.2 Direct client to submit the documents to the MPDO for Zoning Clearance	None	5 days	<i>MGDH I (MPDC)</i>



3.4 Guide personnel during site inspection	3.3. Inform client to be notified for Site inspection schedule	None	2 minutes	<i>Draftsman II &amp; III Engineer II</i>
	3.4 Conduct site inspection	None	1 day	<i>MGDH I (MPDC) MPDO Engineer II,III Municipal Engineering Office</i>
	3.5 Prepare Endorsement Letter and direct client to submit to the Bureau of Fire Protection for the Fire Safety Evaluation Certificate	None	1 hour	<i>Mun. Engineer Engineer II &amp; III Draftsman II &amp; III  Municipal Engineering Office</i>
4. Proceed to the Bureau of Fire Protection for the Fire Safety Evaluation Clearance with corresponding payment.	4.1 Evaluate documents , issue Fire Safety Evaluation Clearance, receive payment and issue Official Receipt  4.2 Direct client to the Mun. Engineering Office	Application Fee. ₱ 200.00.  Fire Code construction Tax 1% of the verified estimated value ( materials and labor) of the building/ structure or facility but not more than 50,000.00	1 hour	<i>BFP Personnel  Bureau of Fire Protection</i>
5. Proceed to the Municipal Engineering Office	5. Compute fees and issue Order of Payment and direct client to pay at the Municipal Treasury	None	30 minutes	<i>Mun. Engineer Engineer II &amp; III Draftsman II &amp; III  Municipal Engineering Office</i>



6. Pay the required fees at the Municipal Treasury	6. Receive Payment and Issue order of payment and issue Official Receipt	See table below	10 minutes	<i>Rev. Coll Clerk II Rev Coll. Officer II Municipal Treasury</i>
7. Return to the Municipal Engineering Office and present the Official Receipts	7.1 Check the Official Receipts	None	10 minutes	<i>Mun. Engineer Engineer II &amp; III Draftsman II &amp; III</i>
	7.2 Inform client to be notified when permit is readily available	None	2 minutes	<i>Mun. Engineer Engineer II &amp; III Draftsman II &amp; III</i>
	7.3 Endorse documents to Municipal Engineer/Building Official for approval.	None	1 day	<i>Mun. Engineer Engineer II &amp; III Draftsman II &amp; III</i>
	7.4 Segregate copies of client and Office of the Building Official	None	10 minutes	<i>Mun. Engineer Engineer II &amp; III Draftsman II &amp; III</i>
	7.5 Notify client to pick up the Approved Building Permit and other documents	None	2 minutes	<i>Mun. Engineer Engineer II &amp; III Draftsman II &amp; III Mun. Engineering Office</i>
8. Receive the Approved Building Permit Plans and other documents.	8. Release approved Building Permit Plans and sign the log book.	None	3 minutes	<i>Mun. Engineer Engineer II &amp; III Draftsman II &amp; III</i>  Mun. Engineering Office
	Total	See table below	8 days 4 hours	

<b>Schedule of Payment</b>	
Application Form	₱ 50 per set
Inspection Fee	₱ 200
Residential lot	₱ 2 per square meter
Single attach /detached building privately owned	₱ 3 per square meter
Commercial, agricultural & industrial building	₱ 23 per square meter



### 38. APPLICATION FOR ELECTRICAL PERMIT

Electrical Permit is a requirement before starting any installation, repair, or extension on any electrical system/electrical works.

<b>Office or Division:</b>	Municipal Engineering Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Client G2B - Government to Business G2G - Government to Government			
<b>Who may avail:</b>	General Public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Electrical Permit Requirements (3 photocopies) <ul style="list-style-type: none"> <li>- Current Tax Receipt</li> <li>- Barangay Clearance</li> <li>- Barangay Construction Clearance</li> <li>- Cedula</li> <li>- Valid ID's</li> <li>- Notarized Special Power of Attorney (SPA) if represented only</li> <li>- Proof of Land Ownership               <ul style="list-style-type: none"> <li>- Land Title</li> <li>- Tax Declaration</li> <li>- Deed of Absolute Sale</li> </ul> </li> </ul>		Municipal Treasurer's Office Barangay Government Unit Barangay Government Unit Barangay Government Unit Requesting Party/Person Requesting Party/Person  Requesting Party/Person Municipal Assessor's Office Requesting Party/Person		
Electrical Plan (3 sets)		Professional Electrical Engineer		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Visit the Mun. Engineering Office, register in the Client Logbook and state the purpose	1.1 Give logbook to the client.	None	1 minute	<i>Engineering Asst. I</i>
	1.2 Provide Application Forms and list of requirements.	None	30 minutes	<i>Engineer II, III or Engineering Asst. I</i>  Municipal Engineering Office
2. Submit forms and the requirement and wait for notification	2.1 Receive, evaluate and assess the documents.	None	30 minutes	<i>Municipal Engineer Engineer II, III Draftsman II, III Engineering Asst I</i>



for the personnel-in-charge.	2.2 Conduct ocular inspection	₱ 150/ inspection	7 days	<i>Draftsman II</i>
	2.3 Notify client of the application status	None	3 minutes	<i>Municipal Engineer Engineer II, III Draftsman II, III Engineering Asst. I</i>  Mun. Engineering Office
3. Pay the required fees at the Municipal Treasury	3. Receive Payment and issue Official Receipt	₱ 50	10 minutes	<i>Rev. Coll. Clerk II or Local Rev. Coll. Officer II</i>  Municipal Treasury
4. Return to the Municipal Engineering Office and present the Official Receipts from MTO.	4.1 Endorse the Electrical Permit to the Municipal Engineer for recommending approval.	None	30 minutes	<i>Municipal Engineer / Building Official</i>
	4.2 Forward documents to the Office of the Municipal Mayor for approval.	None	30 minutes	<i>Municipal Mayor or Authorized Representative</i>
5. Receive the Electrical Permit sign the logbook	5. Release the Electrical Permit and let the client sign the logbook	None	10 Minutes	<i>Engineering Assistant I</i>  Municipal Engineering Office
Total		₱ 200	7 days 2 hours 24 minutes	



### 39. APPLICATION FOR FENCING PERMIT

Fencing Permit is a requirement prior to the construction, alteration, major repair or renovation or conversion of any perimeter fence owned by government or private entities.

<b>Office or Division:</b>	Municipal Engineering Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Client G2B - Government to Business G2G - Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Fencing Permit Requirements (3 photocopies) - Current Tax Receipt - Barangay Clearance - Barangay Construction Clearance - Cedula - Valid ID's - Notarized Special Power of Attorney (SPA) if represented only - Proof of Land Ownership - Land Title - Tax Declaration - Deed of Absolute Sale		Municipal Treasurer's Office Barangay Government Unit Barangay Government Unit Barangay Government Unit Requesting Party/Person Requesting Party/Person  Requesting Party/Person Municipal Assessor's Office Requesting Party/Person		
Fencing Plans - Vicinity Map & Site Development Plan (3 sets) - Structural and Architectural Plan (3 sets) - Specification and estimated cost (3 sets)		Geodetic Engineer  Architect or Civil Engineer  Architect or Civil Engineer		
V-37 (if TCT is not provided)		DENR		
Fencing Permit Form		Municipal Engineering Office		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Visit the Mun. Engineering Office, register in the Client Logbook and state the purpose	1.1 Give logbook to the client.	None	1 minute	<i>Engineering Assistant I</i>
	1.2 Provide Application Forms	None	30 minutes	<i>Engineer II, III or</i>



	and list of requirements.			<i>Engineering Assistant I</i>  Municipal Engineering Office
2. Submit forms and requirements and wait for notification.	2.1 Receive, evaluate and assess the documents.	None	7 days	<i>Municipal Engineer Engineer II, III Engineering Assistant I</i>
	2.2 Conduct inspection for Fencing Permit application (by schedule).	₱150/ inspection	1 hour	<i>Municipal Engineer or Engineer II &amp; III</i>
	2. 3. Compute for necessary payments.	IRR (P.D. 1096)		<i>Engineer II, III Draftsman II Engineering Assistant I</i>  Municipal Engineering Office
3. Pay the necessary fees at the Municipal Treasury	3. Receive payment and issue Official Receipt.	See table below	10 minutes	<i>Rev. Coll. Clerk II or Local Rev. Coll Officer II</i>  Municipal Treasury
4. Return to the Municipal Engineering Office and present the Official Receipt	4. 1. Endorse to Municipal Engineer for final approval	None	30 minutes	<i>Municipal Engineer Engineer II, III Draftsman II, III Engineering Assistant I</i>
	4. 2. Segregate the approved fencing permit.	None	30 minutes	Municipal Engineering Office
5. Receive the Approved Fencing	5. Release Fencing Permit and let the	None	20 Minutes	<i>Engineering Assistant I</i>



Permit and other documents.	client sign the logbook			Municipal Engineering Office
Total		See Table below	7 days 3 hours 1 minute	

<b>SCHEDULE OF PAYMENT FOR FENCING PERMIT</b>	
Made of masonry, metal, concrete up to 1.80 meters in height per linear meter or fraction there of	₱ 3
Made of indigenous materials, barbed chicken or hog wires, per linear meter	₱ 2.40





## 40. APPLICATION FOR OCCUPANCY PERMIT

Occupancy Permit certifies that the building complies with regulations and is safe for residential or commercial use. It is required before any building or structure is used or occupied. Usually secured after completion of structure.

<b>Office or Division:</b>	Municipal Engineering Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Client G2B - Government to Business G2G - Government to Government			
<b>Who may avail:</b>	Any Person and Firm/ Corporation who plans to occupy a built structure, Agency or Instrumentality of the Government			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Approved Building Permit (Complete Plans) 1 photocopy Construction logbook (Signed and Sealed) Original copy		Requesting Party/Person		
Application Forms (4 copies) Application For Occupancy Form Certificate of Completion		Municipal Engineering Office		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Sign the client logbook at the Mun. Engineering Office and state the purpose	1.1 Give logbook to the client.	None	1 minute	<i>Engineering Assistant I</i>
	1.2 Provide Application Forms and list of requirements.	None	30 minutes	<i>Engineer II, III or Engineering Assistant I</i>
	1.3 Issue Order of Payment and advise client to proceed to the Municipal Treasury for payment.	None	10 minutes	<i>Engineering Assistant I</i>  Municipal Engineering Office
2. Pay the required fees at the Municipal Treasury	2. Receive Payment and issue Official Receipt	See table below	10 minutes	<i>Rev Coll Clerk II</i> <i>Local Rev. Coll. Officer II</i>  Municipal Treasury



3. Submit forms and the required supporting documents.	3.1 Receive, evaluate and assess the documents.	None	4 hours	<i>Municipal Engineer/Building Official Engineer II Draftsman II</i>
	3.2 Conduct inspection for Occupancy Permit application (by schedule).	See table below	3 days	<i>Draftsman II</i>
	3.3 Compute and provide endorsement letter to Bureau of Fire Protection and Order of Payment to Municipal Treasurer's Office.	None	30 minutes	<i>Engineer II</i>  Municipal Engineering Office
4. Submit the Endorsement Letter and pay the necessary fees to the Bureau of Fire Protection.	4. Receive and attach the Order Receipt and Approved Fire Safety Evaluation Certificate.	IRR (P.D. 1096)	3 minutes	<i>BFP Personnel</i>  Bureau of Fire Protection
5. Proceed to the Municipal Engineering Office	5. Compute fees and issue Order of Payment and direct client to pay at the Municipal Treasury	None	30 minutes	<i>Mun. Engineer Engineer II Draftsman II</i>  Municipal Engineering Office
6. Pay the required fees at the Municipal Treasury	6. Receive Payment and issue Official Receipt	See table below	10 minutes	<i>Revenue Coll Clerk II Rev Collection Officer II</i>  Municipal Treasury
7. Return to the Municipal Engineering Office and present the official receipts from BFP and MTO.	7.1 Check the presented ORs for approval.	None	10 minutes	<i>Municipal Engineer/Building Official Engineer II Draftsman II</i>
	7.2 Advise client to wait for notifications.	None	2 minutes	



	7.3 Endorse to Municipal Engineer/Building Official for approval.	None	10 minutes	Municipal Engineer/Building Official Engineer II Draftsman II
	7.4 Segregate copies of client and OBO.	None	10 minutes	Municipal Engineering Office
8. Receive the Approved Occupancy Permit and other documents.	8. Release approved building plans and advise the client to counter sign the receiving copy to the log book.	None	3 minutes	Engineering Assistant I  Municipal Engineering Office
	Total	See table below	3 days, 6 hours, 39 minutes	

### SCHEDULE OF PAYMENT FOR OCCUPANCY PERMIT

<b>Residential</b>	
Costing ₱ 150,000 or less	₱ 100
Costing more than ₱ 150,000.01 up to ₱ 400,000	₱ 200
Costing more than ₱ 400,000.01 up to ₱ 850,000	₱ 400
Costing more than ₱ 850,000.01 up to ₱ 1,200,000	₱ 800
Every million or portion thereof in excess ₱ 1,200,000.01	₱ 800
<b>Commercial</b>	
Costing ₱ 150,000 or less	₱ 200
Costing more than ₱ 150,000.01 up to ₱ 400,000	₱ 400
Costing more than ₱ 400,000.01 up to ₱ 850,000	₱ 800
Costing more than ₱ 850,000.01 up to ₱ 1,200,000	₱ 1,000
Every million or portion thereof in excess ₱ 1,200,000.01	₱ 1,000
<b>Agricultural</b>	
With Floor Area up to 20 square meters	₱ 50
With Floor Area above 20 square meters up to 500 square meters	₱ 240
With Floor Area above 500 square meters up to 1000 square meters	₱ 360
With Floor Area above 1000 square meters up to 5000 square meters	₱ 480
With Floor Area above 5000 square meters up to 10,000 square meters	₱ 2,000
With Floor Area above 10,000 square meters	₱ 2,400
Inspection Fee	₱ 50.00 per 5 copies



## 41. REQUEST FOR THE PREPARATION OF PLANS & PROGRAM OF WORKS (POW)

These services are being provided to Barangay Government Units and Offices and Departments in the Municipal Government of Libona. Proper construction planning and scheduling are essential to ensure that construction project gets completed on time and within budget. It's a first come first served basis. Preparation time varies, depending on the availability of the Engineers since they are handling Admin. Projects of the LGU.

<b>Office or Division:</b>	Municipal Engineering Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G- Government to Government			
<b>Who may avail:</b>	Municipal and Barangay Officials and Government Offices Departments			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Request addressed to the Municipal Mayor Thru The Municipal Engineer (1 original copy)		Requesting Party/Person		
Barangay Resolution with approved project budget allocation (1 original copy)		Requesting Party/Person		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1.1 Sign in the client logbook at the Public Assistance and Complaint Desk (PACD)	1.1 Give the logbook to the client	None	3 minutes	<i>Public Assistance and Complaint Desk (PACD)</i>
1.2 Proceed to the Office of the Municipal Mayor	1.2 Direct client to the Office of the Municipal Mayor	None	2 Minutes	Office of the Municipal Mayor
2. Submit the Letter of Request and Barangay Resolution to the personnel-in-charge	2.1 Receive the documents and check for completeness.	None	10 minutes	<i>Receiving/ Releasing Clerk</i>
	2.2. Inform client to be notified when request is acted by the Municipal Mayor	None	2 minutes	<i>Receiving/ Releasing Clerk</i>
	2.3 Forward request to the Secretary of the Mayor for final action	None	3 days	<i>Senior Admin. Assistant III (Private Sec. II)</i>



	2.4 Endorse request to the Municipal Engineering Office	None	5 minutes	Senior Admin. Assistant III (Private Sec. II)  Office of the Municipal Mayor
3.1 Prepare for the site inspection	3.1 Notify the client for the schedule of site inspection.	None	3 Minutes	MGDH I (Mun. Engr) or Engineer II, III or Engineering Assistant I
	3.2 Assign personnel to conduct site inspection and preparation of the P&POW	None	3 minutes	Municipal Engineer
	3.3 Evaluate and assess the scope of the project.	None	1 hour	Engineer II,III or Engineering Assistant I
3.2 Guide the personnel during site inspection	3.4 Conduct site inspection	None	1 day	Engineer II,III or Engineering Assistant I
	3.5 Proceed to survey work, if necessary.	None	1 day	Engineer II,III or Engineering Assistant I
	3.6 Prepare Program of Work and detailed plans/bill of materials.	None		Engineer II,III or Engineering Assistant I
	500,000 below 500,000 – 1,000,000 1,000,000 and above	None	5 days 15 days 30 days	MGDH I (MPDC)
	3.7 Forward the P & POW to MPDO for review.		1 day	
	3.8 Submit for final approval and			



	signature of the Municipal Mayor	None	10 minutes	<i>Municipal Mayor I</i>
4.1 Visit the Municipal Engineering Office	4.1 Notify client that P&POW is available for release	None	10 minutes	<i>Engineer III Engineer II or Engineering Assistant I</i>
4.2 Receive Order of Payment and proceed to the Municipal Treasury to pay the required fees	4.2 Issue Order of Payment and instruct client to pay the required fees at the Municipal Treasury	None	2 minutes	<i>Engineer III Engineer II or Engineering Assistant I</i>  Municipal Engineering Office
5. Pay the necessary fees at the Municipal Treasury	5. Receive payment and issue Official Receipt	See table below	10 Minutes	<i>Rev. Coll. Clerk II or Local Rev. Coll. Officer II</i> Municipal Treasury
6. Return to the Municipal Engineering Office and show the Official Receipt.	6. Verify the Official Receipt.	None	3 minutes	<i>Engineering Assistant I</i>  Municipal Engineering Office
7. Receive the copy of the P & POW.	7. Release P & POW	None	3 minutes	<i>Engineering Assistant I</i> Municipal Engineering Office
	Total	See table below	36 days, 1 hour, 66 minutes	

<b>Schedule of Payment</b>	
Below PHP 99,999.00	₱ 50 per POW
Above PHP 100,000.00	₱ 100 per POW



# MUNICIPAL GENERAL SERVICES OFFICE (GSO)

INTERNAL SERVICES



## 42. REQUEST FOR PHOTOCOPY AND RISOGRAPH PRINTING

Photocopying and Risograph Printing caters both internal and external clientele. The Office has 3 Xerox Machines for 49 copies and below and 2 Risograph Machines for 50 and above copies.

<b>Office or Division:</b>		Municipal General Services Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G - Government to Government G2C - Government to Citizen		
<b>Who may avail:</b>		Employees or Offices who needs to recopy documents/CLIENT		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Documents to be photo copied		Requesting Person/Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Bring the documents to be photo copied at the General Services Office.	1. Receive the documents and photocopy. Count the number of copies, and compute for the payment/charging per office	None	10 minutes per ream for Risograph  2 minutes per page 5 minutes If back to back For Photocopy	<i>Admin. Aide IV (Clerk III) or Supply Officer or Store Keeper</i>  General Services Office
2.1 Receive the documents  For non-employees: pay the required fees	2.1 Release the documents  For non-employees: Issue cash tickets for P50.00 worth of copies and for transactions above P50.00 direct client to pay at the Municipal Treasury for the issuance of Official Receipt	See table below	5 minutes	<i>Admin. Aide IV (Clerk III)</i>  General Services Office





For LGU Employees: Wait for the quarterly billing	For LGU employees Log copies and consolidate office charging per quarter billing and payment			
	Total	See table below	Risograph Printing 10 minutes per ream  Photocopy 2 minutes per page	

<b>Schedule of Payment</b>	
Risograph Printing	Long w/paper ₱ 500/ ream w/o paper ₱ 750/ ream Short/A4 w/paper ₱ 250/ ream w/o paper ₱ 500/ ream
Photocopy	Long ₱ 2 per copy Short/A4 ₱ 1 per copy A3/Tabloid ₱ 5/ page Student w/ ID .50 per copy



# MUNICIPAL GENERAL SERVICES OFFICE (GSO)

EXTERNAL SERVICES



### 43. RENTAL OF GOVERNMENT FACILITIES, PROPERTIES AND EQUIPMENT

Individual or group may use government facilities/properties and equipment by paying specific amount per Revenue Code. A Bond deposit and valid I.D will be collected upon payment and pick up/before use of the facilities/properties and equipment. The bond deposit will be forfeited when the properties and equipment will not be returned on time. The user must also maintain at all time the cleanliness of the facilities and must observe proper waste disposal. Damages/loss of items on the properties/facilities and equipment during the event will be charged to the borrower. He/She may provide/repair the said item or pay the value of the items lost or destroyed.

<b>Office or Division:</b>		Municipal General Services Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C - Government to Citizen		
<b>Who may avail:</b>		Any person who would like to rent LGU- Owned Facilities/Properties and Equipment		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Official Receipt for Bond Deposit PHP 2,000.00 - 10,000.00 Pro-rated depending on the number of items to be rented		Municipal Treasury		
1 Valid ID (1 original)		Requesting Party		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Sign the Client Log Book in the Public Assistance and Complaints Desk (PACD)	1. Give the Log Book to the client and Guide the client to the General Services Office.	None	5 minutes	<i>Public Assistance and Complaints Desk (PACD)</i>  Office of the Municipal Mayor
2. Approach the personnel-in-charge and inquire about the facilities, properties or equipment to be rented.	2. Check the availability of the facilities, properties, or equipment	None	1 hour	<i>Admin Aide VI (Clerk III) or Admin. Officer I (Supply Officer I) or MGDH I (GSO)</i>  Mun. General Services Office



3. Receive Order of payment and proceed to the Municipal Treasury for payment	3. Issue the Order of Payment and instruct client to pay at the Municipal Treasury	None	10 minutes	<i>Admin Aide VI (Clerk III) or MGDH I ( GSO)</i>  Mun. General Services Office
4. Pay the required fees at the Municipal Treasury	4.1 Accept the payment and Issue the Official Receipt 4.2 Direct client back to the General Services Office	See table below	10 minutes	<i>Rev. Coll. Clerk II or Local Rev. Coll. Officer II</i>  Mun. Treasury
5. Present the Official Receipt to the personnel-in-charge	5. Check the Official Receipt	None	2 minutes	<i>Admin Aide VI (Clerk III) or MGDH I ( GSO)</i> General Services Office
6. Wait for the notification	6. Prepare the facilities, properties, or Equipment to be rented and inform client to be notified when items are ready	None	1 day	<i>Admin Aide VI (Clerk III) or MGDH I ( GSO)</i>  Mun. General Services Office
7.1 When notified proceed to the General Services Office	7.1 Notify the client for the release of items	None	5 minutes	<i>Admin Aide VI (Clerk III) or</i>
7.2 Read , understand and sign the Rental Agreement	7.2 Read and discuss the Rental Agreement and has it signed by the client	None	4 hours	<i>MGDH I ( GSO)</i>
7.3 Receive the items or use the facilities, properties or equipment	7.3 Release the properties, facilities or equipment	None	4 hours	<i>Admin Aide VI (Clerk III)</i>  Mun. General Services Office
8. Return the item borrowed or report after usage of	8. Receive and check the returned	None	10 minutes	<i>MGDH I(GSO) or Admin Aide VI (Clerk III) or</i>



facilities or equipment	items , facilities and equipment			<i>Admin. Aide IV</i>
9. Receive bond deposit and Valid ID	9. Return bond deposit and Valid ID	None	5 minutes	<i>MGDH I(GSO) or Admin Aide VI (Clerk III) or Admin. Aide IV</i>
Total		See table below	2 days 1 hour 47 minutes	Mun. General Service Office

Schedule of Payment	
Municipal Gymnasium	Daytime ₱ 1,000 (8 hours) Night Time- ₱ 1,500 (5 hours) Day & Night ₱ 2,500
Municipal Park	Daytime ₱ 1,000 (8 hours) Night Time- ₱ 1,500 (5 hours) Day & Night ₱ 2,500
Municipal Tourism Center	Daytime- ₱ 1,000 (8 hours) Over Night- ₱ 2,000
Mandatory Bond	₱ 2,000 Shall be returned at the end of the activity should all conditions and agreements are properly satisfied
Monoblock Chairs	₱ 10 per piece per day
Wooden Tables	₱ 50 per piece per day
Cultural Revival Items	
1. Costumes	
i. Newly Made- Male & Female	₱ 100 per set per 15 days
ii. Old Stores- Female	₱ 50 per set per 15 days
iii. Old and stored Male	₱ 30 per set per 15 days
2. Ornaments & Accessories	
i. Newly made- Male & Female	₱ 25 per set per 15 days
ii. Old & stored male & female	₱ 15 per set per 15 days
3. Instruments	
i. Dabakan	₱ 500 per set per 15 days
ii. Agong	₱ 500 per set per 15 days
iii. Kulintang	₱ 500 per set per 15 days
iv. Bantula	₱ 50 per set per 15 days
4. Props	
i. Shield and Spear	₱ 50 per set per 15 days



ii. Two-temple (cloth only)	₱ 30 per piece per 15 days
5. Head Dress	
i. New	₱ 150 per piece per 15 days
ii. Old	₱ 75.00 per piece per 15 days refundable bond
Note: deposit of items/equipment may apply: Valid ID	



#### 44. USING OF GOVERNMENT FACILITIES, PROPERTIES AND EQUIPMENT

Barangays or Offices may use government facilities/properties and equipment by submitting letter of request addressing the municipal mayor. A Bond deposit and valid I.D will be collected before the use of the facilities/properties and equipment. The bond deposit will be forfeited when the properties and equipment will not be returned on time. The user must also maintain at all time the cleanliness of the facilities and proper disposal of their garbage. Damages/loss of items on the properties/facilities and equipment during the event will be charge to the borrower. He/She may provide/repair the said item or pay the value of the items lost or destroyed. All items will be First come first served.

<b>Office or Division:</b>		General Services Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G - Government to Government		
<b>Who may avail:</b>		Barangay or Offices who would like to use LGU- Owned Facilities, Properties and Equipment		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Request address to the Municipal Mayor specifying the government Facility, Property and Equipment to be used, date, time and purpose		From the requesting person availing the service		
Official Receipt for Bond Deposit PHP 2,000.00 – 10,000.00 Pro-rated depending on the number of items to used 1 Valid ID		Requesting Party  Requesting Party		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Sign the Client Log Book in the Public Assistance and Complaints Desk (PACD)	1.1 Give the Log Book to the client	None	3 minutes	<i>Public Assistance and Complaints Desk (PACD)</i>
	1.2 Guide the client to the Office of the Municipal Mayor	None	2 minutes	Office of the Municipal Mayor



2.1 Approach the personnel-in-charge and Submit the Letter of Request	2.1 Receive the Letter Request and verify with the General Services Office the availability of the equipment /properties & facilities to be used	None	4 hours	<i>Receiving Clerks or Senior Admin. Assistant III (Private Secretary II)</i>  Office of the Mun. Mayor
2.2 Wait for the notification	2.2 Inform the client to be notified when request is acted upon	None	5 minutes	<i>Receiving Clerks</i>
	2.3 Indorse letter request to the General Services Office once approved	None	4 hours	<i>Receiving Clerks</i>  Office of the Mun. Mayor
3.1 Proceed to the General Services office on the scheduled date. Read and understand the Agreement Form before signing 3.2 Receive the borrowed items or Usage of the facilities/properties and equipment	3.1 Set the schedule of release and notify the client to visit the office for the signing of Agreement	None	4 hours	<i>MGDH I ( GSO)</i>
	3.2 Release the items or give go signal to use the facility/properties and equipment	None	4 hours	<i>Admin Aide VI (Clerk III)</i> General Services Office
4. Client return the borrowed items / after usage of the properties/facilities and equipment	4.1 Receives and checks the items/facilities and equipment	None	10 minutes	<i>MGDH I ( GSO) or Admin Aide VI (Clerk III)</i>
	4.2 Return the bond deposit and the Valid ID	None	5 minutes	<i>MGDH I ( GSO) or Admin Aide VI (Clerk III)</i> General Service Office GSO
	Total	None	2 days 25 minutes	





# MUNICIPAL HEALTH OFFICE

## (MHO)

EXTERNAL SERVICES



## 45. AVAILING OF DENTAL SERVICES

Dental Care is one of the responsibilities of the government to its citizens. At present, while waiting for the newly hired Dentist, Dental Services are provided by a DOH-hired Dentist on schedule, that is, every 2<sup>nd</sup> & 4<sup>th</sup> Mondays of the month. Services offered are dental check-up, fluoridation and tooth extraction. Clients are served by appointment. They have their names listed by the midwives in their respective barangays and the latter coordinates with the Dental Aide who gives the appointment date. Fifteen (15) clients are served per visit of the Dentist. Done in the Main Health Center only.

<b>Office or Division:</b>		Municipal Health Office		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2C - Government to Citizen		
<b>Who may avail:</b>		Residents who need the service		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Appointment Date		Dental Services Office		
Long folder for Individual Treatment Record		Brought by client		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Approaches health personnel and states purpose	1.1 Directs client to Dental Aide	None	30 minutes	<i>Barangay Health Workers or Midwife</i>
	1.2 Retrieves Dental ITR, copies the Vital signs and instructs client to wait until name is called	None	20 minutes	<i>Dental Aide</i> Mun. Health Office
2. Approaches the Dental Aide	2.1 Calls client and prepares client in the dental chair	None	20 minutes	<i>Dental Aide</i>
	2.2 Examines the client and informs of findings	None	20 minutes	<i>Dentist</i>
	2.3 If the client needs tooth extraction, Dentist gives anesthesia & performs the tooth extraction	None	45 minutes	<i>Dentist</i>



	2.4 Does post-extraction care and gives instructions. Prescribes medicines and directs to Dental Aide	None	20 minutes	<i>Dentist</i>  Mun. Health Office
3. Proceeds to MTO and pays the prescribed fees.	3. Directs client to pay the prescribed fees at the Municipal Treasury	None	15 minutes	<i>Dental Aide</i>  Mun. Health Office
4. Pays the required fees at the Municipal Treasury	4.1 Accepts the payment and issue Official Receipt.	See table below	10 minutes	<i>Rev. Coll Clerk-II</i> <i>or</i> <i>Local Rev. Coll. Officer-II</i>
	4.2 Directs client back to the Municipal Health Office	None	15 minutes	<i>Dental Aide</i>  Mun. Treasury
5. Returns to the Municipal Health Office and presents the Official Receipt	5. Checks the Official Receipt	None	5 minutes	<i>Dental Aide</i>  Mun. Health Office
6. Receives medications and signs logbook	6.1 Records client in the log book	None	20 minutes	<i>Dental Aide</i>
	6.2 Dispenses medications and gives instructions	None	5 minutes	<i>Dental Aide</i>  Mun. Health Office
		See table below	3 hours 45 minutes	

<b>Schedule of Payment</b>	
Extraction	₱ 100.00 for Anterior ₱ 400.00 for Posterior
Dental Cleaning/ Prophylaxis	₱ 250.00
Restorative Filling	₱ 400.00 for Permanent ₱ 200.00 for Temporary



## 46. AVAILING OF FAMILY PLANNING METHODS

Different Family Planning methods is offered by the government to limit the number or space children. These are available in the Health Centers in the different barangays. These methods are the Natural (NFP) and Artificial Family Planning. The Artificial family Planning Method includes the use of pills, DMPA injection, IUD insertion and the most recent method, implants. If the FP method is not offered in the Health Center where the client resides, she is referred to the nearest facility within the municipality. The client is first given information of all the Family Planning methods available and voluntarily chooses and decides what she thinks suits or fits her. Discontinuation or change of the Family Planning Method depends on the client's decision. Time is variable with each method. Hesitation on the part of the client to what method to accept, may cause delay or re-scheduling of the service.

<b>Office or Division:</b>	Municipal Health Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to citizen			
<b>Who may avail:</b>	Women of Reproductive Age ( 15 - 49 years old)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Long folder for Family Health Record for New clients		Informed by the Midwife brought by client		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Approaches health personnel and states purpose	1.1 Retrieves Family Health Record for old clients and makes new record for new clients. Takes client's data, vital signs and fills-up Family Health Record(FHR)	None	30 minutes	<i>Barangay Health Workers or Midwife</i>
	1.2 Takes client's past medical and family health history	None	20 minutes	<i>Midwife</i>
	1.3 Gives information about the different Family Planning Methods and let the client choose the method she prefers	None	1 hour	<i>Midwife</i>



	1.4 Assesses client and does physical examination and records in Family Planning Form	None	45 minutes	<i>Midwife</i>
	1.5 Directs client to Family Planning Room	None	5 minutes	<i>Midwife</i>
	1.6 Prepares the needed commodities	None	30 minutes	<i>Midwife</i> Municipal Health Office
2. Client receives the Family Planning Method	2.1 Gives the chosen Family Planning Method to client	None	1 hour	<i>Midwife</i>
	2.2 Fills-up Family Health Record and gives schedule for return visit	None	25 minutes	<i>Midwife</i> Municipal Health Office
	Total	None	4 hours 35 minutes	



## 47. AVAILING OF IMMUNIZATION SERVICES

Giving immunization to targeted children is very vital in the prevention of the occurrence of Vaccine Preventable Diseases. Immunization Sessions are scheduled monthly in every barangay and are given for free. Some immunizations are single doses and others are given in series. All targeted children must avail them until completed.

<b>Office or Division:</b>		Municipal Health Office		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2C - Government to Citizen		
<b>Who may avail:</b>		Children 0-59 months old		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Early Childhood Care and Development Card ( ECCD Card)		Municipal Health Office		
Long folder for Family Health Record for New clients		Informed by the Midwife brought by client		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Approaches health personnel and states purpose	1.1 Interviews Mother or Guardian of the child, gets vital signs	None	30 minutes	<i>Barangay Health Workers or Midwife</i>
	1.2 Fills-up the Early Childhood Care and Development (ECCD) Card and Individual Treatment Record (ITR)	None	20 minutes	Midwife
	1.3 Assesses ECCD and ITR and directs them to the immunization room	None	10 minutes	Midwife
	1.4 Conducts bench conference where mothers are given Health teachings	None	30 minutes	Midwife



2.Proceeds to the Immunization Room	2.1 Gives immunization to the child	None	40 minutes	<i>Nurse or Midwife</i>
	2.2 Gives mother post-immunization instructions and informs of the next schedule	None	5 minutes	<i>Midwife</i> Municipal Health Office
	Total	None	2 hours , 15 minutes	



## 48. AVAILING OF LABORATORY SERVICES FOR DIAGNOSTIC PURPOSES

Laboratory tests are requested to help the doctor determine a diagnosis, plan treatment, and monitor its effectiveness overtime. All laboratory examinations for the purpose stated are free of charge and are only done in the Main Health Center. Blood chemistry is scheduled every Wednesday to group clients together in order to maximize the use of expensive reagents. Any Doctor's request is necessary for every laboratory examination. Clients who require fasting, were already given instructions how to during the last visit to their Attending Doctor and returns on the scheduled date for blood extraction. Because of the volume of specimen to be examined, results of blood chemistry with corresponding treatment, are released the following day to the clients or to the Midwives assigned in their respective barangays. Waiting time is variable depending on the availability of the client's specimen.

<b>Office or Division:</b>		Municipal Health Office		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2C - Government to Citizen		
<b>Who may avail:</b>		All clients of this municipality with Laboratory Request Form		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Doctor's Request (1 original copy) Long folder for Family Health Record for New clients		Attending Doctor Brought by clients		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Proceeds to the laboratory and presents Doctor's Request Form with Family Health Record	1. Receives and evaluates Doctor's Request Form and gives instructions on the specimen requested and gives container for urine, stool, and sputum	None	20 minutes	<i>Medical Technologist</i>  Municipal Health Office
2. Returns for blood extraction and/or submits the desired specimen required for examination.	2.1 Extracts blood for examination (CBC,HgB det and NS1 det) and/or receives the specimen required and instructed to wait for the results	None	1 hour and 30 minutes	<i>Medical Technologist</i>
	2.2 Releases to client the results, in Official Form or written in the	None	10 minutes	<i>Medical Technologist</i>





	Family Health Record and instructed to return to the Doctor			Municipal Health Office
3. Returns to the Doctor	3. Assesses the results and gives appropriate treatment and health teachings if necessary	None	30 minutes	<i>Rural Health Physician or Medical Officer III</i>  Municipal Health Office
4. Returns the following day for the result ( for clients whose results are available the following day)	4.1 Assesses the result and attaches it to Family Health Record	None	15 minutes	<i>Rural Health Physician or Medical Officer III</i>
	4.2 Gives appropriate treatment and health teachings if necessary	None	15 minutes	<i>Rural Health Physician or Medical Officer III</i>  Municipal Health Office
	Total	None	1 Day 3 hours	



## 49. AVAILING OF LABORATORY SERVICES FOR EMPLOYMENT PURPOSES

Pre-employment medical examination is a part of the employment process. Each potential employer wants to hire workers who are physically fit. This requires physical and laboratory examinations which includes Chest X-ray, Complete Blood Count, Urinalysis and Stool Examination. The result is primarily used to ensure that the potential employee will be able to meet the physical demands of the job. This is done only in the Main Health Center where the laboratory and the Doctor who issues a Medical Certificate are. Sometimes a client needs treatment, one (1) week at most, when laboratory results warrants to. This causes the delay in the issuance of the Medical Certificate which certifies fitness for employment.

<b>Office or Division:</b>		Municipal Health Office		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2C - Government to Citizen		
<b>Who may avail:</b>		All applicants for employment		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Doctor's Request (1 original copy)		Attending Physician		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Approaches health personnel and states purpose.	1.1 Interviews client	None	20 minutes	<i>Barangay Health Workers or Midwife</i>  Municipal Health Office
	1.2 Directs client to the Doctor for lab request or to the laboratory if with Lab Request	None	10 minutes	
2. Proceeds to the laboratory and presents Request Form.	2. Evaluates Request Form and gives instructions on the specimen requested and gives container.	None	10 minutes	<i>Medical Technologist</i>  Municipal Health Office
3. Returns with the desired specimen for examination.	3.1 Instructs client to proceed to the Municipal Treasury and issues Order Of payment	None	15 minutes	<i>Medical Technologist</i>
	3.2 Examines the submitted specimen	None	30 minutes	<i>Medical Technologist</i> Municipal Health Office



4. Pays the required fees at the Municipal Treasury by showing the Order of Payment	4. Accepts the payment based on order of payment and issue Official Receipt. Directs client back to the Municipal Health Office	See table below	25 minutes	<i>Rev. Coll. Clerk II or Local Rev. Coll. Officer-II</i>  Mun. Treasury
5. Returns to the Municipal Health Office and presents the Official Receipt	5. Checks the Official Receipt and advises client to wait for the result	None	10 minutes	<i>Medical Technologist</i>  Mun. Health Office
6. Waits for the result at the waiting area	6. Releases the result to the client and advises to return to the doctor	None	30 minutes	<i>Medical Technologist</i>  Mun. Health Office
7. Returns to the doctor.	7.1 Assesses the result and gives appropriate treatment if needed.	None	20 minutes	<i>Rural Health Physician or Medical Officer III</i>
	7.2 Issues Medical Certificate.	₱ 50	5 minutes	Mun. Health Office
	Total	See table below	2 hours 55 minutes	

<b>Schedule of Payment</b>	
ECG	₱ 100
CBC	₱ 100
Urinalysis	₱ 30
Fecalysis	₱ 30
Blood Typing	₱ 30
Lipid Profile	₱ 300
Chest X-ray	Outsource
Medical Certificate	₱ 50



## 50. AVAILING OF MATERNAL HEALTH SERVICES (DELIVERING A BABY)

Statistics shows that our country has the highest maternal death compared to other countries in the West Pacific Coast. To reduce the cases of maternal deaths, DOH issued a policy that all deliveries must be done in a Health Facility handled by skilled health personnel. Every municipality in the country established a birthing home where normal deliveries are done. Clients who are high risks and teenagers are referred to the hospital for delivery. This not only ensure the safe delivery of the mother but of the baby as well. Each mother about to give birth is required to bring with her one (1) watcher. If the client comes from a far-flung barangay and is not yet in active labor, she, together with her watcher is allowed to stay in the Half-way house free of charges. There are three (3) midwives who go on 24- hour duty and each has an assigned task. Time is variable depending on the contractility of the uterus and how effective the client's "push" is during delivery. The client must be admitted in the Lying-in Clinic for at least one (1) day to avail of PHIC benefits. Deliveries are free of charge to all Philhealth members and dependents and to non-Philhealth members with complete documents but is required to non-Philhealth members without/incomplete documents and to those who deliver outside the health facility.

<b>Office or Division:</b>		Municipal Health Office		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2C - Government to Citizen		
<b>Who may avail:</b>		Pregnant women about to give birth		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Home Based Maternal Record (1original copy)		Client's copy		
2. Ultra Sound result if any (1 original copy)		Client's copy		
3. Laboratory results if any (1 original copy)		Client's copy		
4. Birth Certificate of client (photocopy)		Client's copy		
5. Marriage Certificate (photocopy)		Client's copy		
6. Philhealth-Member Data Record if any (photocopy )		Client's copy		
7. Long folder for Individual Treatment Record		Brought by client		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Approaches Midwife on duty and states purpose	1. Retrieves old chart or makes a new chart for a new client	None	30 minutes	Midwife Municipal Health Office



2. Gives Home Based Maternal Record (HBMR), ultrasound and other laboratory results if any	2.1 Receives and reviews Home Based Maternal Record (HBMR), ultrasound and other laboratory results if any.	None	30 minutes	<i>Midwife</i>
	2.2 Asks client's medical history, takes vital signs and records in the chart	None	20 minutes	<i>Midwife</i>
	2.3 Directs to Delivery Room for Internal Examination	None	5 minutes	<i>Midwife</i> Municipal Health Office
3.Submits to internal examination	3.1 Instructs client to do personal hygiene prior to internal examination	None	10 minutes	<i>Midwife or Nurse I, II</i>
	3.2 Prepares needs and mounts client to the examining table	None	20 minutes	<i>Rural Health Physician or Medical Officer III</i>
	3.3 Does the internal examination and records findings in the chart	None	20 minutes	
	3.4 Transfers client to the ward	None	10 minutes	<i>Midwife</i>
	3.5 Does the labor watch	None	12 hours	<i>Midwife</i>
	3.6 Brings client to delivery room if cervix is 10 cm and mounts in the delivery table	None	20 minutes	<i>Midwife</i>
	3.7 Handles the delivery of the baby and the placenta, does cord care, gives medications and	None	2 hours and 30 minutes	<i>Midwife</i>

	<p>does after care; records all the events in the client's chart</p> <p>3.8 Dries baby and gives initial immunizations and takes care of the baby. Gives to mother for initial breastfeeding.</p> <p>3.9 Sutures lacerations incurred during delivery of the baby if there are any</p> <p>3.10 Monitors client's vital signs. Transfers client to ward if vital signs are stable</p> <p>3.11 Refers client to the hospital if there are complications during or after delivery</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>1 hour</p> <p>1 hour and 30 minutes</p> <p>2 hours</p> <p>30 minutes</p>	<p><i>Midwife</i></p> <p><i>Midwife</i></p> <p><i>Midwife</i></p> <p><i>Rural Health Physician or Medical Officer III</i> <i>Midwife</i></p> <p>Municipal Health Office</p>
4.Submits the baby for Newborn screening	4. Does Newborn Screening to the newborn baby, 24-hours after delivery	None	30 minutes	<p>Medical Technologist or Nurse or Midwife</p> <p>Municipal Health Office</p>
5.Signs Philhealth documents	5.1 Explains and let the client sign Philhealth forms.	None	30 minutes	<i>Midwife</i>
	5.2 Instructs client's watcher to pay the prescribed fees at the Municipal	None	10 minutes	<i>Midwife</i>

	Treasury.(for client's with no or lacking documents for PHIC membership			Municipal Health Office
6.Pay the prescribed fees and get Official Receipt	6.1 Directs client's watcher to pay the prescribed fees at the Municipal Treasury	None	15 minutes	Midwife Municipal Health Office
	6.2 Accepts the payment based on the order of Payment and issues Official Receipt	₱ 2,500	10 minutes	Revenue Coll Clerk-II or Local Rev. Coll. Officer-II  Mun. Treasury
7.Returns to the Lying-in Clinic and presents the Official Receipt	7. Checks the Official Receipt	None	20 minutes	Midwife  Mun. Health Office
8. Prepares for discharge.	8.1 Informs client to prepare for discharge after 24 hours of confinement in the health facility and the client is doing well. Gives take home medications and health teachings	None	15 minutes	Midwife
	8.2 Instructs client when to come back for post-natal visit, Family Planning, and immunization of baby	None	20 minutes	Midwife
	8.3 Discharges client with baby	None	5 minutes	Midwife Mun. Health Office
	Total	₱ 2,500	1 day 4 hours 40 minutes	



## 51. AVAILING OF MATERNAL HEALTH SERVICES (PRE-NATAL)

The purpose of pre-natal services is to ensure that both mother and baby are healthy during the entire course of pregnancy and to identify problems so that these can be given appropriate intervention the soonest time. A pregnant woman should have at least one (1) visit for the first two(2) trimesters and two(2) or more visits in the last trimester to achieve the Quality PNC. These services are scheduled monthly and available in all Health Centers where the client resides.

<b>Office or Division:</b>	Municipal Health Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Pregnant Women			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Home-Based Maternal Record (HBMR) for old clients		Client's copy		
2. Long folder for Family Health Record for new clients		Brought by the client		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Approaches health personnel and states purpose	1.1 Retrieves Family Health Record for old clients and makes new record for new clients. Takes client's data and vital signs and fills up the Family Health Record	None	30 minutes	<i>Barangay Health Worker or Midwife</i>
	1.2 Takes past medical and family health history	None	20 minutes	Midwife
	1.3 Prepares Home Based Maternal Record (HBMR) for new clients and fills it out for old clients. Prepares Birth Plan for both new and old clients	None	30 minutes	Midwife



	1.4 Explains and conducts the Pre-natal procedure to the client	None	1 hour	Midwife
	1.5 Informs client of findings	None	30 minutes	Midwife
	1.6 Prepares and gives Tetanus toxoid injection	None	30 minutes	Midwife
	1.7 Gives Iron and Calcium supplementation	None	20 minutes	Midwife
	1.8 Gives instructions and counsels on Nutrition & Hygiene	None	30 minutes	Midwife
	1.9 Refers client to the Doctor if there are danger signs of pregnancy or medical problems	None	10 minutes	Midwife
				Muni. Health Office
2. Approaches the Medical Doctor	2.1 Assesses client and records findings in the FHR/HBMR	None	1 hour	<i>Rural Health Physician or Medical Officer III</i>
	2.2 Refers to laboratory if needed	None	30 minutes	Medical Technologist
	2.3 Gives health teachings and prescribes medicines if needed	None	30 minutes	Rural Health Physician or Medical Officer III
	2.4 Directs to the nurse for medicine dispensing	None	5 minutes	Mun Health Office



3. Receives the medicines	3. Dispenses the prescribed medicines and directs client back to Midwife	None	20 minutes	<i>Nurse or Midwife</i> Mun. Health Office
4. Approaches the Midwife	4. Gives schedule of return visit	None	10 minutes	<i>Midwife</i> Mun. Health Office
	Total	None	6 hours 55 minutes	



## 52. AVAILING OF MEDICAL CONSULTATION SERVICES

Medical consultations are conducted in all Health Centers in the municipality. It is done by the Rural Health Physician and Medical Officer III but there are services that can also be provided by the Nurses and the Midwives as long as they were trained to do so. Diagnostics and medications are given free when available. Services follow the “First Come First Served” Policy except for Senior Citizens, Persons with Disability and Pregnant Women who are always given priority. In case laboratory examination is necessary, time varies with the availability of the specimen required.

<b>Office or Division:</b>		Municipal Health Office			
<b>Classification:</b>		Highly Technical			
<b>Type of Transaction:</b>		G2C - Government to Citizen			
<b>Who may avail:</b>		All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
Long folder for Family Health Record for New clients			Brought by client		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>	
1. Approaches health personnel and states purpose	1.1 Gives Priority Number and retrieves Family Health Record (FHR)	None	30 minutes	<i>Barangay Health Workers or Midwife</i>	
	1.2 Takes client's data, vital signs and records in the (FHR)	None	10 minutes	<i>Barangay Health Workers or Midwife</i>	
	1.3 Directs client to the Doctor	None	5 minutes	Municipal Health Office	
2. Approaches Doctor and relays complaints	2.1 Takes medical history and assesses complaints	None	30 minutes	<i>Rural Health Physician or Medical Officer III</i>	
	2.2 Performs physical examination and refers to the laboratory if necessary	None	30 minutes	<i>Rural Health Physician or Medical Officer III</i>  Municipal Health Office	

3. Approaches the Medical Technologist with FHR	3.1 Performs the laboratory examination as requested	None	45 minutes	<i>Medical Technologist</i>
	3.2 Directs back to the Doctor with the FHR	None	10 minutes	<i>Rural Health Physician or Medical Officer III</i>
	3.3 Reads the laboratory results and prescribes appropriate medicines	None	15 minutes	<i>Rural Health Physician or Medical Officer III</i>
	3.4 Gives medical advice and health education	None	20 minutes	<i>Rural Health Physician or Medical Officer III</i>
	3.5 If hospitalization is required, fills- up the Referral form	None	20 minutes	<i>Rural Health Physician or Medical Officer III</i>
	3.6 Prepares client for referral (inserts IV Fluids, etc)	None	1 hour	<i>Rural Health Physician or Medical Officer III</i>
	3.7 Calls the hospital for proper endorsement of client	None	20 minutes	<i>Nurse</i>
	3.8 Waits for hospital staff's instruction for transport of client	None	1 hour	<i>Rural Health Physician or Medical Officer III</i>
	3.9 Calls the ambulance driver to	None	10 minutes	<i>Nurse</i>

	bring client to the hospital  3.10 If hospitalization is not needed, directs client to the pharmacy for dispensing of medicines	None	5 minutes	<i>Nurse</i>  <i>Municipal Health Office</i>
4. Approaches personnel dispensing medicines	4. Dispenses the prescribed medicines and gives instructions to the client	None	20 minutes	<i>Rural Health Midwife or Nurse II</i>  Municipal Health Office
5. Signs the logbook after receiving the medicines and fills - up the Client Satisfaction Measurement Form (CSM)	5.1 Gives logbook and let the client sign	None	20 minutes	<i>Rural Health Midwife or Nurse II</i>
	5.2 Gives the client the CSM	None	5 minutes	Municipal Health Office
	Total	None	8 hours and 55 minutes if referred to hospital  4 hours and 45 minutes if with laboratory but not referred  2 hours and 55 minutes if without laboratory and not referred	



### 53. AVAILING OF OPERATION TULI ( Circumcision)

It is one of the healthcare services, offered for young boys aged 8 years old and older who are willing without the prodding of his parents. It is scheduled in summer time when the school year ends. The midwife, where the schedule is, informs those interested through the Barangay Health Workers, social media or by posting in strategic areas and does the masterlisting. About three(3) or four (4) barangays are scheduled every year and the young boys can avail of the service in their barangay or the one nearest to them. They should also bring with them a Parent or Guardian but during the conduct of procedure, the latter is not allowed to be with him. Aside from the Doctor, the Nurse or Midwife can do the procedure as long as they are trained and always in the presence of a Doctor. The service and medications are free of charge.

<b>Office or Division:</b>		Municipal Health Office		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2C - Government to Citizen		
<b>Who may avail:</b>		Young Boys aged 8 years and older		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Big and loose T-shirt		Client		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Approaches health personnel and states purpose	1.1 Lists client in the logbook, takes data and vital signs	None	20 minutes	<i>Barangay Health Workers or Midwife</i>
	1.2 Directs client to the waiting area and waits for name to be called	None	45 minutes	<i>Barangay Health Workers or Midwife</i>
	1.3. Calls client and directs to the health personnel who will perform the procedure	None	5 minutes	<i>Barangay Health Workers or Midwife</i>  Municipal Health Office
2. Approaches health personnel	2.1 Prepares client and performs the surgical procedure	None	45 minutes	<i>Rural Health Physician or Med. Officer III or Nurse</i>



	2.2 Directs to the medicine dispensing area	None	5 minutes	Mun. Health Office
3. Accompanying signs the logbook after receiving the medicines	3.1 Dispenses prescribed medicines and gives instructions to the client and accompanying. Instructs to sign the logbook	None	20 minutes	<i>Nurse or Midwife</i>  Mun. Health Office
	Total	None	2 hours 25 minutes	



## 54. AVAILING OF PRE-CERVICAL CANCER SCREENING

Pre- Cervical Cancer Screening is a simple and low-cost test for early detection of cervical cancer. It is done in women who desires to be examined. This procedure is scheduled and can be done in any Health Facility within the municipality and conducted by a Doctor or Nurse who are trained to do so. This is also free of charge.

<b>Office or Division:</b>	Municipal Health Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Women 30 years and older who desire to be examined			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Long folder for Family Health Record for new clients		Brought by client		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1.Approaches health personnel and states purpose	1.1 Retrieves Family Health Record (FHR)for old clients & makes record for new clients	None	30 minutes	<i>Barangay Health Workers or Midwife</i>
	1.2 Takes client's data and vital signs and records in the FHR	None	20 minutes	Midwife
	1.3 Directs client to Doctor or Nurse	None	5 minutes	Midwife Mun. Health office
2. Approaches Medical Doctor or Nurse	2.1 Takes client 's history	None	30 minutes	<i>Rural Health Physician or Med Officer III or Nurse II</i>
	2.2 Gives client information about the procedure	None	20 minutes	





	2.3 Assesses client and does physical examination	None	20 minutes	<i>Rural Health Physician or Med Officer III</i>
	2.4 Performs the procedure and informs client of findings	None	1 hour and 15 minutes	<i>Rural Health Physician or Med Officer III</i>
	2.5 Directs client back to the nurse or Rural Health Midwife	None	5 minutes	Nurse II Municipal Health Office
3. Returns to the Nurse or Rural Health Midwife	3. Gives instructions and schedules return visits	None	20 minutes	<i>Nurse or Midwife</i> Municipal Health Office
	Total	None	3 hours and 45 minutes	

## 55. AVAILING OF PROVIDER-INITIATED COUNSELLING AND TESTING (PICT)

Tuberculosis is one of the leading causes of death among people living with HIV. They are more likely to get sick with TB compared to healthy individuals. During 2<sup>nd</sup> visit of TB treatment, the clients are informed to submit themselves to PICT. This procedure is conducted by a trained Doctor, Nurse or Medical Technologist and needs the signed consent of the client. All clients for that day are given the lecture in the Counselling Room.

<b>Office or Division:</b>	Municipal Health Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	TB patients who consented to submit for PICT			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Long folder for Family Health Record for New client		Brought by client		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Approaches health personnel and states purpose	1.1 Retrieves Family Health Record (FHR), gets vital signs and records it in the FHR.	None	30 minutes	<i>Barangay Health Worker or Midwife</i>
	1.2 Directs the client to the Counselling Room	None	5 minutes	<i>Midwife</i> Mun. Health office
2. Signs TB Registration Form	2.1 Interviews the client using the PICT Form	None	30 minutes	<i>Rural Health Physician or Nurse II</i>
	2.2 Conducts lecture all about TB and its relation to HIV-AIDs	None	1 hour	<i>Rural Health Physician or Nurse II</i>
	2.3 Conducts open forum	None	30 minutes	<i>Rural Health Physician or Nurse II</i>



				Mun. Health Office
3.Submits to HIV testing after signing the informed consent	3. Conducts HIV testing	None	1 hour	<i>Rural Health Physician or Nurse II</i> Mun. Health Office
4.Waits for the result in the Waiting Area	4.1 Explains the result of the test to the client and sends home if the result is “non-reactive “	None	30 minutes	<i>Rural Health Physician or Nurse II</i>
	4.2 Informs the client of the result confidentially and conducts counselling when the result is “reactive”	None	1 hour	<i>Rural Health Physician or Nurse II</i>
	4.3 Sends a “reactive” result to NMMC HIV-Hub for confirmatory test	None	3 weeks	<i>Rural Health Physician or Nurse II</i>
	4.4 Instructs client that he/she will be contacted through phone when the result from NMMC is available and is sent home	None	10 minutes	<i>Rural Health Physician or Nurse II</i>  Mun. Health Office
5. Returns to Main Health as instructed	5. Informs the client of the confirmed result and referred to NMMC for further management, otherwise is sent home	None	1 hour	<i>Rural Health Physician or Nurse II</i>  Mun. Health Office
	Total	None	3 weeks	



			<p>6 hours 15 minutes ( if result is reactive)</p> <p>4 hours 15 minutes (if the result is non- reactive)</p>	
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## 56. FILING OF SANITATION - RELATED COMPLAINTS

The Municipal Health Office addresses any sanitation related complaints from the public, household, business establishments and other entities. Complaints are made through letter or by personal appearance of the complainant. These complaints are handled by the Sanitation Inspector and relayed to the Rural Health Physician. Together, they find solutions and make interventions.

<b>Office or Division:</b>		Municipal Health Office		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2C - Government to Citizen G2B - Government to Business		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Complaint ( 1 original copy)		Complainant		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Files complaint at the Municipal Health Office	1.1 Receives complaint and registers in the log book.	None	30 minutes	<i>Sanitation Inspector</i>
	1.2 Interviews complainant for details of complaint	None	1 hour	<i>Sanitation Inspector Mun. Health Office</i>
2. Waits for written feedback from Sanitation inspector	2.1 Conducts field investigation to verify the complaint	None	3 days	<i>Sanitation Inspector</i>
	2.2 Issues Sanitary Order if the result of the investigation warrants to	None	20 minutes	<i>Sanitation Inspector</i>
	2.3 Makes a Notice of Hearing based on Sanitary Order	None	20 minutes	<i>Sanitation Inspector</i>
	2.4 Conducts Hearing	None	2 hours	<i>Sanitation Inspector Rural Health Physician</i>



	2.5 Makes a report based on the results of the hearing and makes recommendation to the Local Chief Executive	None	1 hour	<i>Sanitation Officer</i> <i>Mun. Health Office</i>
	Total	None	3 days 5 hours and 10 minutes	



## 57. RESQUEST FOR EXHUMATION PERMIT

Exhumation of already buried cadaver is sometimes requested by the family of the dead for the following purposes, transfer of cadaver to another cemetery and for confirmation of the cause of death especially in medico-legal cases. The Sanitation Officer must be present during the exhumation process in all cases. With medico-legal cases, the PNP issues the request to the family and the SOCO or NBI conducts the exhumation.

<b>Office or Division:</b>		Municipal Health Office		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2C - Government to Citizen		
<b>Who may avail:</b>		Relative/s of the deceased		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Form		Brought by the deceased immediate family		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Approaches health personnel and states the purpose	1.1 Interviews the client and directs to the Sanitation Officer	None	10 minutes	<i>Barangay Health Workers</i>
	1.2 Interviews client and asks purpose of exhumation	None	20 minutes	<i>Midwife</i>
	1.3 Explains to client the process of exhumation and directs to Municipal Treasury for payment of fees	None	30 minutes	<i>Sanitation Officer</i>  Mun. Health Office
2. Proceeds to MTO and pays the prescribed fees.	2. Directs client to pay the prescribed fees at the Municipal Treasury	None	15 minutes	<i>Sanitation Officer</i>  Mun. Health Office
3. Pays the required fees at the Municipal Treasury	3. Accepts the payment and issue Official Receipt. Directs client back to the Municipal Health Office	₱ 500	25 minutes	<i>Rev. Coll. Clerk II or Local Rev. Coll. Officer-II</i>  Mun. Treasury
4. Returns back to Sanitation Officer	4.1 Checks Official receipt. Interviews	None	10 minutes	<i>Sanitation Officer</i>



and presents Official Receipt	client of the schedule of exhumation 4.2 Directs client to Doctor for issuance of permit for exhumation	None	5 minutes	Rural Health Physician or Medical Officer III
	4.3 Issues Exhumation Permit and directs back to Sanitation Officer	None	25 minutes	Rural Health Physician or Medical Officer III  Mun. Health Office
5. Returns back to Sanitation Office	5. Records the client in the logbook	None	10 minutes	Sanitation Officer
	Total	₱ 500	2 hours 30 minutes	





## 58. REQUEST FOR FOOD HANDLER'S CERTIFICATE

Food Handler's Seminar is conducted to clients who have food establishments, those planning to have one and those applying to work in food establishments. Clients are given information about food safety which includes food preparation, cooking and selling. The purpose of this is to ensure that every food establishment sell food safe for human consumption. Food Handler's seminar is only conducted every Thursday morning by the Sanitation Officer.

<b>Office or Division:</b>		Municipal Health Office		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2C - Government to Citizen G2B - Government to Business		
<b>Who may avail:</b>		All Food Handler Clients (Company Workers dealing with food, Business Owners/workers & Food Vendors)		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Fresh Specimen (sputum,urine and stool)</b>		<b>Brought by client</b>		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Approaches health personnel and states purpose	1. Interviews client and directs to the Sanitation Office	None	30 minutes	<i>Barangay Health Workers or Midwife</i>  Mun. Health Office
2. Proceeds to Sanitation Office and approaches Sanitation Officer	2. Gives the Application Form	None	10 minutes	<i>Sanitation Officer</i>  Mun. Health Office
3. Fills- up Application Form and submits to Sanitation Officer	3. Collects the form and reviews it	None	10 minutes	<i>Sanitation Officer</i>  Mun. Health Office
4. Attends Food Handler's Seminar	4.1 Conducts Food Handler's Seminar	None	3 hours	<i>Sanitation Officer</i>
	4.2 Directs to the laboratory	None	5 minutes	<i>Sanitation Officer</i>



				Mun. Health Office
5. Proceeds to the Laboratory and submits Specimen (urine, stool, and Sputum) for examination	5. Examines the specimen submitted	None	30 minutes	<i>Medical Technologist</i> Mun. Health Office
6. Waits in the laboratory for the result in the waiting area	6.1 Releases the laboratory exam result to client	None	10 minutes	<i>Medical Technologist</i>
	6.2 Issues Order of Payment and directs client to pay at the Municipal Treasury	None	10 minutes	<i>Medical Technologist</i> Mun. Health Office Mun.
7. Pays the required fees at the Municipal Treasury after showing the Order of Payment	7.1 Accepts the payment based on the Order of Payment & issues Official Receipt. Directs client back to the Sanitation Office	₱ 100 ₱ 30 Doc Stamp Tax	10 minutes	<i>Rev. Coll Clerk II or Local Rev. Coll Officer II</i> Mun. Treasury
8. Returns to Laboratory and presents the Official Receipt	8.1 Checks the Official Receipt	None	10 minutes	<i>Medical Technologist</i>
	8.2 Gives the laboratory examination result and directs to the Doctor for interpretation	None	20 minutes	<i>Medical Technologist</i> Mun. Health Office Mun



<p>9. Presents the laboratory examination result to the Doctor</p>	<p>9.1 Receives and assesses the laboratory result and gives appropriate treatment if necessary</p> <p>9.2 Directs client back to the Sanitation Officer for issuance of Food Handler's Certificate and Health Card</p>	<p>None</p>	<p>30 minutes</p>	<p>Rural Health Physician or Medical Officer III</p>
		<p>None</p>	<p>5 minutes</p>	<p>Sanitation Officer</p> <p>Mun. Health Office Mun</p>
<p>10. Receives the Food Handler's Certificate</p>	<p>10. Releases Food Handler's Certificate and Health Card</p>	<p>None</p>	<p>30 minutes</p>	<p>Sanitation Inspector</p> <p>Mun. Health Office Mun</p>
	<p>Total</p>	<p>₱ 130</p>	<p>6 hours and 30 minutes</p>	



## 59. REQUEST FOR MEDICAL CERTIFICATE

The Medical Certificate is issued to individuals needing this document. There are several types of medical certificate. Some certifies that the client is in the state of good health, some certifies that the client is sick and has to rest and some for many other purposes. This is only issued by the Doctor in the Main Health Center.

<b>Office or Division:</b>		Municipal Health Office		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2C - Government to Citizen		
<b>Who may avail:</b>		All clients needing it		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
For Work Purposes : CBC, Fecalysis,Urinalysis,		Municipal Health Office		
For Work Purposes : Chest Xray ( original copies)		Hospital or Diagnostic Center		
Official Receipt (original copy)		Municipal Treasury		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1.Approaches health personnel and states purpose	1.1 Interviews client ,takes vital signs and fills- up the ITR	None	30 minutes	<i>Barangay Health Workers or Midwife</i>
	1.2 Directs client to the Doctor	None	5 minutes	<i>Midwife Municipal Health Office</i>
2.Approaches the Doctor	2.1 Assesses and examines the client	None	25 minutes	<i>Rural Health Physician Or Medical Officer III</i>
	2.2 Issues Order of Payment	None	5 minutes	<i>Municipal Health Office</i>
3.Pays the required fees at the Municipal Treasury	3. Accepts payment and issues Official Receipt	₱ 50 ₱ 30 Doc Stamp Tax	25 minutes	<i>Rev. Collection Clerk II or Local Rev Coll Officer II  Mun. Treasury</i>



4. Returns to the Municipal Health Office for the processing and release of Certification	4.1 Checks Official Receipt 4.2 Prepares and releases the signed medical certificate	None None	20 minutes 5 minutes	<i>Rural Health Physician or Medical Officer III</i> Municipal Health office
	Total	₱ 80	1 hour 55 minutes	



## 60. REQUEST FOR MEDICO-LEGAL CERTIFICATE

Medico-legal certification is issued to individuals who are victims of physical or sexual abuse or both who seek justice for the injuries inflicted on them. This is used as evidence in court when the case is not settled amicably in the barangay. In case the victim of sexual abuse is a minor, the mother or guardian signs the consent form and must be present during genital examination. Sometimes specimen are necessary to complete the examination. All medical certificates has to be paid except when the victim is a minor or a VAWC case, then no fees are collected.

<b>Office or Division:</b>		Municipal Health Office		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2C - Government to Citizen		
<b>Who may avail:</b>		Anybody who seeks justice for injuries inflicted upon them		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Police Request ( 1 original copy)		PNP Station		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Approaches health personnel and states purpose	1.1 Interviews client, gets vital signs and fills-up Family Health Record	None	30 minutes	<i>Barangay Health Workers or Midwife</i>
	1.2 Refers to Medical Doctor	None	5 minutes	<i>Midwife</i> Municipal Health Office
2. Approaches Medical Doctor	2.1 Interviews client and / or mother or guardian	None	30 minutes	<i>Rural Health Physician or Medical Officer III</i>
	2.2 Directs client to the Examination Room and conducts examination	None	1 hour and 30 minutes	<i>Rural Health Physician or Medical Officer III</i>
	If laboratory examination is needed, collection of specimen is done	None	30 minutes	<i>Medical Technologist</i>

	<p>2.3 Records the findings in the logbook</p> <p>2.4 Issues Order of Payment and advises client to pay in the Municipal Treasury Office</p>	<p>None</p> <p>None</p>	<p>20 minutes</p> <p>5 minutes</p>	<p>Rural Health Physician or Medical Officer III</p> <p>Rural Health Physician or Medical Officer III</p> <p>Municipal Health Office</p>
3. Pays required fees at the Municipal Treasury	3. Accepts payment and Issues Official Receipt. Directs client back to the Municipal Health Office	<p>₱ 100</p> <p>₱ 30 Doc. Stamp Tax</p>	40 minutes	<p><i>Rev. Coll Clerk-II or Local Rev. Coll. Officer-II</i></p> <p>Mun. Treasury</p>
4. Client waits for the release of signed Medico-legal Certificate	4. Prepares and releases the Medico-legal certificate to the client and directs back to the PNP Women's Desk for filing of case	None	30 minutes	<p><i>Rural Health Physician or Medical Officer III</i></p> <p>Municipal Health Office</p>
	Total	₱ 130	<p>2 hours and 35 minutes for physical injuries only</p> <p>4 hours and 40 minutes for victims of sexual abuse with laboratory examination</p> <p>4 hours and 10 minutes for victims of sexual</p>	



			abuse without laboratory examination	
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## 61. REQUEST FOR PERMIT TO TRANSFER CADAVER

There are deaths that occurred in one place and the dead body is brought to another for burial. Other deaths were buried years back and are transferred in another place. These transfers need signed permits from the government physician from the municipality of origin.

<b>Office or Division:</b>	Municipal Health Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Relatives of the Deceased			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Registered Death Certificate ( 2 photocopies)		Municipal Civil Registration Office		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Approaches health personnel and states purposes	1.1 Interviews client	None	10 minutes	<i>Barangay Health Worker or Midwife</i>  Mun. Health Office
	1.2 Directs client to the Sanitation Officer	None	5 minutes	
2. Approaches the Sanitation Officer and submits requirements	2.1 Receives requirement, reviews and records in the logbook	None	20 minutes	<i>Sanitation Inspector</i>
	2.2 Directs client to pay at the Municipal Treasury	None	5 minutes	<i>Sanitation Inspector</i>
	2.3 Prepares Transfer Permit	None	20 minutes	<i>Sanitation Inspector</i>  Mun. Health Office
3. Pays required fees at the Municipal Treasury	3.1 Accepts payment and Issues Official Receipt	₱ 50	25 minutes	<i>Revenue Coll Clerk-II or Local Rev. Coll. Officer-II</i>
	3.2 Directs client back to the Municipal Health Office	None	15 minutes	Mun. Treasury



4. Returns to Municipal Health Office and presents Official Receipt	4.1 Checks Official Receipt and instructs to wait	None	10 minutes	<i>Sanitation Inspector</i>
	4.2 Presents permit to the Doctor for signature	None	5 minutes	<i>Rural Health Physician or Medical Officer III</i>
	4.3 Doctor reviews the permit and signs it	None	20 minutes	<i>Rural Health Physician or Medical Officer III</i>  Mun. Health Office
5. Signs logbook and receives Transfer Permit	5. Records in the logbook and releases the Transfer Permit	None	10 minutes	<i>Sanitation Inspector</i>  Mun. Health Office
	Total	₱ 50	2 hours and 25 minutes	



## 62. REQUEST FOR POST-MORTEM REPORT AFTER CONDUCTING THE POST-MORTEM EXAMINATION

Post-mortem examination is a must in case of violent deaths, the result of which is one (1) of the evidences used in court in case of a lawsuit. It is requested by the Police Investigator and maybe conducted in the area of incident or a morgue. It is done in daytime only irregardless of whether it is a holiday or a weekend. The Post-mortem examination report is released to the Police Investigator the following working day. It is only done by the Rural Health Physician or the medical Officer III.

<b>Office or Division:</b>		Municipal Health Office			
<b>Classification:</b>		Highly Technical			
<b>Type of Transaction:</b>		G2C - Government to Citizen			
<b>Who may avail:</b>		Relatives of the Deceased or Police Investigator			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
None			None		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>	
1. Informs Police Investigator of the occurrence of a violent death	1.1 Receives the information and interviews the Police Investigator	None	25 minutes	<i>Rural Health Physician or Medical Officer III</i>	
	1.2 Proceeds to the area where the dead body is, with the Police Investigator	None	3 hours	<i>Rural Health Physician or Medical Officer III</i>  Mun. Health office	
2. Waits in the area where the examination should be done	2.1 Interviews the relatives and/or the person who first discovered the dead body	None	30 minutes	<i>Rural Health Physician or Medical Officer III</i>	
	2.2 Examines the dead body	None	1 hour	<i>Rural Health Physician or Medical Officer III</i>	
	2.3 Instructs the relatives that the report	None	20 minutes	<i>III</i>	



	will be released directly to the Police Investigator the following working day			<i>Rural Health Physician or Medical Officer III</i>  Mun. Health Office
3. Police Investigator receives the report	3. Goes to the Police Station and submits the report to the Police Investigator	None	20 minutes	<i>Rural Health Physician or the Medico-legal Officer</i>  Mun. Health Office
	Total	None	5 hours 35 minutes	



### 63. REQUEST FOR SANITARY PERMIT AND HEALTH CERTIFICATE

The Sanitary Permit and Health Certificate are issued to individuals needing these documents for business purposes. These affirm that the establishments given have complied to the minimum requirements in ensuring public safety.

<b>Office or Division:</b>		Municipal Health Office		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2B - Government to Business		
<b>Who may avail:</b>		Business Proprietors and those who are interested		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Negative results of Sputum ,Urine and Stool examinations (1 original copy & 1 photocopy)		Municipal Health Office		
Official Receipt (original copy)		Municipal Treasury		
Food Handler's certificate of attendance (for clients engaged in food business) (1 Photocopy)		Municipal Health Office		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Approaches health personnel and states purpose	1. Interviews client and directs to the Sanitation Officer	None	20 minutes	<i>Barangay Health Workers or Midwife</i>  Mun. Health Office
2. Presents the required documents	2.1 Interviews client about the business and asks necessary documents	None	30 minutes	<i>Sanitation Officer</i>
	2.2 Directs client to Municipal Treasury and issue Order of Payment	None	15 minutes	<i>Sanitation Officer</i>  Mun. Health Office
3. Pays the required fees	3.1 Accepts the payment based on the Order of Payment. Directs client back at Municipal Health Office	See table below	25 minutes	<i>Revenue Coll. Clerk-II or Local Rev. Coll. Officer-II</i>  Mun.Treasury



4. Returns to the Municipal Health Office and presents the Official Receipt	4.1 Checks the Official Receipt	None	10 minutes	<i>Sanitation Officer</i>
	4.2 Prepares and fills-up Sanitary Permit and Health Certificate	None	20 minutes	<i>Sanitation Officer</i>
	4.3 Directs client to Doctor for signature	None	15 minutes	<i>Sanitation Officer</i>
	4.4 Reviews and signs certificates	None	5 minutes	<i>Rural Health Physician or Medical Officer III</i>
	4.5 Directs back to Sanitary Inspector	None	5 minutes	Mun. Health Office
5. Receives the documents	5.1 Records data in logbook and releases the documents	None	10 minutes	<i>Sanitation Officer</i>  Mun. Health Office
Total		See table below	2 hours and 35 minutes	

<b>Schedule of Payment</b>	
For Sari-sari Store	₱ 100
For house rent	₱ 100
<b>For business, industrial, or agricultural establishment</b>	
With an area of 25 sq.m. or more but less than 50 sq.m.	₱ 100
With an area of 50 sq.m. or more but less than 100 sq.m.	₱ 140
With an area of 100 sq.m. or more but less than 200 sq.m.	₱ 200
With an area of 200 sq.m. or more but less than 500 sq.m.	₱ 250
With an area of 500 sq.m or more but less than 1000 sq.m.	₱ 300
With an area of 1,000 sq.m. or more	₱ 350
For Poultry and Piggery	₱ 700
Documentary Stamp Tax	₱ 30



## 64. REQUEST FOR SPUTUM MICROSCOPY TEST

Sputum microscopy is the most effective test done to establish the diagnoses of Pulmonary Tuberculosis. Individuals with cough of 14 days or more are eligible to this examination, and /or those who have symptoms TB. Treatment is done every Wednesday only

<b>Office or Division:</b>		Municipal Health Office		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2C - Government to Citizen		
<b>Who may avail:</b>		Clients with cough of 14 days or more and /or clients who have symptoms of TB.		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request form (1 original copy)		Private Clinics Municipal Health Office Barangay Health Stations		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Approaches health personnel and states purpose	1. Retrieves Family Health Record and takes vital signs	None	30 minutes	<i>Barangay Health Workers or Midwife</i>  Mun. Health Office
2. Presents sputum request from the Doctor or Rural Health Midwife	2.1 Reviews Request Form and directs to Medical Technologist	None	10 minutes	<i>Midwife</i>
	2.2 Gives the 1 <sup>st</sup> sputum cup and instructs on how to produce a quality sputum	None	10 minutes	<i>Medical Technologist</i>  Mun. Health Office
3. Submits 1 <sup>st</sup> sputum to the Medical Technologist	3.1 Fills-out pertinent data in the request form and gives additional 2 cups	None	20 minutes	<i>Medical Technologist</i>
		None	20 minutes	<i>Medical Technologist</i>

	3.2 Gives instructions on how to fill-up the 2 cups with sputum for submission the next day			
4. Returns the next day and submits the 2 <sup>nd</sup> and 3 <sup>rd</sup> sputum cups	4.1 Records the 2 <sup>nd</sup> and 3 <sup>rd</sup> specimen	None	20 minutes	<i>Medical Technologist</i>
	4.2 Instructs the client to follow -up the result from their Midwife at the Barangay Health Station after 1 week	None	3 days	<i>Medical Technologist</i>
	4.3 Prepares and performs sputum microscopy	None	10 minutes	<i>Medical Technologist</i>
	4.4 Releases result to the Rural Health Midwife assigned in the barangay where the client resides	None	10 minutes	<i>Medical Technologist</i> Mun. Health Office
5. Client returns to the Barangay Health Station for the sputum examination result	5.1 Explains to client the result of the sputum examination	None	30 minutes	<i>Midwife</i>
	5.2 Directs client to Nurse if the result is positive	None	10 minutes	<i>Midwife</i> Mun. Health Office
6. Approaches the Nurse	6. Reviews the result and instructs to return on a Wednesday for treatment	None	20 minutes	<i>Nurse</i> Mun. Health Office
	Total	None	3 days 3 hours 10 minutes	





# MUNICIPAL HUMAN RESOURCE AND MANAGEMENT OFFICE (MHRMO)

INTERNAL SERVICES



## 65. APPLICATION FOR ADOPTION LEAVE

Qualified female employee regardless of civil status and length of service are entitled to 60 days adoption leave with full pay. If female employee is married, her legitimate spouse who is likewise in government service can avail of adoption leave of 7 days with full pay.

<b>Office or Division:</b>	Municipal Human Resource and Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Municipal Officials, Permanent, Casual, Coterminous, Temporary Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Application for Leave Form No.6 (3 original copies)		Municipal Human Resource & Management Office		
Pre-Adoptive Placement Authority (1 Authenticated copy)		Department of Social Welfare and Development (DSWD)		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Fill out CS Form No. 6 , attach the requirements and has it signed by the Head of Office and submit to the personnel-in-charge	1.1 Receive the Application for Leave Form and verify the data	None	4 minutes	<i>Admin. Aide VI (Clerk III)</i>
	1.2 Compute and certify the total leave credits	None	5 minutes	<i>Admin. Aide VI (Clerk III) MGDH I ( HRMO)</i>
	1.3 Entry data in the System and in the Log Book	None	5 minutes	<i>Admin. Aide VI (Clerk III)</i>
	1.4 Forward to the Office of the Municipal Mayor for approval	None	3 days	<i>Admin. Aide VI (Clerk III)</i>
	1.5 Inform client to be notified when Leave Application is acted by the LCE or Authorized Officer	None	3 minutes	<i>Municipal Mayor I Admin. Aide VI (Clerk III)</i>



				Mun. Human Resource & Mngt Office
2. When notified get a copy of the acted Leave Application at the HRMO	2. Release the Leave Application to the employee	None	5 minutes	<i>Admin. Aide VI (Clerk III)</i>  Municipal Human Resource & Mngt Office
Total		None	3 days 22 minutes	



## 66. APPLICATION FOR COMPENSATORY TIME OFF

Employees are granted compensatory time off for the services rendered beyond the regular working hours or days or scheduled days off to include services rendered on attendance to activities organized by the LGU.

<b>Office or Division:</b>	Municipal Human Resource and Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Permanent, Casual, Coterminous, Temporary & Job Order Employees except those occupying positions whose ranks are higher than chiefs of divisions			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Application for Compensatory Time Off Form ( 3 original Copies)		Municipal Human Resource & Management Office		
Approved Letter of Request to render overtime services (1 original copy, 1 photocopy)		Heads of Offices		
Attendance (1 photocopy)		Requesting Employee		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Fill out the Application for Compensatory Time Off Form, attach the requirement an has it signed by the Head of Office	1.1 Receive the Application Form and verify the data	None	4 minutes	<i>Admin. Aide VI (Clerk III)</i>
	1.2 Entry data in the System and in the Log Book	None	5 minutes	Admin. Aide VI (Clerk III)
	1.4 Forward to the Office of the Municipal Mayor for approval	None	3 days	Admin. Aide VI (Clerk III)
	1.5 Inform client to be notified when Leave Application is acted by the LCE or Authorized Officer	None	3 minutes	Municipal Mayor I Admin. Aide VI (Clerk III)



				Mun. Human Resource & Mngt Office
2. When notified get a copy of the acted request for CTO at the HRMO	2. Release the copy of request CTO to the employee	None	5 minutes	<i>Admin. Aide VI (Clerk III)</i> Municipal Human Resource & Mngt Office
Total		None	3 days 17 minutes	



## 67. APPLICATION FOR LEAVE OF ABSENCE FOR JOB ORDER EMPLOYEES

A formal request of an employee for temporary leave of absence from duties due to specific reasons. It can be personal matters, health issues or family events. The approval of which is contingent upon the necessities of the service. It shall be filed 5 days in advance, whenever possible of the effective date. However, if the leave of absence is due to health reasons it shall be filed immediately upon employee's return from such leave. If exceeding 5 days, application shall be accompanied by a medical certificate.

<b>Office or Division:</b>	Municipal Human Resource and Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Job Order Employees of LGU Libona			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Application for Leave of Absence Form (3 original copies)		Municipal Human Resource & Management Office		
Medical Certificate if exceeding 5 days (1 original copy)		Attending Physician		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Fill out Application Form, and have it signed by the Head of Office and submit to the personnel-in-charge	1.1 Receive the Application Form and verify the data	None	4 minutes	<i>Admin. Aide VI (Clerk III)</i>
	1.2 Entry data in the System and in the Log Book	None	5 minutes	Admin. Aide VI (Clerk III)
	1.3 Forward to the HRMO for final action	None	5 minutes	Admin. Aide VI (Clerk III) MGDH I (HRMO)  MHRMO
2. Receive copy of Leave Application	2. Release the Leave Application	None	2 minutes	<i>Admin. Aide VI (Clerk III)</i> MHRMO
<b>Total</b>		None	16 minutes	



## 68. APPLICATION FOR LEAVE OF ABSENCE VACATION MANDATORY/FORCED LEAVE AND SICK LEAVE

A formal request of an employee or local official for temporary leave of absence from duties due to specific reasons. It can be personal matters, health issues or family events. The approval of which is contingent upon the necessities of the service.

**Vacation Leave** - Shall be filed 5 days in advance, whenever possible of the effective date. Vacation Leave within the Philippines or abroad shall be indicated in the form for purposes of securing travel authority and completing clearance from money and work accountabilities.

**Mandatory/Forced Leave-** All Officials and employees with 10 days or more vacation leave credits shall be required to go on vacation leave whether continuous or intermittent for a minimum of 5 working days annually. It can be scheduled by the agency, if not taken during the year it shall be forfeited.

**Sick Leave-** It shall be filed immediately upon employee's return from such leave. If filed in advance or exceeding 5 days, application shall be accompanied by a medical certificate. In case medical consultation was not availed of, an affidavit should be executed by an applicant

<b>Office or Division:</b>	Municipal Human Resource and Management Office				
<b>Classification:</b>	Simple				
<b>Type of Transaction:</b>	G2G - Government to Government				
<b>Who may avail:</b>	Municipal Officials, Permanent, Casual, Coterminous, Temporary Employees				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
<b>COMMON REQUIREMENT</b>					
Application for Leave Form No.6 (3 original copies)			Municipal Human Resource & Management Office		
<b>SITUATIONAL REQUIREMENTS</b>					
<b>Sick Leave</b>					
Medical Certificate if exceeding 5 days (1 original copy)			Attending Physician		
Affidavit in case medical consultation was not availed (1 original copy)			Lawyer		
<b>Client Steps</b>	<b>Agency Actions</b>		<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Fill out CS Form No. 6 , attach the	1.1	Receive the Application for	None	4 minutes	<i>Admin. Aide VI (Clerk III)</i>



requirements (for sick leave exceeding 5days) and has it signed by the Head of Office and submit to the personnel-in-charge	Leave Form and verify the data			
	1.2 Compute and certify the Total leave credits	None	5 minutes	Admin. Aide VI (Clerk III) MGDH I (HRMO)
	1.3 Entry data in the System and in the Log Book	None	5 minutes	Admin. Aide VI (Clerk III)
	1.4 Forward to the Office of the Municipal Mayor for approval	None	3 days	Admin. Aide VI (Clerk III)
	1.5 Inform client to be notified when Leave Application is acted by the LCE or Authorized Officer	None	3 minutes	Admin. Aide VI (Clerk III) Municipal Mayor I  Mun. Human Resource & Mngt Office
2. When notified get a copy of the acted Leave Application at the HRMO	2. Release the Leave Application to the employee	None	5 minutes	Admin. Aide VI (Clerk III)  MHRMO
Total		None	3 days 22 minutes	





## 69. APPLICATION FOR MATERNITY LEAVE & PATERNITY LEAVE

Granted to female employees legally entitled thereto in addition to vacation and sick leave. The primary purpose of granting maternity leave is to extend working mothers some measure of financial help and to provide her period of rest and recuperation in connection with her pregnancy.

RA No. 11210 AN ACT INCREASING THE MATERNITY LEAVE PERIOD TO 105 DAYS FOR FEMALE WORKERS WITH AN OPTION TO EXTEND FOR AN ADDITIONAL 30 DAYS WITHOUT PAY AND GRANTING AN ADDITIONAL 15 DAYS FOR SOLO MOTHERS, AND FOR OTHER PURPOSES.

**Paternity Leave-** Granted to all married male employees of 7 working days for the first 4 deliveries of his legitimate spouse with whom he is cohabiting while continuing to earn the compensation therefor, on the condition that his legitimate spouse has delivered a child or suffered a miscarriage, for purposes of enabling him to effectively lend care and support to his wife before, during and after childbirth as the case may be and assist in caring for his new born child. Non-cumulative/non commutative/ non-convertible to cash. Shall be availed of not later than 60 days after the date of the child's delivery. May be enjoyed either in a continuous or in an intermittent manner by the employee on the days immediately before during and after the childbirth or miscarriage of his legitimate spouse. CSC MC No. 41, s 1998).

<b>Office or Division:</b>	Municipal Human Resource and Management Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G - Government to Government
<b>Who may avail:</b>	Municipal Officials, Permanent, Casual, Coterminous, Temporary Employees
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<b>COMMON REQUIREMENT</b>	
Application for Leave Form No.6 (3 original copies)	Municipal Human Resource & Management Office
<b>MATERNITY LEAVE</b>	
Proof of pregnancy e.g. ultrasound, doctor's certificate on the expected date of delivery ( 1 original copy)	Attending Physician
<b>PATERNITY LEAVE</b>	
Proof of child's delivery e.g. birth certificate, medical certificate and marriage contract ( 1 original copy)	Attending Physician Municipal Civil Registration Office



Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
1. Fill out CS Form No. 6 , attach the requirements and has it signed by the Head of Office and submit to the personnel-in-charge	1.1 Receive the Application for Leave Form and verify the data	None	4 minutes	<i>Admin. Aide VI (Clerk III)</i>
	1.2 Compute and certify the total leave credits	None	5 minutes	Admin. Aide VI (Clerk III) MGDH I ( HRMO)
	1.3 Entry data in the System and in the Log Book	None	5 minutes	Admin. Aide VI (Clerk III)
	1.4 Forward to the Office of the Municipal Mayor for approval	None	3 minutes	Admin. Aide VI (Clerk III)
	1.5 Inform client to be notified when Leave Application is acted by the LCE or Authorized Officer	None	3 days	Admin. Aide VI (Clerk III) Municipal Mayor I  MHRMO
2. When notified get a copy of the acted Leave Application at the HRMO	2. Release the Leave Application to the employee	None	5 minutes	<i>Admin. Aide VI (Clerk III)</i>  MHRMO
<b>Total</b>		None	3 days 22 minutes	



## 70. APPLICATION FOR PARENTAL LEAVE (SOLO PARENT)

RA 8972 grants parental leave of seven (7) work days with fully pay every year, in addition to leave privileges under existing laws, to solo parents. Granted to any solo parent or individual who is left alone with the responsibility of parenthood, to wit :

1. A woman who gives birth as a result of rape & other crimes against chastity, even without final conviction of the offender
2. Parent left solo or alone w/ the responsibility of parenthood due to any of the following circumstances
3. Death of spouse
4. Detention of the spouse or serving sentence for a parenthood for a criminal conviction for at least 1 year
5. Physical/mental incapacity of spouse as certified by a public medical practitioner
6. Legal separation or de facto separation from spouse for at least 1 year provided he/she has custody of the children
7. Declaration of nullity or annulment of marriage as decreed by a court or by a church, provided he/she ha custody of the children
8. Abandonment of spouse for at least 1 year
9. Unmarried person who has preferred to keep and rear the children
10. Any other person who solely provides parental care and support to a child provided said person is duly licensed as a foster parent by the DSWD or duly appointed legal guardian by the court
11. Any family member who assumes the responsibility of head of family as result of the death, abandonment, disappearance or prolonged absence of the parents or solo parent; provided, that such abandonment disappearance or absence lasts for at least 1 year
12. Refers to leave benefits granted to a solo parent (men or women) to enable said parent to perform parental duties and responsibilities where physical presence is required . It can only availed after the issuance of Solo Parent ID

<b>Office or Division:</b>	Municipal Human Resource and Management Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G - Government to Government
<b>Who may avail:</b>	Municipal Officials, Permanent, Casual, Coterminous, Temporary Employees who is Solo Parent
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
Application for Leave Form No.6 (3 original copies)	Municipal Human Resource & Management Office
Solo Parent ID (1 photocopy)	Mun. Social Welfare and Development Office



Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
1. Fill out CS Form No. 6 , attach the requirements and has it signed by the Head of Office and submit to the personnel-in-charge	1.1 Receive the Application for Leave Form and verify the data	None	4 minutes	<i>Admin. Aide VI (Clerk III)</i>
	1.2 Compute and certify the total leave credits	None	5 minutes	Admin. Aide VI (Clerk III) MGDH I (HRMO)
	1.3 Entry data in the System and in the Log Book	None	5 minutes	Admin. Aide VI (Clerk III)
	1.4 Forward to the Office of the Municipal Mayor for approval	None	3 days	Admin. Aide VI (Clerk III) Municipal Mayor I
	1.5 Inform client to be notified when Leave Application is acted by the LCE or Authorized Officer	None	3 minutes	Admin. Aide VI (Clerk III)  MHRMO
2. When notified get a copy of the acted Leave Application at the HRMO	2. Release the Leave Application to the employee	None	5 minutes	<i>Admin. Aide VI (Clerk III)</i>  MHRMO
Total		None	3 days 22 minutes	



## 71. APPLICATION FOR MONITIZATION OF LEAVE CREDITS

Employees and Officials may avail for an advance payment of the money value of their vacation leave credits without actually going on leave. Application for monetization of 50% or more of the accumulated leave credits shall be accompanied by a letter request to the Municipal Mayor stating the valid and justifiable reasons.

<b>Office or Division:</b>	Municipal Human Resource and Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Municipal Officials, Permanent, Casual, Coterminous, Temporary Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Application for Leave Form No.6 Stating the number of days to be monetized (3 original copies)		Municipal Human Resource & Management Office		
Letter of Intent for the availment of 50% of the leave credits (1 original copy)		Requesting employee		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Fill out CS Form No. 6 , attach the requirements and has it signed by the Head of Office and submit to the personnel-in-charge	1.1 Receive the Application for Leave Form and verify the data	None	4 minutes	Admin. Aide VI (Clerk III)
	1.2 Compute and certify the total leave credits	None	5 minutes	Admin. Aide VI (Clerk III) MGDH I (HRMO)
	1.3 Entry data in the System and in the Log Book	None	5 minutes	Admin. Aide VI (Clerk III)
	1.4 Forward to the Office of the Municipal Mayor for approval	None	3 days	Admin. Aide VI (Clerk III) Municipal Mayor I
	1.5 Inform client to be notified when Leave Application is	None	3 minutes	Admin. Aide VI (Clerk III)  MHRMO



	acted by the LCE or Authorized Officer			
2. When notified get a copy of the acted Leave Application at the HRMO	2. Release the Leave Application to the employee	None	5 minutes	<i>Admin. Aide VI (Clerk III)</i>  MHRMO
Total		None	3 days 22 minutes	



## 72. APPLICATION FOR REHABILITATION LEAVE

Rehabilitation Leave- ( CSC DBM JC 1, 2005) for wounds/ injuries sustained while in the performance of official duties. The duration, frequency and terms of availing of the privilege shall be based on the recommendation of medical authority. Hence, availing may be for less than 6 months or may be half-time basis or an intermittent schedule as determined by medical authorities provided that the cumulative total period of availing of the privilege will not exceed 6 months.

<b>Office or Division:</b>	Municipal Human Resource and Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Municipal Officials, Permanent, Casual, Coterminous, Temporary Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Application for Leave Form No.6 (3 original copies)		Municipal Human Resource & Management Office		
Letter request supported by relevant reports such as police report if any ( 1original copy)		Employee applying for Leave of Absence		
Medical certificate on the nature of the injuries, the course of treatment involved and the need to undergo rest, recuperation and rehabilitation, as the case may be (1 original copy)		Attending Physician		
Written concurrence of a government physician should be obtained relative to the commendation for rehabilitation if the attending physician is a private practitioner, particularly on the duration of the period of rehabilitation (1 original copy)		Government Physician		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Fill out CS Form No. 6 , attach the requirements and has it signed by the Head of Office and submit to the personnel-in-charge	1.1 Receive the Application for Leave Form and verify the data	None	4 minutes	<i>Admin. Aide VI (Clerk III)</i>
	1.2 Compute and certify the leave credits	None	5 minutes	Admin. Aide VI



	1.3 Entry data in the System and in the Log Book	None	5 minutes	(Clerk III) MGDH I (HRMO)
	1.4 Forward to the Office of the Municipal Mayor for approval	None	3 days	Admin. Aide VI (Clerk III)
	1.5 Inform client to be notified when Leave Application is acted by the LCE or Authorized Officer	None	3 minutes	Admin. Aide VI (Clerk III) Municipal Mayor I
				Admin. Aide VI (Clerk III)
				MHRMO
2. When notified get a copy of the acted Leave Application at the HRMO	2. Release the Leave Application to the employee	None	5 minutes	<i>Admin. Aide VI (Clerk III)</i>
				MHRMO
Total		None	3 days 22 minutes	





### 73. APPLICATION FOR RELOCATION LEAVE

A special leave privilege granted to officials or employee whenever he/she transfers residence.

<b>Office or Division:</b>	Municipal Human Resource and Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Municipal Officials, Permanent, Casual, Coterminous, Temporary Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Application for Leave Form No.6 (3 original copies)		Municipal Human Resource & Management Office		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Fill out CS Form No. 6 , attach the requirements and has it signed by the Head of Office and submit to the personnel-in-charge	1.1 Receive the Application for Leave Form and verify the data	None	4 minutes	<i>Admin. Aide VI (Clerk III)</i>
	1.2 Compute and certify the total leave credits	None	5 minutes	Admin. Aide VI (Clerk III) MGDH I (HRMO)
	1.3 Entry data in the System and in the Log Book	None	5 minutes	Admin. Aide VI (Clerk III)
	1.4 Forward to the Office of the Municipal Mayor for approval	None	3 days	Admin. Aide VI (Clerk III) Municipal Mayor I
	1.5 Inform client to be notified when Leave Application is acted by the LCE or Authorized Officer	None	3 minutes	Admin. Aide VI (Clerk III)  MHRMO
2. When notified get a copy of the acted	2. Release the Leave Application to the employee	None	5 minutes	<i>Admin. Aide VI (Clerk III)</i>



Leave Application at the HRMO				MHRMO
Total		None	3 days 22 minutes	



## 74. APPLICATION FOR SPECIAL EMERGENCY (CALAMITY) LEAVE

Can be applied for a maximum of 5 straight working days or staggered basis with 30 days from the actual occurrence of the natural calamity/disaster. Said privilege shall be enjoyed once a year, not in every instance of the calamity or disaster. The head of the agency shall take full responsibility for the grant of the leave and the verification of the employee's eligibility to be granted thereof.

<b>Office or Division:</b>	Municipal Human Resource and Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Female Municipal Officials, Permanent, Casual, Coterminous, Temporary Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Application for Leave Form No.6 (3 original copies)		Municipal Human Resource & Management Office		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Fill out CS Form No. 6 , attach the requirements and has it signed by the Head of Office and submit to the personnel-in-charge	1.1 Receive the Application for Leave Form and verify the data	None	4 minutes	Admin. Aide VI (Clerk III)
	1.2 Compute and certify the total leave credits	None	5 minutes	Admin. Aide VI (Clerk III) MGDH I (HRMO)
	1.3 Entry data in the System and in the Log Book	None	5 minutes	Admin. Aide VI (Clerk III)
	1.4 Forward to the Office of the Municipal Mayor for approval	None	3 days	Admin. Aide VI (Clerk III) Municipal Mayor I
	1.5 Inform client to be notified when Leave Application is acted by the LCE or Authorized Officer	None	3 minutes	Admin. Aide VI (Clerk III)  MHRMO



2. When notified get a copy of the acted Leave Application at the HRMO	2. Release the Leave Application to the employee	None	5 minutes	<i>Admin. Aide VI (Clerk III)</i>  MHRMO
Total		None	3 days 22 minutes	



## 75. APPLICATION FOR SPECIAL LEAVE BENEFITS FOR WOMEN

**Special Leave benefits for women ( RA 9710) - up to 2 months** - The application may be filed in advance, at least 5 days prior to the scheduled date of the gynecological surgery that will be undergone by the employee. In case of emergency, the it shall be filed immediately upon employee's return but during confinement the agency shall be notified of said surgery.

The application shall be accompanied by a medical certificate filled out by the proper medical authorities, e.g. the attending surgeon accompanied by a clinical summary reflecting the gynecological disorder which shall be addressed or was addressed by the said surgery, the histopathological report, the operative technique used for the surgery; the duration of the surgery including the perioperative period (period of confinement around surgery); as well as the employees estimated period of recuperation for the same.

<b>Office or Division:</b>	Municipal Human Resource and Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Female Municipal Officials, Permanent, Casual, Coterminous, Temporary Employees who will be undergoing gynecological surgery			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Application for Leave Form No.6 (3 original copies)		Municipal Human Resource & Management Office		
Medical Certificate accompanied by clinical summary reflecting the gynecological disorder which shall be addressed or was addressed by the said surgery (1 original copy)		Hospital- Attending Physician		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Fill out CS Form No. 6 , attach the requirements and has it signed by the Head of Office and submit to the personnel-in-charge	1.1 Receive the Application for Leave Form and verify the data  1.2 Compute and certify the total leave credits	None  None	4 minutes  5 minutes	<i>Admin. Aide VI (Clerk III)</i>  Admin. Aide VI (Clerk III) MGDH I (HRMO)



	1.3 Entry data in the System and in the Log Book	None	5 minutes	Admin. Aide VI (Clerk III)
	1.4 Forward to the Office of the Municipal Mayor for approval	None	3 days	Admin. Aide VI (Clerk III) Municipal Mayor I
	1.5 Inform client to be notified when Leave Application is acted by the LCE or Authorized Officer	None	3 minutes	Admin. Aide VI (Clerk III)  MHRMO
2. When notified get a copy of the acted Leave Application at the HRMO	2. Release the Leave Application to the employee	None	5 minutes	<i>Admin. Aide VI (Clerk III)</i> MHRMO
Total		None	3 days 22 minutes	



## 76. APPLICATION FOR SPECIAL PRIVILEGE LEAVE

Granted to employees or local officials for personal milestones and/or attend filial and domestic responsibilities for a maximum of 3 days annually. It shall be filed/ approved at least 1 week prior to availment except on emergency cases.

- a. Personal milestones such as birthdays /wedding/ wedding anniversary celebrations, graduation and other similar milestones, including death anniversaries.
- b. Parental obligations such as attendance in school programs, PTA meetings, graduations, first communion, medical needs, among others, where a child of the government employee is involved.
- c. Filial obligations to cover the employee's moral obligation toward his parents and siblings for their medical and social needs.
- d. Domestic emergencies such as sudden urgent repairs needed at home, sudden absence of *yaya* or maid, and the like
- e. Personal transactions to cover the entire range of transactions an individual does with government and private offices such as paying taxes, court appearance, arranging a housing loan, etc.
- f. Calamity, accident, hospitalization leave pertains to *force majeure* events that affect the life, limb and property of the employee or his immediate family.

<b>Office or Division:</b>	Municipal Human Resource and Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Municipal Officials, Permanent, Casual, Coterminous, Temporary Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Application for Leave Form No.6 (3 original copies)		Municipal Human Resource & Management Office		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Fill out CS Form No. 6 , attach the requirements and has it signed by the Head of Office and submit to the personnel-in-charge	1.1 Receive the Application for Leave Form and verify the data	None	4 minutes	<i>Admin. Aide VI (Clerk III)</i>
	1.2 Compute and certify the total leave credits	None	5 minutes	Admin. Aide VI (Clerk III) MGDH I (HRMO)



	1.3 Entry data in the System and in the Log Book	None	5 minutes	Admin. Aide VI (Clerk III)
	1.4 Forward to the Office of the Municipal Mayor for approval	None	3 days	Admin. Aide VI (Clerk III) Municipal Mayor I
	1.5 Inform client to be notified when Leave Application is acted by the LCE or Authorized Officer	None	3 minutes	Admin. Aide VI (Clerk III)  MHRMO
2. When notified get a copy of the acted Leave Application at the HRMO	2. Release the Leave Application to the employee	None	5 minutes	<i>Admin. Aide VI (Clerk III)</i>  MHRMO
Total		None	3 days 22 minutes	





## 77. APPLICATION FOR STUDY LEAVE

Time off from work not exceeding 6 months with pay for qualified officials and employees to help them prepare for their bar or board examinations or complete their Master's degree. For completion of master's degree, study leave shall not exceed 4 months.

Covered by contract between the agency head and the employee concerned. No extension shall be allowed if the employee availed the maximum period. If needs more time to complete their studies, they may file leave of absence chargeable against vacation

Shall inform their respective agency head in writing through the personnel office of their failure to take the bar/board examination or to complete their master's degree for which they were granted the study leave they shall also refund to the agency all the salaries and benefits received during the study leave.

Qualifications :

- a. The employee must have a bachelor's degree that requires the passing of the bar or board exam for the practice of profession.
- b. The profession or field of study to be pursued must be relevant to the agency's mandate or to the duties and responsibilities of the concerned employee , as determined by the agency head.
- c. The employee must have rendered at least 2 years of service w/ at least very satisfactory performance for the last 2 rating periods immediately preceding the application
- d. The employee must have no pending administrative and/or criminal case
- e. The employee must not have any current foreign or local scholarship grant
- f. The employee must have fulfilled the service obligation of any previous training/scholarship/study grant
- g. The employee must have a permanent appointment. Including coterminous provided they meet the requirements on item 11.1 to 11.6

<b>Office or Division:</b>	Municipal Human Resource and Management Office	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2G - Government to Government	
<b>Who may avail:</b>	Permanent Employees	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Application for Leave Form No.6 (3 original copies)		Municipal Human Resource & Management Office
Memorandum of Agreement Between the LGU and the Employee ( 3 original copies)		Employee availing the service



Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
1. Fill out CS Form No. 6 , attach the requirements and has it signed by the Head of Office and submit to the personnel-in-charge	1.1 Receive the Application for Leave Form and verify the data	None	4 minutes	<i>Admin. Aide VI (Clerk III)</i>
	1.2 Compute and certify the total leave credits	None	5 minutes	<i>Admin. Aide VI (Clerk III)</i> <i>MGDH I (HRMO)</i>
	1.3 Entry data in the System and in the Log Book	None	5 minutes	<i>Admin. Aide VI (Clerk III)</i>
	1.4 Forward to the Office of the Municipal Mayor for approval	None	3 days	<i>Admin. Aide VI (Clerk III)</i> <i>Municipal Mayor I</i>
	1.5 Inform client to be notified when Leave Application is acted by the LCE or Authorized Officer	None	3 minutes	<i>Admin. Aide VI (Clerk III)</i>  MHRMO
2. When notified get a copy of the acted Leave Application at the HRMO	2. Release the Leave Application to the employee	None	5 minutes	<i>Admin. Aide VI (Clerk III)</i>  MHRMO
Total		None	3 days 22 minutes	



## 78. APPLICATION FOR TERMINAL LEAVE

Applied for by an employee or official who intends to cut off his connection with the LGU. The employee or official will receive the money value of the total accumulated leave credits based on the highest salary rate received prior to or upon retirement date/voluntary separation. Request for payment of terminal leave benefits must be brought within 10 years

<b>Office or Division:</b>	Municipal Human Resource and Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Municipal Officials, Permanent, Casual, Coterminous, Temporary Employees who intends to cut off his connection with the LGU.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Application for Leave Form No.6 (3 original copies)		Municipal Human Resource & Management Office		
Approved Application for Leave Form No.6 (3 original copies )		Municipal Human Resource & Management Office		
Statement of Earned Leave Credits ( 3 original copies)		Municipal Human Resource & Management Office		
Duly approved Certificate of Clearance ( 4 original copies)		Employee Appling for Leave		
Ombudsman Clearance ( 1 original copy 1 photocopy)		Office of the Ombudsman- Cagayan de Oro City		
Affidavit of No pending Case ( 1 original copy ,1 photocopy)		Lawyer		
Affidavit Authorizing Deduction of Financial Obligations ( 1 original copy, 1 photocopy)		Lawyer		
Latest Statement of Assets, Liabilities and Networth (3 original copies)		Employee Appling the Leave		
Appointment ( 1 photocopy)		Employee Applying the Leave		
Service Record ( 3 original copies)		Municipal Human Resource & Management Office		
GSIS Clearance (1 original copy , 1 photocopy)		GSIS Malaybalay Branch		
Notice of Salary Adjustment (NOSA) ( 1 original copy)		Employee Applying for Leave		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>

1. Fill out CS Form No. 6 , attach the requirements and has it signed by the Head of Office and submit to the personnel-in-charge	1.1 Receive the Application for Leave Form and verify the data	None	4 minutes	<i>Admin. Aide VI (Clerk III)</i>
	1.2 Compute and certify the total leave credits	None	5 minutes	<i>Admin. Aide VI (Clerk III)</i> <i>MGDH I (HRMO)</i>
	1.3 Entry data in the System and in the Log Book	None	5 minutes	<i>Admin. Aide VI (Clerk III)</i>
	1.4 Forward to the Office of the Municipal Mayor for approval	None	3 days	<i>Admin. Aide VI (Clerk III)</i> <i>Municipal Mayor I</i>
	1.5 Inform client to be notified when Leave Application is acted by the LCE or Authorized Officer	None	3 minutes	<i>Admin. Aide VI (Clerk III)</i>  MHRMO
2. When notified get a copy of the acted Leave Application at the HRMO	2. Release the Leave Application to the employee	None	5 minutes	<i>Admin. Aide VI (Clerk III)</i>  MHRMO
Total		None	3 days 22 minutes	



## 79. APPLICATION FOR VIOLENCE AGAINST WOMEN AND CHILDREN (VAWC) LEAVE

Extended to female employees who have been the victim of violence under RA 9262, any woman employee in the government service who is a victim of violence as defined under section 3 of the Act.

Any women employee whose child is a victim of violence as defined therein and whose age is below 18 or above 18 but unable to take care of him/herself

It shall be filed in advance or immediately upon the women employee's return from such leave. May avail in continuous or intermittent manner to cover the day that she has to attend medical and legal concerns.

<b>Office or Division:</b>	Municipal Human Resource and Management Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G - Government to Government
<b>Who may avail:</b>	Female Municipal Officials, Permanent, Casual, Coterminous, Temporary Employees
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Application for Leave Form No.6 (3 original copies)	Municipal Human Resource & Management Office
Barangay Protection Order obtained from the barangay ( 1 original copy)	Punong Barangay- Barangay Hall
Temporary/permanent Protection Order obtained from the court (1 original Copy)	Court
If the protection order is not yet issued by the barangay or the court, a certification issued by the Punong Barangay/Kagawad or Persecutor or Clerk of Court that the application for the BPO TPO or PPO has been filed with the said office shall be sufficient to support the application for the 10 day leave or In the absence of the BPO/TPO/PPO or the certification, a police report specifying the details of the occurrence of violence on the victim and a medical certificate may be considered, at the direction of the	Punong Brangay/ Kagawad or Prosecutor or clerk of Court

immediate supervisor of the women employee concerned (1 original copy)				
Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
1. Fill out CS Form No. 6 , attach the requirements and has it signed by the Head of Office and submit to the personnel-in-charge	1.1 Receive the Application for Leave Form and verify the data	None	4 minutes	<i>Admin. Aide VI (Clerk III)</i>
	1.2 Compute and certify the total leave credits	None	5 minutes	<i>Admin. Aide VI (Clerk III)</i> <i>MGDH I(HRMO)</i>
	1.3 Entry data in the System and in the Log Book	None	5 minutes	<i>Admin. Aide VI (Clerk III)</i>
	1.4 Forward to the Office of the Municipal Mayor for approval	None	3 days	<i>Admin. Aide VI (Clerk III)</i> <i>Municipal Mayor I</i>
	1.5 Inform client to be notified when Leave Application is acted by the LCE or Authorized Officer	None	3 minutes	<i>Admin. Aide VI (Clerk III)</i>  MHRMO
2. When notified get a copy of the acted Leave Application at the HRMO	2. Release the Leave Application to the employee	None	5 minutes	<i>Admin. Aide VI (Clerk III)</i>  MHRMO
Total		None	3 days 22 minutes	



## 80. REQUEST FOR AUTHORITY TO TRAVEL

Per Memorandum No. 016 s. 2024 issued by the Office of the Municipal Mayor the LGU of Libon is implementing the No Approved Travel Order , No Travel Policy. Travel Order Form must be approved by the Head of Office, HRMO , Municipal Budget Officer and the Municipal Mayor or his Authorized Officer.

Travel Orders shall be issued provided the following basic conditions are meet:

1. The trip is essential to the effective performance of an official or employee's mandate or functions
2. The trip is required to meet the needs of the Office or is expected to bring substantial benefit to the LGU
3. The presence of the employee or official is critical to the outcome of the meeting, conference, seminar, consultation or any official activity to be undertaken
4. The projected expenses for the trip are not excessive .
5. The funding requirement for expenses to be incurred is allocated by the respective Offices.

<b>Office or Division:</b>	Municipal Human Resource and Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Municipal Employees & Officials			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Travel Order Form duly signed/indorsed by the Head of Office ( 3 original Copies)		Employee Availing the Service		
Official Communication approved by the Municipal Mayor, if any (1 original copy)		Inviting agency or from concerned employee/official		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1.1 Approach the personnel-in-charge state the purpose and submit the required documents	1.1 Receive the documents and verify the data	None	2 minutes	<i>Admin. Aide VI (Clerk III) or MGDH I (HRMO)</i>
1.2 Entry data in the Log Book	1.2 Request the client to entry data in the logbook	None	5 minutes	<i>Admin. Aide VI (Clerk III)</i>



	1.3 Has it signed by the HRMO	None	1 minutes	MGDH I (HRMO)  MHRMO
2. Forward TO to the Municipal Budget Office and Office of the Municipal Mayor thereafter.	2. Direct client to the Municipal Budget Office and Office of the Municipal Mayor appropriations and approval	None	2 minutes	Admin. Aide VI (Clerk III) MGDH I (HRMO)  MHRMO
TOTAL		None	10 minutes	





## 81. REQUEST FOR CLEARANCE FROM MONEY, PROPERTY AND WORK RELATED ACCOUNTABILITIES

Clearance from money, property and work related accountabilities is issued to employees and local officials who are about to retire, being separated, transferring to other agencies, leaving the Philippines and going on leave of absence for more than 30 days. Clearance is issued to affirm that the employee is cleared from such accountabilities.

This clearance should be duly accomplished before paying the last salary or any money due the employees in four (4) copies. The authorized official must only sign this clearance once the employee have complied the necessary requirements and cleared of all the obligations/ accountabilities from their office. Processing of clearance shall follow the order of number indicated in the Clearance Form.

<b>Office or Division:</b>	Municipal Human Resource and Management Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail?</b>	Employees & Local Officials who are separated, transferred, retired from the service and applying for leave of absence for more than 30 days			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
CS Form No. 7 Revised 2018 (4 original copies)		Municipal Human Resource Management Office		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Proceed to the Municipal Human Resource and Management Office and ask for a Clearance Form	1. Give Clearance Form to the client	None	5 minutes	<i>Administrative Aide VI ( Clerk III) or MGDH I (HRMO)</i>  MHRMO
2. Fill out the form and proceed to the concerned offices and have it signed by the authorized personnel 1. Immediate Supervisor	2. Inform the client to fill out the form and have it signed by the authorized personnel  1. Immediate Supervisor	None	5 minutes	<i>Administrative Aide VI (Clerk III) or MGDH I (HRMO)</i>
		None	4 hours	<i>Concerned Head of Office where</i>



				<i>the Employee is assigned</i>
2. General Services Office	2. General Services Office	None	1 day	<i>MGDH I (GSO)</i>
3. Mun. Human Resource Mngt. Office	3. Mun. Human Resource Mngt Office	None	4 hours	<i>MGDH I (HRMO)</i>
4. LIMURFEA	4. LIMURFEA	None	30 minutes	<i>LIMURFEA Pres</i>
5. Mun. Accounting & Internal Audit Office	5. Mun. Accounting & Internal Audit Office	None	4 hours	<i>Mun. Accountant</i>
6. Mun. Treasury	6. Mun. Treasury	None	4 hours	<i>Disbursing Officer</i>
7. Office of the Municipal Mayor	7. Office of the Municipal Mayor	None	1 day	<i>Mun. Treasurer Municipal Mayor</i>
	2.2 Direct Client to pay the required fees at the Municipal Treasury			
3. Pay the required fees at the Municipal Treasury	3. Receive payment and issue Official Receipt	₱ 30 Doc Stamp Tax	10 minutes	<i>Rev. Coll. Clerk II or Local Rev. Coll. Officer II</i>  Municipal Treasury
Total		PHP 30.00.00	4 days 40 minutes	



## 82. REQUEST FOR CONFIRMATION OF LOAN APPLICATION

A paperless transaction where an employee or official applies for GSIS Loan through GSIS Touch, GWAPS Kiosk or over the counter and it has to be confirmed or certified by the Agency Authorized Officer (AAO) or its Alternate Agency Authorized Officer (AAAO) that the member-borrower is eligible for the applied loan.

<b>Office or Division:</b>	Municipal Human Resource and Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Active GSIS Member Employees and Municipal Officials			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.The net take home pay of the member-borrower is sufficient to cover the regular monthly amortization of the loan applied for and is within the minimum net take home pay required by the General Appropriations Act (GAA) 5,000		Municipal Accounting and Internal Audit Office		
2. Certificate of Net Take Home Pay or Pay Slip (1 original copy)		Municipal Accounting and Internal Audit Office		
2. The Member-borrower is in active service and not on leave of absence without pay		Municipal Human Resource and Management Office		
3.The member-borrower has no pending administrative and/or criminal charge against him/her		Municipal Human Resource and Management Office		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1.1 Apply loan through GSIS Touch or eCard through the GWAPS Kiosk or apply over-the-counter at any GSIS office and notify the Agency Authorized Officer	1.1 Verify loan application and its eligibility	None	10 minutes	<i>Agency Authorized Officer (AAO)</i> MHRMO  <i>Alternate Agency Authorized Officer (AAAO)</i> Mun. Accounting & Internal Audit Office



<p>1.2 Contact and inform the AAO or Alternate AAO about your loan application</p>	<p>1.2 Confirm loan application if eligible, if not, notify client of the reasons for disapproval.</p>	<p>None</p>	<p>18 minutes</p>	<p><i>Agency Authorized Officer (AAO)</i> MHRMO</p> <p><i>Alternate Agency Authorized Officer (AAAO)</i> Mun. Accounting &amp; Internal Audit Office</p>
<p>2. Wait for an SMS from the GSIS for the status of the loan application</p>	<p>2. Inform the client to wait for the SMS notification from the GSIS for the status of his/her loan application</p>	<p>None</p>	<p>2 minute</p>	<p><i>Agency Authorized Officer (AAO)</i> MHRMO</p> <p><i>Alternate Agency Authorized Officer (AAAO)</i> Mun. Accounting &amp; Internal Audit Office</p>
<p>TOTAL</p>		<p>None</p>	<p>30 minutes</p>	



### 83. REQUEST FOR OVERTIME SERVICES

The General Policies for overtime services as stipulated in CSC-DBM Joint Circular No. 2 s, 2015 states that the rendition of overtime services shall be authorized only when extremely necessary, such as when a particular wok or activity cannot be completed within the regular work hours and that non-completion of the same will a) cause financial loss to the government or its instrumentalities b) embarrass the government due to its inability to meet its commitment c) negate the purposes for which the work or activity was conceived.

The remuneration for overtime services shall be through Compensatory Time Off (CTO), in accordance with the guidelines under the CSC-DBM Joint Circulars No, 2, s. 2004 and No, 2-A, s. 2005. The payment in cash of overtime services through overtime Pay may be authorized only in exceptional cases when the application for CTO for all overtime hours would adversely affect the operation of the LGU.

Personnel who are holding positions higher than division chief or equivalent levels and elective officials are not authorized to render overtime services with pay or compensation.

<b>Office or Division:</b>	Municipal Human Resource and Management Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	All municipal employees except for Heads of Offices and Municipal Officials			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Request for Overtime Service addressed to the Local Chief Executive indicating the activities, name of personnel and number of hours of overtime services. Request must be submitted at least five days before the scheduled date ( 1 original Copy)		Employee availing the service		
Record of Attendance ( 1 original copy)		Employee availing the service		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1.1 Approach the personnel-in-charge state the purpose and submit the required documents	1.1 Receive the documents and verify the data	None	2 minutes	<i>Admin. Aide VI (Clerk III) or MGDH I (HRMO)</i>
		None	5 minutes	



1.2 Entry data in the Log Book	1.2 Request the client to entry data in the logbook  1.3 Has it signed by the HRMO	None	1 minutes	<i>Admin. Aide VI (Clerk III)</i>  <i>MGDH I (HRMO)</i>  <i>MHRMO</i>
2. Forward request to the Municipal Budget Office and Office of the Municipal Mayor thereafter.	2. Direct client to the Municipal Budget Office and Office of the Municipal Mayor for appropriations and approval	None	2 days	<i>Admin. Aide VI (Clerk III)</i> <i>MGDH I (HRMO)</i>  <i>MHRMO</i>
	<b>TOTAL</b>	None	2 days 8 minutes	



## 84. REQUEST FOR SERVICE RECORDS AND/OR CERTIFICATE OF EMPLOYMENT & OTHER PERSONNEL RECORDS

These documents are issued to employees and officials for whatever legal purpose it may serve the concern personnel certifying that he/she has actually rendered services in the Municipal Government of Libona.

<b>Office or Division:</b>	Municipal Human Resource and Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Municipal Employees & Officials			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Approach the In charge and state the purpose	1.1 Check and verify records	None	5 minutes	<i>Admin. Aide VI (Clerk III)</i> <i>MGDH I (HRMO)</i>
	1.2 Issue Order of Payment and direct the employee to pay at the Municipal Treasury	None	1 minute	<i>Admin. Aide VI (Clerk III)</i>
	1.3 Start processing the request	None	10 minutes	<i>Admin. Aide VI (Clerk III)</i>  MHRMO
2. Pay the required Fees at the Municipal Treasury by showing the Order of Payment	2.1 Accept the payment based on the Order of Payment	₱ 55 ₱ 30 Doc Stamp Tax	10 minutes	<i>Rev. Coll Clerks II</i> <i>or Local Revenue Coll. Officer II</i>  Mun. Treasury
	2.2 Issue the Official Receipt			
3.1 Return to the Mun. Human Resource Management	3.1 Check the Official Receipt	None	5 minutes	<i>Admin. Aide VI (Clerk III)</i>  MHRMO



Office and show the Official Receipt				
3.2 Receive the document	3.2 Issue the Service Record and/or Certificate to the employee	None	2 minutes	<i>Admin. Aide VI (Clerk III)</i>  MHRMO
TOTAL		₱ 85	33 minutes	





## 85. REQUEST FOR SERVICE VEHICLE FOR OFFICIAL TRAVEL

Booking of vehicle is a first come first served basis. Approval of request will depend on the availability of vehicle, distance, number of passengers and purpose of travel. (Memo Order No. 16, s 2024 - LGU Internal Policies). Fuel will be charged to the requesting office and reservation should be done at least 3 days before the scheduled trip/travel.

<b>Office or Division:</b>	Municipal Human Resource and Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Municipal Employees & Officials			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Approved Travel Order ( 3 original copies)		Requesting Employee		
Itinerary of Travel (1 original copy)		Requesting Employee		
Duly Accomplished Vehicle Reservation Slip		Human Resource Management Office		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Approach the Dispatchers, state the purpose and submit the required documents	1.1 Receive the document and verify the data	None	2 minutes	<i>Admin. Aide VI (Clerk III)</i>
	1.2 Check for availability vehicles	None	3 minutes	<i>Admin. Aide VI (Clerk III)</i>  MHRMO
2. Fill out the Vehicle Reservation Slip and submit	2. If vehicle is available, give Vehicle Reservation Slip	None	10 minutes	<i>Admin. Aide VI (Clerk III)</i>  MHRMO
3.1 Note the vehicle assigned and prepare and process the Trip Ticket and withdrawal Slip	3.1 Inform the employee of the assigned vehicle	None	5 minutes	<i>Admin. Aide VI (Clerk III)</i>
	3.2 Coordinate with the Service	3.2 Inform the service driver of the scheduled trip	None	3 minutes



Driver for the details of your trip				MHRMO
TOTAL		None	23 minutes	



# MUNICIPAL HUMAN RESOURCE AND MANAGEMENT OFFICE (HRMO)

EXTERNAL SERVICES



## 86. APPLICATION FOR EMPLOYMENT /JOB

Employment with the Municipal Government of Libona is open to all provided that they meet the qualification standards required for the position. Job vacancies are posted in 3 conspicuous places in the LGU and at the CSC Bulletin of Vacant Positions in the Government in the CSC Website for at least 15 days. Application should be submitted or emailed to the Municipal Human Resource Management Office or to the Office of the Municipal Mayor

<b>Office or Division:</b>	Municipal Human Resource and Management Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Open to everyone provided that they meet the qualifications required for the job opening			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Application Letter (1 original copy)		Applicant		
Duly accomplished Personal Data Sheet with recent passport sized picture (1 copy)		Municipal Human Resource Management Office		
Performance Rating in the present position for 1 year ( If applicable) 1 photocopy		Individual availing the service		
Certificate of Eligibility rating/license (1 original copy)		Professional regulation Commission and/or Civil Service Commission		
Transcript of Records (1 original copy)		School		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Proceed to the Municipal Hall and check the Bulletin of vacant positions for any job posting	1. Publish and post vacancies in 3 conspicuous places in the LGU for 15 days	None	1 day	<i>Admin. Aide VI (Clerk III) or MGDH I (HRMO)</i>  MHRMO
2. Submit application letter specifying the position desired together with the requirements	2.1 Receipt Letter of Application and evaluate the credentials and conducts preliminary interview to the applicant.	None	1 day	<i>Admin. Aide VI (Clerk III) MGDH I (HRMO)</i>



	2.2 Forward to the office of the Municipal Mayor or Vice Mayor for action and inform client to comeback when notified for screening	None	2 days	Admin. Aide VI (Clerk III) MGDH I (HRMO)  MHRMO
3. Receive notice of screening and attend	3. Conduct screening and deliberation of applicants	None	5 days	Human Resource Merit Promotion and Selection Board (HRMPSB)
4. Wait for the notification from the committee as to the results of the screening and deliberation procedure	4. Notify applicants as to the results of the screening and deliberation procedure	None	7 days	Admin. Aide VI (Clerk III) MGDH I (HRMO)  MHRMO
<b>TOTAL</b>		None	16 days	



## 87. APPLICATION FOR ON-THE-JOB TRAINING/ WORK IMMERSION

The Municipal Government of Libona accepts On-the-Job Training or Work Immersion for graduating college students and senior high school. This aims to acquaint the students formally to a real life work place environment. This will help to explore the relationship between the knowledge & skills acquired in school with those required in the working situations.

<b>Office or Division:</b>	Municipal Human Resource and Management Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G - Government to Government G2B - Government to Business			
<b>Who may avail:</b>	Schools			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Endorsement Letter from School of students , course and the number of hours required (1 original copy)		Requesting School/University		
Resume or Biodata of Students ( 1 original copy)		OJT Applicant		
Memorandum of Agreement ( duly Notarized 1 original copy)		Requesting School/University		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1.1 Register in the logbook at the Public Assistance and Complaints Desk (PACD)	1. Give Log Book to the client and direct client to the Municipal Human Resource Management Office	None	5 minutes	<i>Public Assistance and Complaints Desk (PACD) In Charge</i>  Office of the Municipal Mayor
1.2 Proceed to the Mun. Human Resource Management Office				
2.1 Submit Documents to the In-charge	2.1 Receive and verify the documents	None	3 minutes	<i>Admin. Aide VI (Clerk III)</i> <i>MGDH I (HRMO)</i>
2.2 Receive file copy	2.2 Acknowledge request and give	None	2 minutes	<i>Admin. Aide VI (Clerk III)</i> <i>MGDH I (HRMO)</i>

	a copy to the applicant			
	2.3 Inform the client to be notified when application is acted	None	3 minutes	<i>Admin. Aide VI (Clerk III)</i> <i>MGDH I (HRMO)</i>
	2.4 Forward application to the Office of the Municipal Mayor	None	3 days	<i>Admin. Aide VI (Clerk III)</i> <i>MGDH I (HRMO)</i>  MHRMO
3. Prepare a draft of a Memorandum of Agreement between the school and the LGU and forward to the HRMO	3.1 Request the client to prepare a draft of a Memorandum of Agreement between the School and the LGU	None	2 days	<i>Admin. Aide VI (Clerk III)</i> <i>MGDH I (HRMO)</i>
	3.2 Check/ verify the MOA and forward to the Office of the Muncipal Mayor	None	1 day	<i>Admin. Aide VI (Clerk III)</i> <i>MGDH I (HRMO)</i>
	3.3 Indorse the request to the Office of the Sangguniang Bayan for authorization	None	14 days	<i>Admin. Aide VI (Clerk III)</i> <i>MGDH I (HRMO)</i>
	3.4 Secure a copy of the SB Resolution when available	None	5 minutes	<i>Admin. Aide VI (Clerk III)</i> <i>MGDH I (HRMO)</i>  MHRMO



4. Prepare for the MOA signing and Notarization of the MOA	4. Inform the coordinator to prepare for the MOA signing with the Municipal Mayor	None	1 day	<i>Admin. Aide VI (Clerk III)</i> <i>MGDH I (HRMO)</i>  MHRMO
5. Inform the students to attend the Orientation	5. Notify the Coordinator about the scheduled orientation for the students	None	15 minutes	<i>Admin. Aide VI (Clerk III)</i> <i>MGDH I (HRMO)</i>  MHRMO
6. Assume office	6. Assign each Students to Offices	None	10 minutes	<i>Admin. Aide VI (Clerk III)</i> <i>MGDH I (HRMO)</i> MHRMO
TOTAL		None	21 days 43 minutes	





## 88. REQUEST FOR SERVICE RECORDS AND/OR CERTIFICATE OF EMPLOYMENT OF FORMER MUNICIPAL OFFICIALS AND EMPLOYEES

These documents are issued to former employees and officials of the LGU for whatever legal purpose it may serve the concern individual, certifying that he/she has actually rendered services in the Municipal Government of Libona.

<b>Office or Division:</b>	Municipal Human Resource and Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Client			
<b>Who may avail:</b>	Former Municipal Employees & Officials			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Request stating the purpose (1 copy)		Former Municipal Employees & Officials availing the services		
Authorization Letter if representative (1 copy)		Former Municipal Employees & Officials availing the services		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1.1 Register in the logbook at the Public Assistance and Complaints Desk (PACD)  1.2 Proceed to the Mun. Human Resource Management Office	1. Give Log Book to the client and direct client to the Municipal Human Resource Management Office	None	5 minutes	<i>Public Assistance and Complaints Desk (PACD) In Charge</i>  Office of the Municipal Mayor
2. Proceed to the HRMO, state the purpose and Submit the written request	2. Receipt written request, check and verify records, if records are found issue Order of Payment and start processing the request.	none	1 hour 20 minutes	<i>Admin. Aide VI (Clerk III) MGDH I (HRMO)</i>  MHRMO
3. Pay the required Fees at the Municipal Treasury	3. Accept the payment and issue Official Receipt	₱ 55	5 minutes	<i>Revenue Coll. Clerks II or</i>



and get an Official Receipt		₱ 30.00 Doc Stamp Tax		<i>Local Rev. Coll Officer II</i>  <i>Mun. Treasury</i>
4.1 Return to the Mun. Human Resource Management Office and present the Official Receipt	4.1 Check the Official Receipt	None	1 minute	<i>Admin. Aide VI</i>
4.2 Receive the Certification	4.2 Release the Certification	None	1 minute	<i>Admin. Aide VI (Clerk III)</i>  <i>MHRMO</i>
TOTAL		₱ 85	1 hour 32 minutes	



## 89. REQUEST FOR TRANSPORTATION ASSISTANCE

Transportation assistance is given to Schools, Barangay Government Units and indigent residents of Libona. It is a first come first served basis depending on the availability of service vehicle. Reservation should be done at least 3 working days before the scheduled trip.

<b>Office or Division:</b>	Municipal Human Resource and Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government G2C - Government to Citizen			
<b>Who may avail:</b>	Schools, Barangay Government Units, Indigent Residence of Libona			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Request Approved by the Municipal Mayor (1 copy)		Client Availing the Service		
Vehicle Reservation Slip ( 2 copies)		Municipal Human Resource Management Office		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1.1 Register in the logbook at the Public Assistance and Complaints Desk (PACD) 1.2 Proceed to the Mun. Human Resource Management Office	1. Give Log Book to the client and direct client to the Municipal Human Resource and Management Office	None	5 minutes	<i>Public Assistance and Complaints Desk (PACD) In Charge</i>  Office of the Municipal Mayor
2. Approach the Dispatchers, state the purpose and submit the required documents	2.1 Receive the document and verify	None	2 minutes	<i>Admin. Aide VI (Clerk III)</i> <i>MGDH I (HRMO)</i>
	2.2 Check the availability vehicles	None	2 minutes	<i>Admin. Aide VI (Clerk III)</i>  MHRMO
3. Fill out the Vehicle Reservation Slip and submit	3.1 If vehicle is available, give	None	10 minutes	<i>Admin. Aide VI (Clerk III)</i>



	Vehicle Reservation Slip 3.2 Accept the Document and verify the data	None	3 minutes	<i>Admin. Aide VI (Clerk III)</i> MHRMO
4.1 Note the vehicle assigned	4.1 Inform the client of the assigned vehicle	None	2 minutes	<i>Admin. Aide VI (Clerk III)</i>
4.2 Coordinate with the Service Driver for the details of your trip	4.2 Prepare documents and inform the driver of the scheduled trip.	None	3 minutes	<i>Admin. Aide VI (Clerk III)</i> MHRMO
TOTAL		None	27 minutes	



# MUNICIPAL PLANNING & DEVELOPMENT OFFICE (MPDO)

EXTERNAL SERVICES



## 90. REQUEST OF TECHNICAL INFORMATION

The Office provides technical information such as Socio-Economic Profile, Development Plans, Investment Program, Accomplishments reports and other vital documents to students, researchers, businessman and others who need it for a specific purpose.

<b>Office or Division</b>		Municipal Planning and Development Office		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C - Government to Citizen G2B - Government to Business G2G - Government to Government		
<b>Who may avail</b>		All individuals, business establishments and government offices needing technical information and assistance		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
A Letter of Request stating the purpose of the statistical data or it can be availed through Personal Request (1 original copy)		Requesting party		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1.1 Register in the logbook at the Public Assistance and Complaints Desk (PACD)	1.2 Give Log Book to the client	None	3 minutes	<i>Public Assistance and Complaints Desk (PACD) In Charge</i>
1.2 Proceed to the Municipal Planning and Development Office	1.2 Direct client to the Municipal Planning and Development Office	None	2 minutes	<i>Public Assistance and Complaints Desk (PACD) In Charge</i>  Office of the Mun. Mayor
2. Approach the personnel-in-Charge submit the Letter- Request and sign the logbook with essential information.	2.1 Interview and inquire what particular data is needed	None	10 Minutes	<i>Mun. Planning &amp; Development Coordinator or Planning Officer II or Administrative Assistant II or Zoning Inspector</i>
	2.2 Verify if the information required is available otherwise, directs client to other	None	10 minutes	<i>Mun. Planning &amp; Development Coordinator or Planning Officer II or</i>



	probable information providers  2.3 Issue Order of Payment & direct client to pay required fees at the Municipal Treasury	None	10 minutes	<i>Administrative Assistant II or Zoning Inspector</i>  <i>Mun. Planning &amp; Development Coordinator or Planning Officer II or Administrative Assistant II or Zoning Inspector</i>  Mun. Planning & Development Office
3. Pay the required fees at the Municipal Treasury and get the Official Receipt	3. Accept the payment and issue the Official Receipt	₱30 /page for Statistical Data  ₱100 for Certification	10 minutes	<i>Rev. Collection Clerk II or Revenue Coll Officer II</i> Mun. Treasury Office
4. Show the Official Receipt to the In charge	4. Check Official Receipt	None	5 minutes	<i>Administrative Assistant II</i>  Mun. Planning & Development Office
5. Receive the data needed	5. Provide client with the data needed.	None	30 minutes	<i>Administrative Assistant II</i>  Mun. Planning & Development Office
	Total	₱ 30 per page for Statistical Data ₱ 100 for Certification	1 hour & 20 minutes	



## 91. SECURING CERTIFICATE OF SITE ZONING CLASSIFICATION

Services rendered to clients who wants to secure Zone Classification of their individual lots. It enable the property owner to know the land use of his/her parcel of land in accordance with the approved Comprehensive Land Use Plan and Zoning Ordinance.

<b>Office or Division</b>		Municipal Planning and Development Office		
<b>Classification</b>		Simple, Complex		
<b>Type of Transaction</b>		G2C - Government to Citizen G2B - Government to Business G2G - Government to Government		
<b>Who may avail</b>		Land Owners		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request addressed to the Municipal Planning and Development Coordinator (1 original copy)		Personal letter from the requesting party		
Blue Print copy Lot Plan with vicinity map drawn to scale signed by a Geodetic Engineer (2 Original)		From a Geodetic Engineer		
Transfer Certificate of Title (TCT) or Deed of Sale (2 photocopies)		Register of Deeds and or Requesting Applicant Municipal Assessment office		
of Real Property Tax Declaration (2 photocopies)				
Certificate of Real Property Tax Payment ( 2 original & 1 photocopy)		Municipal Treasury Office		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1.1 Register in the logbook at the Public Assistance and Complaints Desk (PACD)	1.3 Give Log Book to the client	None	3 minutes	<i>Public Assistance and Complaints Desk (PACD) In Charge</i>
1.2 Proceed to the Municipal Planning and Development Office	1.2 Direct client to the Municipal Planning and Development Office	None	2 minutes	<i>Public Assistance and Complaints Desk (PACD) In Charge</i>  Office of the Mun. Mayor





2. Approach the personnel-in-charge and submit letter-request together with the required documents.	2.1 Verify the documents as to location of the lot in conformity with the Land Use Plan using MPDO & Assessor's Map.	None	30 minutes	<i>Mun. Planning &amp; Development Coordinator or Planning Officer II or Administrative Assistant II or Zoning Inspector</i>
	2.2 Schedule site inspection if necessary	None	5 minutes	<i>Mun. Planning &amp; Development Coordinator or Planning Officer II or Administrative Assistant II or Zoning Inspector</i>
	2.3 Conduct ocular inspection if necessary	None	5 hours	<i>Mun. Planning &amp; Development Coordinator or Planning Officer II or Administrative Assistant II or Zoning Inspector</i>
	2.4 Issue Order of Payment and direct client to pay required fees at the Municipal Treasury	None	10 minutes	<i>Mun. Planning &amp; Development Coordinator or Planning Officer II or Administrative Assistant II or Zoning Inspector</i>  Mun. Planning & Development Office
3. Pay the required fees at the Municipal Treasury and get the Official Receipt	3. Accept the payment and Issue the Official Receipt	Residential: ₱ 100 Commercial/ Agricultural/ Industrial/ Institutional: ₱ 600/ Hectare ₱ 30 Doc Stamp Tax	10 minutes	<i>Rev Collection Clerk II or Rev Collection Officer II</i>  Mun. Treasury



4. Return to the Office of the Municipal Planning and development Office for processing and release of the Certification	4.1 Check the Official Receipt	None	5 minutes	<i>Mun. Planning &amp; Development Coordinator or Planning Officer II or Administrative Assistant II or Zoning Inspector</i>
	4.2 Process & prepare the Certificate of Site Zoning Classification	None	10 minutes	<i>Mun. Planning &amp; Development Coordinator or Planning Officer II or Administrative Assistant II or Zoning Inspector</i>  Mun. Planning & Development Office
5. Receive the Certificate of Site Zoning Classification and sign the logbook	5. Log and release the Certificate of Site Zoning Classification	None	10 minutes	<i>Administrative Assistant II</i>  Mun. Planning & Development Office
	Total	Residential: ₱ 100 Commercial/ Agricultural/ Industrial/  Institutional: ₱ 600 per Hectare  Doc. Stamp Tax ₱ 30	6 hour 25 minutes	



## 92. SECURING LOCATIONAL CLEARANCE FOR BUILDING PERMIT

Services rendered to clients who wants to secure Zoning Decision (Locational Clearance) of their individual lots in support for the Building Permit and or Business Permit.

<b>Office or Division</b>		Municipal Planning and Development Office		
<b>Classification</b>		Highly Technical		
<b>Type of Transaction</b>		G2C - Government to Citizen		
<b>Who may avail</b>		All Enterprises and Private Persons constructing a new building or applying for expansion/ renovation		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Application Form for Zoning Clearance, duly notarized (3 original copies)		Municipal Planning & Development Office- Zoning Administrator		
Building Plan duly signed by a Civil Engineer ( 2 original sets)		Contractor and or Requesting Applicant		
Perspective duly signed by a Civil Engineer (2 original sets)				
Lot Plan duly signed by a Geodetic Engineer (1 original 4 photocopies)				
Bill of materials (1 original 1 photocopy)				
Specifications (1 original 1 photocopy)				
Transfer Certificate of Title (TCT) or Deed of Sale ( 1 original 1 photocopy)		Register of Deeds and or Requesting Applicant Municipal Assessment Office		
Real Property Tax Declaration (1 original 1 photocopy)		Municipal Treasury Office		
Barangay Clearance (1 original 1 photocopy)		Barangay Hall- Barangay Secretary		
Environmental Clearance Certificate (ECC/CNC) , when applicable (1 original 1 photocopy)		DENR, and or Required NGA		
If lot is not owned: Contract of Lease- Authorization to occupy Lot or Deed of Sale (1 original 1 photocopy)		From the lot owner		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>

<p>1.1 Register in the logbook at the Public Assistance and Complaints Desk (PACD)</p> <p>1.2 Proceed to the Municipal Planning and Development Office</p>	<p>1.4 Give Log Book to the client</p> <p>1.2 Direct client to the Municipal Planning and Development Office</p>	<p>None</p> <p>None</p>	<p>3 minutes</p> <p>2 minutes</p>	<p><i>Public Assistance and Complaints Desk (PACD) In Charge</i></p> <p><i>Public Assistance and Complaints Desk (PACD) In Charge</i></p> <p>Office of the Mun. Mayor</p>
<p>2. Approach the personnel-in-charge and present the required documents</p>	<p>2.1 Verify documents as to the location of the building in conformity with the land use plan using MPDO &amp; Assessor's Map.</p> <p>2.2 Schedule &amp; conduct ocular site inspection</p> <p>2.3 Issue Order of Payment and direct client to pay required fees at the Municipal Treasury</p>	<p>None</p> <p>None</p> <p>None</p>	<p>28 Minutes</p> <p>7 days</p> <p>2 minutes</p>	<p><i>Mun. Planning &amp; Development Coordinator or Planning Officer II or Administrative Assistant II or Zoning Inspector</i></p> <p><i>Mun. Planning &amp; Development Coordinator or Planning Officer II or Administrative Assistant II or Zoning Inspector</i></p> <p><i>Mun. Planning &amp; Development Coordinator or Planning Officer II or Administrative Assistant II or Zoning Inspector</i></p> <p>Mun. Planning &amp; Development Office</p>
<p>3. Pay the required fees at the Municipal Treasury and get the Official Receipt</p>	<p>3. Accept the payment and issue Official Receipt</p>	<p>See table below</p>	<p>10 minutes</p>	<p><i>Revenue Collection Clerk II or Revenue Collection Officer II</i></p> <p>Mun. Treasury</p>

4. Return to the Office of the Municipal Planning and development Office for processing and release of the Clearance	4.1 Check the Official Receipt	None	20 minutes	<i>Mun. Planning &amp; Development Coordinator or Planning Officer II or Administrative Assistant II or Zoning Inspector</i>
	4.2 Process & prepare the Certificate of Site Zoning Classification	None	8 minutes	<i>Mun. Planning &amp; Development Coordinator or Planning Officer II or Administrative Assistant II or Zoning Inspector</i>
	4.3 Review & approve Certificate of Site Zoning Classification	None	2 minutes	<i>Mun. Planning &amp; Development Coordinator or</i>  <i>Mun. Planning &amp; Development Office</i>
5. Receive the Certificate of Site Zoning Classification and sign the logbook	5. Log and release the Certificate of Site Zoning Classification	None	10 minutes	<i>Administrative Assistant II</i>  <i>Mun. Planning &amp; Development Office</i>
	<b>Total</b>	See table below	7 days 1 hour 25 minutes	

**Schedule of Payment (for updating of the upcoming Zoning Enforcement Training)**

<b>Schedule of Payment</b>	
Residential	₱ 980 + (1/10 of 1% in excess of ₱200,000)
Apartment/ Townhouse/ Dormitories	₱ 3,380 + (1/10 of 1% in excess of ₱2,000,000)
Commercial/ Agricultural/ Industrial	₱ 6,380 + (1/10 of 1% in excess of ₱ 2,000,000)
Institutional	₱ 2,780 + (1/10 of 1% in excess of ₱ 2,000,000)
Special Use Project:	₱ 6,380 + (1/10 of 1% in excess of ₱ 2,000,000)
Documentary Stamp Tax	₱30

### 93. SECURING PRELIMINARY SUBDIVISION DEVELOPMENT PERMIT

All subdivision developers are required to secure Development Permit for its Subdivision project

<b>Office or Division</b>	Municipal Planning and Development Office
<b>Classification</b>	Highly Technical
<b>Type of Transaction</b>	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government
<b>Who may avail</b>	Lot Owner & Developer
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
PSDP/DP Application Form duly notarized (6 sets)	Municipal Planning and Development Office
<p><b>1. Following duly signed and sealed by Licensed Geodetic Engineer;</b></p> <p>A. Site Development Plan (schematic plan) showing the proposed lay-out;</p> <p>B. Vicinity Map of location plan drawn to scale showing the adjoining circulation network as well as existing facilities and utilities at least 100 meters radius from the project boundaries.</p> <p>C. Topographic Map</p> <p><b>2. Proof of Ownership:</b></p> <p>a. <b>Certified True Copy of Title/s</b> from the Register Deed or photo of title/s</p> <p>b. <b>Tax Declaration</b> duly authenticated by the Municipal Assessor's Office</p> <p>c. <b>Deed of Sale w/ Memorandum of Agreement</b> if the title is not registered in the name of the applicant</p>	<p>Requesting Party through their Geodetic Engineer</p> <p>Register of Deeds and or Requesting Applicant</p>
Real Property Tax Payment ( <b>Latest Tax Receipt</b> )	Municipal Assessment Office and Municipal Treasury
<b>When applicable;</b>	

<p>Certified true copy of <b>Environmental Compliance Certificate (ECC)</b> and or <b>Certificate on Non-Coverage (CNC)</b>, whenever is applicable, duly issued by the EMB-DENR.</p> <p>Certified true copy of <b>Hazard Assessment Report</b>, duly issued by the MGB-DENR</p> <p>Certified true copy of DAR Conversion Order/Certificate/ Clearance</p> <p>Application for permit to Drill from National Water Resources Board (NWRB)</p> <p>Road-Right-of-Way Agreement</p> <p>DPWH Certification/Clearance</p> <p>NPC/NGCP/NTC Certification/Clearance</p> <p>Drainage Plan/Lay-out</p> <p>Water Pipeline Lay-out</p> <p>Power Line Lay-out</p> <p>Partnership/Corporation Type</p>				
Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
1.1 Register in the logbook at the Public Assistance and Complaints Desk (PACD)	1.5 Give Log Book to the client	None	3 minutes	<i>Public Assistance and Complaints Desk (PACD) In Charge</i>
1.2 Proceed to the Municipal Planning and Development Office	1.2 Direct client to the Municipal Planning and Development Office	None	2 minutes	<i>Public Assistance and Complaints Desk (PACD) In Charge</i>  Office of the Mun. Mayor
2. Approach the personnel-in-charge and present the required documents	2.1 Verify documents as to the location of the business in conformity with the land use plan using MPDO & Assessor's Map	None	45 Minutes	<i>Mun. Planning &amp; Development Coordinator or Planning Officer II or Administrative Assistant II or Zoning Inspector</i>
	2.2 Prepare and endorse to Sangguniang Bayan - Committee on Town and Planning	None	(RA 11032 & IRR JMC 2019-001) 34 days (including 3-SB Sessions, 2 committee Hearing SB)	<i>Mun. Planning &amp; Development Coordinator or Planning Officer II or</i>

	2.3 Schedule & conduct ocular site inspection	None	1 day	<i>Administrative Assistant II or Zoning Inspector</i>  <i>Mun. Planning &amp; Development Coordinator or Planning Officer II or Administrative Assistant II or Zoning Inspector</i>
	2.4 Prepare and process PSDP	None	35 minutes	<i>Mun. Planning &amp; Development Coordinator or Planning Officer II or Administrative Assistant II or Zoning Inspector</i>
	2.5 Issue Order of Payment and direct client to pay required fees at the Municipal Treasury	None	5 minutes	<i>Mun. Planning &amp; Development Coordinator or Planning Officer II or Administrative Assistant II or Zoning Inspector</i>  Mun. Planning & Development Office
3. Pay the required fees at the Municipal Treasury and get the Official Receipt	3.1 Accept the payment and issue the Official Receipt	See table below	10 minutes	<i>Revenue Collection Clerk II or Revenue Collection Officer II</i> Mun. Treasury
4.1 Show the Official Receipt to the Officer In charge	4.1 Check Official Receipt	None	10 minutes	<i>Mun. Planning &amp; Development Coordinator or Planning Officer II or Administrative Assistant II or Zoning Inspector</i>



4.2 Receive the Data needed	4.2 Review data in the PSDP	None	10 minutes	<p><i>Mun. Planning &amp; Development Coordinator or Planning Officer II or Administrative Assistant II or Zoning Inspector</i></p> <p>Mun. Planning &amp; Development Office</p>
5. Receive the Data needed	5. Log and release the PSDP	None	10 minutes	<p><i>Mun. Planning &amp; Development Coordinator or Planning Officer II or Administrative Assistant II or Zoning Inspector</i></p> <p>Mun. Planning &amp; Development Office</p>
	<b>Total</b>	See table below	45 days	

**Schedule of Payment (for updating of the upcoming Zoning Enforcement Training)**

Schedule of Payment
<ul style="list-style-type: none"> <li>● PD 957 – Subdivision Projects:               <ul style="list-style-type: none"> <li>-Processing Fee: ₱2,400 per hectare</li> <li>-PSDP: ₱300 per hectare</li> <li>-Inspection Fee: ₱1,200 per hectare</li> <li>-DP: ₱2,400 per hectare</li> <li>-Inspection Fee: ₱1,200 per hectare</li> <li>-Cert. of Completion: ₱2,400 per hectare</li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>● BP 220 Subdivision Projects:               <ul style="list-style-type: none"> <li>-Processing Fee: ₱2,400 per hectare</li> <li>-PSDP: ₱180.00 per hectare</li> <li>-Inspection Fee: ₱600 per hectare</li> <li>-DP: 1,200.00 per hectare</li> <li>-Inspection Fee: ₱600 per hectare</li> <li>-Cert. of Completion: ₱600 per hectare</li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>● Industrial/ Commercial Subdivision Projects:               <ul style="list-style-type: none"> <li>-Processing Fee: ₱2,400 per hectare</li> <li>-PSDP: ₱360 per hectare</li> <li>-Inspection Fee: ₱1,200 per hectare</li> </ul> </li> </ul>



- DP: ₱6,000 per hectare
- Inspection Fee: ₱1,200 per hectare
- Cert. of Completion: ₱600 per hectare

- Memorial Park/Cemetery Projects:
  - Processing Fee: ₱2,400 per hectare
  - PSDP: ₱600 per hectare
  - Inspection Fee: ₱1,200 per hectare
  - DP: ₱2.40 per square meter
  - Inspection Fee: ₱1,200 per hectare
  - Certificate of Completion: ₱1,200 per hectare



# MUNICIPAL SOCIAL WELFARE & DEVELOPMENT OFFICE (MSWDO)

EXTERNAL SERVICES



## 94. ENROLLMENT FOR EARLY CHILDHOOD CARE AND DEVELOPMENT

Republic Act 8980 or the Early Childhood Care and Development (ECCD) Act provides a comprehensive national policy for the implementation of ECCD and institutionalizes the ECCD system which addresses the threats on children’s health, nutrition, education and psychosocial stimulation. The ECCD Act ensures that all children receive care and development during the most crucial stages of their growth. The Early Childhood Care and Development Council played a vital role in promoting and ensuring holistic development and well-being of young children typically from birth to four (4) years old.

Child Development Centers are established in 14 barangays of Libona which provides early childhood care and development activities. The Municipal Social Welfare and Development Office (MSWDO) manages and monitors 14 Child Development Centers in fourteen (14) barangays.

<b>Office or Division:</b>	Municipal Social Welfare & Development Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Children ages 0 to 4 years old			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Birth Certificate (1 original copy, 1 photocopy)		Phil. Statistics Authority or Municipal Civil Registration Office		
Marriage Contact of Parents (1 original copy, 1 photocopy)		Phil. Statistics Authority or Municipal Civil Registration Office		
Health Record of the child (1 photocopy)		Municipal Health Office		
3 pcs 1x1 ID Photo		Individual availing the service		
2 pcs 2x2 ID Photo		Individual availing the service		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Personal appearance of the parent and child at the Child Development Center (CDC)	1. Interview the parent and child	None	10 minutes	<i>Child Development Worker</i>  <i>Child Development Center</i>
2. Submit the requirements	2. Receive and verify the requirements	None	10 minutes	<i>Child Development Worker</i>  <i>Child Development Center</i>



3.1 Fill-out the Enrollment Form and submit	3.1 Give Enrollment Form	None	10 minutes	<i>Child Development Worker</i>
3.2 Listen carefully to orientation	3.2 Orient the parents about the schedule and policies	None	15 minutes	<i>Child Development Center</i>
	Total	None	45 minutes	



## 95. REQUEST FOR ASSESSMENT OF DISCERNMENT OF A CHILD IN CONFLICT WITH THE LAW (CICL)

Child in conflict with the law (CICL) refers to child who is alleged as, accused of, or adjudged as, having committed an offense under Philippine Laws. It is stated in Republic Act No. 9344, Section 6, a child above fifteen (15) years but below eighteen (18) years of age shall likewise be exempt from criminal liability and be subjected to an intervention program, unless he/she has acted with discernment, in which case, such child shall be subjected to the appropriate proceedings in accordance with this Act.

The Municipal Social Welfare and Development Office (MSWDO) is the forefront to assist a CICL using a discernment assessment tool. Discernment is preliminarily determined by a Social Worker and finally by the court in the case of a child charged with a non-serious offense, discernment is determined by the court. The determination of discernment shall take into account the ability of a child to understand the moral and psychological components of criminal responsibility and the consequences of the wrongful act; and whether a child can be held responsible for essentially antisocial behavior.

The process of acquiring this document may take several days considering the time given to the client during the assessment and, may vary on the availability of the assigned Social Worker who will provide the assessment.

<b>Office or Division:</b>	Municipal Social Welfare & Development Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Children in Conflict with the Law			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Referral Letter (original copy)		Barangay Hall- Barangay Secretary or Police Station- Women and Children Protection Desk, School & Other concerned citizen.		
Barangay Blotter or Police Investigation Report (1 original copy)		Barangay Hall or Police Station		
Birth Certificate or any proof of child's age (1 original copy)		Phil. Statistics Authority or Municipal. Civil Registration Office		
Medical Certificate (1 original copy)		Rural Health Unit		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Sign the Client Log Book at the Public Assistance and Complaints Desk (PACD)	1. Give the logbook and direct the client to the Municipal Social Welfare and Development Office	None	5 minutes	Public Assistance and Complaints (PACD) Office of the Municipal Mayor

2.1 Proceed to MSWD Office Approach the personnel-in-charge	2.1 Conduct intake interview and assessment using the Discernment Assessment Tools.	None	3 days	<i>Social Welfare Officer – I or II</i>
2.2 Wait for the notification from the MSWDO	2.2 Inform client to be notified when the result is available	None	1 minutes	<i>Social Welfare Officer – I or II</i>
	2.3 Prepare the Assessment Result and has it approved by the MSWD Officer	None	3 days	<i>Social Welfare Officer – I or II or MGDH I (MSWDO)</i>  MSWDO
3. Receive notification and proceed to the MSWD Office	3. Notify the client that result is available for release	None	5 minutes	<i>Social Welfare Officer – I or II</i>
4.1 Sign the client logbook at the PACD and proceed to the MSWDO	4.1 Give the logbook and direct client to the MSWDO	None	2 minutes	Public Assistance and Complaints (PACD)
4.2 . Sign the logbook for release and receive the certification	4.2 Register and release the certification	None	2 minutes	Office of the Municipal Mayor  <i>Social Welfare Officer – I or II</i>  MSWDO
	Total	None	6 days and 15 minutes	



## 96. REQUEST FOR APPOINTMENT FOR CASE CONFERENCE

The Municipal Social Welfare and Development Office conducts Case Conference to citizens of Libona who has concerns or problems within their family or to significant others that affects the well-being and welfare of certain member in the family, especially those men, women and children who suffered from or victims of violence at home; and those who needed settlement from having extra-marital relationship, marital separation, child custody, and child support or in any case, that is unresolved in the barangay level and/or unresolved within the family.

<b>Office or Division:</b>	Municipal Social Welfare & Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Individual who has concerns or problems within their family or to significant others			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Sign the Client Log Book at the Public Assistance and Complaints Desk (PACD)	1. Give the logbook and direct the client to the Municipal Social Welfare and Development Office	None	5 minutes	Public Assistance and Complaints (PACD)  Office of the Municipal Mayor
2. Proceed to MSWD Office and Approach the personnel-in-charge state the purpose and submit the requirements	2.1 Interview the client.	None	10 minutes	<i>Social Welfare Officer – I or II or MGDH I (MSWDO)</i>
	2.2 Check and set schedule for the Case Conference.	None	5 minutes	MGDH I (MSWDO)
	2.3 Prepare the Invitation Letter and has it approved by the MSWDO	None	5 minutes	MSWDO
3. Sign the logbook for release and receive the Invitation Letter	3. Register and release the Invitation Letter and give instructions.	None	5 minutes	<i>Social Welfare Officer – I or II or MGDH I (MSWDO)</i>  MSWDO
	<b>Total</b>	None	30 minutes	





## 97. REQUEST FOR CERTIFICATE OF INDIGENCY

Certificate of Indigency is issued to a person attesting his/her income is below poverty threshold and could not pay a certain required fee or is applying for assistance in a sponsoring agency such as Medical, Educational, and Livelihood. Also, certifies indigent clients especially those Pregnant Women who will give birth in Rural Health Unit, those that undergoes treatment and rehabilitation in Department of Health- treatment and Rehabilitation Center, those who have court-related proceedings, indigent PhilHealth applicants, applicants for government scholarship programs and others.

<b>Office or Division:</b>	Municipal Social Welfare & Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	All Indigent Citizen of Libona			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Common Requirements:</b>				
Government Valid ID (1 photocopy, 1 original)		Requesting Client		
Barangay Indigent Certificate (1 original, 1 photocopy)		Barangay Hall- Barangay Secretary		
Government Valid ID (1 original, 1 photocopy)		Requesting Client		
Certificate of No Land holdings		Municipal Assessment Office		
<b>Situational Requirements:</b>				
<b>For medical assistance:</b>				
Latest Hospital Bill and Medical Abstract or Medical Certificate ( 1 original, 1 photocopy)		Hospital – Billing and Records Section		
<b>For educational assistance:</b>				
Latest Certificate of Registration (COR) (1 original, 1 photocopy)		School Registrar		
<b>For livelihood assistance:</b>				
Referral or Endorsement Letter (1 original, 1 photocopy)		Sponsoring Agency		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Sign the Client Log Book at the Public Assistance and Complaints Desk (PACD)	1. Give the logbook and direct the client to the Municipal Social Welfare and Development Office	None	5 minutes	Public Assistance and Complaints (PACD)  Office of the Municipal Mayor



2. Proceed to MSWD Office and Approach the personnel-in-charge state the purpose and submit the requirements	2.1 Conduct interview and receive the requirements.	None	10 minutes	<i>Social Welfare Officer – I or II</i>
	2.2 Prepare Certification and has it approved by the MSWD Officer	None	5 minutes	<i>Social Welfare Officer – I or II and MGDH I (MSWDO)</i>  MSWDO
3. Sign the logbook for release and receive the certification	3. Register and release the certification	None	5 minutes	<i>Social Welfare Officer – I or II</i>  MSWDO
	Total	None	25 minutes	



## 98. REQUEST FOR PARENTING CAPABILITY ASSESSMENT

Parenting Capability Assessment Report (PCAR) or Family Assessment Report is a document prepared by a Registered Social Worker that needs a thorough gathering of collateral information from the parents or significant others. This is to determine and ensure the readiness of a family or custodian/s in fully taking the custody of a child and re-assume or provide parental care from the referring agency. This is a necessary requirement before a child shall be turned over to parents or guardians.

This undertaking is anchored on the reintegration process of a child from a child caring institution going back to the child's family and community after having received the appropriate service or rehabilitation he or she needed.

<b>Office or Division:</b>	Municipal Social Welfare & Development Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Referring Agency			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Referral Letter (1 copy)		Referring Agency		
Social Case Study Report (1 copy)		Referring Agency		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Send referral letter through mail or email.	1.1 Receive and acknowledge mail or email	None	10 minutes	<i>Social Welfare Officer I or II</i>
	1.2 Schedule home visit and conduct collateral interviews	None	3 days	<i>Social Welfare Officer I or II</i>
	1.3 Prepare the Assessment Report and has it approved by the MSWD Officer	None	2 days	MGDH I (MSWDO)
				MSWDO
2. Receive and acknowledge Parenting Capability Assessment Report	2. Send results of the Parenting Capability Assessment Report thru email or mail	None	5 minutes	<i>Social Welfare Officer – II</i>
				MSWDO
	<b>Total</b>	None	5 days and 15 minutes	



## 99. REQUEST FOR SOCIAL CASE STUDY REPORT AND SOCIAL CASE SUMMARY

Social Case Study Report is a document that describes the background information of an individual or client's presenting problem that needs thorough verification of information that would suffice the facts of the problem. This is done by a Registered Social Worker through interview and data gathering. This document may take several days to complete depending on the type of case such as for CICL, VAWC victims, CNSP and other special cases.

While the Social Case Summary justifies the current condition of a client or patient to be eligible for an assistance from sponsoring agencies that extends financial and medical interventions.

<b>Office or Division:</b>	Municipal Social Welfare & Development Office
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C - Government to Citizen
<b>Who may avail:</b>	Individual in Crisis Situation
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<i>SOCIAL CASE SUMMARY</i>	
<b>Situational Requirements:</b>	
Latest Hospital Bill ( 1 original, 1 photocopy)	Hospital – Billing Section
Latest Medical Abstract or Medical Certificate (1 original, 1 photocopy)	Hospital – Records Section
Latest Prescription of Medicine ( 1 original copy, 1 photocopy)	Physician
<b>Common Requirements:</b>	
Government Valid ID (1 original, 1 photocopy)	Client
Barangay Indigent Certificate (1 original, 1 photocopy)	Barangay Hall- Barangay Secretary
Certificate of No Land holdings (1 original , 1 photocopy)	Municipal Assessment Office
<i>SOCIAL CASE STUDY REPORT</i>	
<b>Situational Requirements:</b>	
Certificate of No Pending Warrant (1 original copy) – For CICL	Police Station- Women and Children Protection Desk
Marriage Certificate, if married ( 1 original copy)	Phil. Statistics Authority or Municipal Civil Registration Office
<b>Common Requirements:</b>	
Birth Certificate (1 original copy, 1 photocopy)	Phil. Statistics Authority or Municipal Civil Registration Office
Barangay Endorsement/Referral (1 original copy)	Barangay Hall- from the VAWC Desk Officer



Police Blotter; and Affidavit of Witness and Victim (1 original copy)		Police Station- Women and Children Protection Desk		
Medico-legal (1 original copy)		Municipal Health Office or Government Hospital		
Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
1. Sign the Client Log Book at the Public Assistance and Complaints Desk (PACD)	1. Give the logbook and direct the client to the Municipal Social Welfare and Development Office	None	5 minutes	Public Assistance and Complaints (PACD)  Office of the Municipal Mayor
2.1 Proceed to MSWD Office and Approach the personnel-in-charge state the purpose and submit the requirements 2.2 Provide personal information and other relevant data regarding the presented problem	2.1 Receive and review the completeness of the documents	None	5 minutes	<i>Social Welfare Officer – I or II</i> or MGDH I (MSWDO)
	2.2 Conduct intake interview and assessment with the client	None	2 hours	<i>Social Welfare Officer – I or II</i> or MGDH I (MSWDO)
	2.3 Conduct counseling and stress debriefing (victim) to client	None	2 hours	<i>Social Welfare Officer – I or II</i> or MGDH I (MSWDO)
	2.4 Refer the client to institution for protective custody and temporary shelter and/or supervision with the family.	None	6 months, length of stay will depend on the client's case status)	<i>Social Welfare Officer – I or II</i> or MGDH I (MSWDO)
	2.5 Coordinate with the Police and Barangay Official or VAWC Desk Officer on the alleged case reported (victim)	None	30 minutes	<i>Social Welfare Officer – I or II</i> MGDH I (MSWDO)  MSWDO



3. Request for Rescue of victim from the abuser, <i>(if necessary)</i>	3. Coordinate with the PNP and Barangay Official or VAWC Desk Officer on the alleged case reported.	None	1 day	<i>Social Welfare Officer – II (Women)</i> or <i>Social Welfare Officer I (CNSP) or MGDH I (MSWDO)</i>  MSWDO
4. Wait while processing the request	4. Assess and evaluate the clients problem through the preparation of a Social Case Study Report and has it approved by the MSWD Officer	None	15 days	<i>Social Welfare Officer – I or II</i>  MGDH I (MSWDO)  MSWDO
5. Sign the logbook for release and receive the document	5. Register and release the SCSR.	None	5 minutes	<i>Social Welfare Officer – I or II</i>  MGDH I (MSWDO)  MSWDO
	Total	None	6 months, 16 days, 5 hours & 45 minutes	



# MUNICIPAL TREASURY

## EXTERNAL SERVICES



## 100. PAYMENT FOR TAXES, FEES AND CHARGES

Business Taxes & Licenses, Permit Fees and other  
 Service Fees and Regulatory fees  
 Fines for Traffic Violations  
 Certifications and Clearances  
 Rentals for Personal & Real Properties Owned by Municipality  
 Water Bill for Deep Well and Sigmatan Water Works

- Any individual/corporation who shall establish, operate and conduct any business trade or activity in the Municipality shall first obtain a Business Tax, Mayor’s permit fees and pay all other regulatory fees.
- An application of any Business and computation of the said business tax & licenses, mayor’s permit and other regulatory fess shall be obtain first in the office of the Business Permit and Licensing Office through a system (ENHANCED TAX REVENUE ASSESSMENT AND COLLECTION SYSTEM), corresponding payable amounts shall be paid with official receipts in the Municipal Treasury.
- Permit Fees not only for individuals who shall operate and conduct business in the Municipality but also for those who will temporarily use roads, streets, sidewalks, alleys, patios, plazas and playgrounds, permit fees for cock fighting , permit fees for the conduct of group activities, permit fees for cutting off trees, permit fees on chainsaw machine and chainsaw operator, permit fees on pedaled tricycles, permit fees on tricycle operations, building permits.
- Regulatory fees include regulatory fees on stray animals, large cattle, weight and measures.
- Fines for traffic violations - an administrative fine impose for traffic violators such (payments of traffic violations base on the Municipal ordinance).
- Certifications, clearances, service fees & charges, issued from the Office of the Municipal Mayor such as certificate of employment and Mayor’s clearance. Certifications from the Office of the Municipal Civil Registration; certifications fees & charges & clearances from the Municipal Assessment Office, Municipal Treasury Office, Municipal Agriculture Office , Municipal Accounting and Internal Audit Office, Municipal Health Office, Municipal Planning and Development Office, fees & charges of watershed rehabilitation and protection (Environment Protection Fee), fees & charges of the Municipal Cemetery, Municipal Market (corresponding payments of the said clearances are based on the Municipal Tax Ordinance (see table) ).
- Rentals for Personal & Real Properties owned by the Municipality such as use of Municipal gym, Municipal Tourism Center, mono blocks and tables, costumes, instruments, sports equipment and heavy equipment
- A reasonable rate collected for the existing deep well water system and sigmatan water system in the Municipality base on the water bill issued from the Municipal Sigmatan Water System Office.

<b>Office or Division:</b>	Municipal Treasury
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C - Government to Citizen





		G2B - Government to Business		
<b>Who may avail:</b>		Business Operators for Business Related Fees Traffic Violators Concessionaires for Deep well & Sigmatan Water Bills All in need of Certificates & Clearances		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Business Permit Application Form (1set) Order of Payment Statement of Account		Business Permit and Licensing Unit Concerned Offices Sigmatan Waterworks Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign the Client Log Book at the Public Assistance and Complaints Desk (PACD)	1. Give the logbook and direct the client to the Municipal Treasury	None	5 minutes	<i>Public Assistance and Complaints (PACD)</i>  Office of the Municipal Mayor
2. Proceed to the Municipal Treasury and submit documents	2. Receive and verify documents	None	5 minutes	<i>Revenue Coll. Clerk II or Local Revenue Coll Officer II</i>  Municipal Treasury
3. Pay the corresponding amount	3. Receive payment and issue Official Receipt	See Table Below	15 minutes	<i>Revenue Coll Clerk II or Local Revenue Collection Officer II</i>  Municipal Treasury
	Total	See table below	25 minutes	



<b>Schedule of Payment</b>	
Tax on Newly-Started Business: The tax shall be one-twentieth of one percent (1/20 of 1%) of the capital investment.	
On peddlers engaged in sale of any merchandise or article of commerce, at the rate of not exceeding (₱50) per peddler annually.	
On Operators of Public Utility Vehicles except Tricycle:	
Air-Conditioned Buses	₱ 1,000/unit
Buses without air conditioning	₱ 800/unit
Mini Buses/ Vans	₱ 500/unit
Jeepneys/Multicab/Vans	₱ 300/unit
Taxes	₱ 300/unit
Tax on Ambulant and Itinerant Vendors and Amusement Operators	
A.Circus, Carnivals ₱1,000 for 7 days or less and additional ₱250.00 per week thereafter	
B.Merry-Go-Round, Roller Coaster, Ferries Wheel, Swing, Shooting Gallery and other similar Contrivances ₱1000 for 7 days or less and additional ₱ 250 per week thereafter	
C.Sports Contest/Exhibitions ₱ 1000 for 7 days or less and additional ₱ 250 per week thereafter	
D.Caravans(Products) ₱ 1000 for 7 days or less and additional ₱300 per week thereafter	
E. Ukay ukay displays and the like ₱500 for 7 days or less and additional ₱ 200 per week thereafter	
F. Food Stalls and the like ₱300 for 7 days or less and additional ₱100 per week thereafter	
Other Fees & Charges	
a. Refrigerators, Freezers, Fryers and Air Fryers- ₱ 250 for 7 days	
b. Blenders, Rice Cookers and steamers- ₱ 0.00 for 7 days	
2.1 Mayor's Permit	
a . Manufacturers/Importers/Producers	
Cottage	₱ 500
Small	₱ 2 000
Medium	₱ 4 000
Large	₱ 7 000
b. Banks	
Rural, thrift and savings banks	₱ 3 000
Commercial, Industrial & Dev. Banks	₱ 7 000
Universal Banks	₱ 11 000
c. Other Financial Institutions	
Small	₱ 2 000
Medium	₱ 4 00
Large	₱ 6 000
d. On Contractors/Service Establishments	
Cottage	₱ 200
Small	₱ 500
Medium	₱ 1 000
Large	₱ 1 500
e. On wholesalers/Retailers/Dealers or Distributors	



Cottage	₱ 200
Small	₱ 400
Medium	₱ 800
Large	₱ 1 000
Cottage	₱ 500
Small	₱ 2 000
Medium	₱ 4 000
Large	₱ 7 000
<b>Regulatory Fees for Business:</b>	
Police Clearance	₱ 110
Sanitary Permit	₱ 100
Sanitary permit for Poultry and Piggeries	₱ 700
Garbage Fee	₱ 50
Garbage Fee for Poultry and Piggeries	₱ 500
Medical Certification	₱ 50 + ₱ 30 DST
Weight And Measures	₱ 100 - ₱ 200
Occupational fee	₱150 per employee
Locational fee	₱ 100
Tax Clearance	₱ 110 + ₱ 30 DST
<b>Schedule of Payment</b>	
<b>Weight and Measures</b>	
<b>a. For Sealing Linear Metric Measures:</b>	
> Not over one (1) meter	₱ 20
> Measure over one (1) meter	₱ 30
<b>b. For sealing metric measures of capacity:</b>	
> Not over ten (10) liters	₱ 50
> Over ten (10) liters	₱ 100
<b>c. For sealing metric instruments of weights:</b>	
> With capacity of not more than 30 kg.	₱ 100
> With capacity of more than 30 kg. But more than 300 kg.	₱ 150
> With capacity of more than 300 kg. But more than 3,000 kg.	₱ 175
> With capacity of more than 3,000 kg.	₱ 200
<b>a. For sealing pharmacy balances of precision</b>	
	₱ 200
<b>b. For sealing scale or balance with complete set of weights</b>	
For each scale or balances or other Balances with complete set of weights for use therewith	₱ 175
	₱ 150
<b>c. For each and every re-testing and re-sealing of weights and measures instrument including gasoline pumps outside the office upon request of the owner or operator, an additional service charge of Seventy-Five Pesos (₱ 75) for each instrument shall be collected</b>	
	₱ 50
<b>d. For sealing of weights and measures for minerals</b>	
	₱ 500
<b>1. Building Permit Fees - For computation of the municipal building official</b>	
<b>2. Zoning / Location Permit Fees -</b> In accordance with the applicable rules and regulations prescribed by the Housing	



and Land Use Regulatory Board (HLURB)	
<b>3. Cattle/Animal Registration Fees</b>	
a. For Certificate of Ownership	₱ 300 + ₱ 30 DST
b. For Certificate of Transfer	₱ 200 ₱ 30 DST
c. For Registration of Private Brand	₱ 100
<b>4. Civil Registration Fees</b>	
a. Marriage Fees	
> Application for marriage license	₱ 500
> Marriage license fee	₱ 350
> Marriage solemnization fee	₱ 500
> Civil Registry Certificate (form 1A, 1B, 1C,2A, 2B, 2C, 3A, 3B, 3C)	₱ 100 + ₱ 30 DST
> Sponsor fee	₱ 100
b. For registration of the following:	
> Legitimation/ RA 9255	₱ 150
> Adoption/Foundling	₱ 150
> Annulment of marriage	₱ 3,500
> Legal separation	₱ 3,500
> Naturalization	₱ 200
> Change of name (first name)	₱ 3,000
> Other legal documentation for record purposes	₱ 3,500
> Migrant petition fee for Change of Name	₱ 1,000
Migrant Petition for the Correction of Clerical Error	₱500
> Late Birth Registration Fees	₱ 150
> Correction of Gender/RA 10172	₱ 3,000
> Correction of clerical error	₱ 1,000
> Registration of Death	₱ 100
> Burial fees	₱ 100
<b>5. Police Clearance Fee</b>	
a. For employment, scholarship, study grant, and other purposes not hereunder specified	₱ 110
b. For change of name	₱ 200
c. For application for Filipino citizenship	₱ 300
d. For firearms permit application	₱ 200
e. For PLEB clearance	₱ 100
f. Extract of Police Blotter	₱ 100
<b>6. Secretary's Fees</b>	
<b>MAYOR'S FEES &amp; CHARGES</b>	
Certifications:	₱ 55 + ₱ 30 DST
Certification of leave of credits (loan purposes)	₱ 55 + ₱ 30 DST
Certification of services records (loan purposes)	₱ 55 + ₱ 30 DST
Public Employment Service Office (PESO Cert.)	₱ 55 + ₱ 30 DST
Certificate of Employment (Mayor's Office & HRMO)	₱ 150
Certificate of Transport of Large Cattle outside the Municipality	₱ 50 + ₱ 30
Certified True Copy per page/copy	DST
Another related Certifications	



	₱ 50 ₱ 55 ₱ 30 DST
Clearances: Mayor's Clearance	₱ 55 ₱ 30 DST
Permits: > Permit to Hold Fiesta and special activities > Recommendations > Recommendation for Employment > And others related recommendations	₱ 500 ₱ 110 ₱ 110
ASSESSOR'S FEES & CHARGES > Research fee/Verification Fee Retrieval of Assessment Records i. Current Year ii. Previous Year Inspection Fee (Area Field Verification for purposes of reclassification and appraisal of real property assessment and evaluation as to actual use i. Commercial lot ii. Industrial lots iii. Agricultural Lots iv. Residential Lots v. Residential House vi. Agri-related building vii. Commercial building viii. Cancellation of building	₱ 55 ₱ 110 ₱ 300 ₱ 300 ₱ 200 ₱ 100 ₱ 50 ₱ 100 ₱ 100 ₱ 50
Certification Fee i. Certified true copy of tax declaration ii. Certification of NO. Property iii. Certification of Total landholdings No. Landholding iv. Certificate of Non-Encumbrance or with Encumbrance v. Certificate of No Improvement/ With Improvement Certificate on Records Verification (History of Tax Declaration) vi. Certificates on records verification (History of Tax Declaration) vii. Authentication Fee/Other Fees viii. Certificate of latest & existing	₱ 110 ₱ 30 DST ₱ 110 ₱ 30 DST ₱ 110 ₱ 30 DST ₱ 110 ₱ 30 DST ₱ 110 ₱ 30 DST ₱ 150 ₱ 30 DST ₱ 110 ₱ 110 ₱ 30 DST
Annotation of Bail bonds, Mortgages, etc. i. ₱ 75,000 below ii. Above ₱75,000 to ₱ 150,000 iii. Above ₱150,000 to ₱ 300,000 iv. Above ₱300,000 to ₱500,000 v. Above ₱500,000 to ₱1,000,000 vi. Above 1,000,000 Extraction Copy of: i. Section Map ii. Barangay Map iii. Municipal Map	₱ 50 ₱ 100 ₱ 150 ₱ 250 ₱ 350 ₱ 550 ₱100 ₱250



<p>vi. Tax/Vicinity Map</p> <p>Processing of Assessment Transaction for walk-in Clients (Transfer of tax Declaration, Revision of Tax Declaration, New Tax Declaration or Declared for the first time) at Fifty Pesos ( ₱ 50) per Tax Declaration</p> <p>Segregation or subdivision of Tax Declaration Consolidation of Tax Declaration</p>	<p>₱350 ₱110</p> <p>₱ 110 ₱ 110</p>
<p>a. Treasurer's FEES &amp; CHARGES</p> <p>MTO Certification</p> <p>i. Certification of Full Payment ii. Certification of payment history iii. Other MTO Certification</p> <p>Certification on Records Verification</p> <p>i. Photocopy of Original Receipts</p> <p>a. Tax Clearance Certificate b. Certificate as to No Business Application</p> <p>Retirement/Closure</p>	<p>₱ 110 + ₱ 30 DST ₱ 110 + ₱ 30 DST ₱ 110 + ₱ 30 DST</p> <p>₱ 100/receipts ₱110+ ₱30 DST ₱ 110</p>
<p>a. DEPARTMENT OF AGRICULTURE</p> <p>&gt; Certification of Rainfall Data &gt; Certification for Loan Requirement &gt; Certificate of Oneness &gt; Tilapia Fingerlings &gt; pH Soil Analysis &gt; Certificate of A.I. &amp; Non-A.I. Large Animals</p> <p>Castration of Animals</p> <p>a. One year above b. One year below</p> <p>Castration of Animals</p> <p>a. Horse / Cattle / Carabao b. Boar c. Goat / Sheep</p> <p>&gt; Dogs and Cats Rabies Vaccination Certification &gt; Operation Hernia (small animal) &gt; Artificial insemination (A.I.) &gt; Spaying/Ligation (Cats/Dogs) &gt; Animal Health Inspection Certification</p> <p>1. Tractor</p> <p>i. Within Poblacion ii. Outside Poblacion</p> <p>iii. Disc Plowing</p>	<p>₱ 500 ₱ 30 DST ₱ 50 ₱ 30 DST ₱ 50 ₱ 30 DST ₱ 50./bag ₱ 75/Sample ₱ 50 ₱ 30 DST</p> <p>₱ 500 ₱ 150</p> <p>₱ 150 ₱ 20 ₱ 50</p> <p>₱ 500 ₱ 200 ₱ 800 ₱ 50</p> <p>₱2,200/ha ₱2,200/ha plus mobilization rate of ₱100/kilometer</p>



<ul style="list-style-type: none"> <li>iv. Moldboard Plow           <ul style="list-style-type: none"> <li>&gt; Solar Drier</li> <li>&gt; Solar Dryer with cellophane</li> <li>&gt; Mechanical Dryer</li> </ul> </li> <li>2. Mini Tractor           <ul style="list-style-type: none"> <li>i. Rotavator</li> <li>ii. Furrowing</li> </ul> </li> <li>1. Cutting of Fruits Trees Certification (less than 9 hills)</li> <li>2. Certification on bonafide farmers</li> </ul>	<p>₱ 5,000/ha ₱ 6,000/ha</p> <p>₱ 15/sack ₱ 20/sack</p> <p>₱ 2,200/ha ₱ 800/ha</p> <p>₱ 50/hill ₱ 30 DST ₱ 50 ₱ 30 DST</p>
<ul style="list-style-type: none"> <li>a. MUNICIPAL HEALTH OFFICE (MHO) FEES           <ul style="list-style-type: none"> <li>a. Certifications               <ul style="list-style-type: none"> <li>1. Medical Certificate</li> <li>2. Medico-Legal Certification</li> <li>3. Transfer of Cadaver</li> <li>4. Exhumation Certificate</li> </ul> </li> <li>b. Lying-in               <ul style="list-style-type: none"> <li>1. Birth Delivery without Phil Health and home delivery</li> </ul> </li> <li>c. Dental Services               <ul style="list-style-type: none"> <li>1. Extraction                   <ul style="list-style-type: none"> <li>i. Anterior</li> <li>ii. Posterior</li> </ul> </li> <li>2. Dental Cleaning/Prophylaxis</li> <li>3. Restorative Filling                   <ul style="list-style-type: none"> <li>i. Permanent</li> <li>ii. Temporary</li> </ul> </li> </ul> </li> <li>d. Laboratory Services/Fees for Employment               <ul style="list-style-type: none"> <li>1. ECG</li> <li>2. CBC</li> <li>3. Urinalysis</li> <li>4. Fecalysis</li> <li>5. Blood Typing</li> <li>6. Lipid Profile</li> </ul> </li> <li>e. Food Handlers Certification</li> </ul> </li> </ul>	<p>₱ 50 ₱ 30 DST ₱ 100 ₱ 30 DST ₱ 150 ₱ 30 DST ₱ 500 ₱ 30 DST</p> <p>₱ 2,500</p> <p>₱ 100 ₱ 400 ₱ 250</p> <p>₱ 400-₱ 600 ₱ 200-₱ 400</p> <p>₱ 100 ₱ 100 ₱ 30 ₱ 30 ₱ 30 ₱ 300 ₱ 100</p>
<ul style="list-style-type: none"> <li>f. MPDO           <ul style="list-style-type: none"> <li>Map (standard copy/blue print)</li> <li>Map (computer generated/bond size)</li> <li>Annual Investment Plan Certification</li> <li>Clearances and other certifications</li> <li>Other MPDO Data/Documents (Printed copies)               <ul style="list-style-type: none"> <li>a. First 10 copies</li> <li>b. Succeeding copies</li> </ul> </li> </ul> </li> </ul>	<p>₱ 150 per copy ₱ 30 per copy ₱ 100 per copy ₱ 100 per copy ₱ 100 per copy ₱ 150 ₱ 10/copy</p>



Zoning Inspection	₱ 150
<p>g. MUNICIPAL ENGINEERING OFFICE (MEO)</p> <ul style="list-style-type: none"> <li>• Application form for Building Permit</li> <li>• Application form for Plumbing Permit</li> <li>• Application form for Electrical Permit</li> <li>• Inspection Fee</li>   <li>• Program of Work (POW) Preparation Fees</li>   <li>• Certification Fee</li> </ul>	<p>₱ 50 per 5 copies            ₱ 50 per 5 copies            ₱ 50 per 5 copies            ₱150 per inspection</p> <p>₱ 50 per project less than ₱ 100,000 cost</p> <p>₱ 100 + ₱ 30 DST</p>
<p>h .MENRO</p> <ul style="list-style-type: none"> <li>• Certification for tree planting and certification in the utilization of planting trees</li> <li>• Additional charges</li>   <li>• 1 sack or less</li>   <li>• Load of wastes carried by truck</li> </ul>	<p>₱ 100 ₱ 30 DST</p> <p>₱ 50/hill of planted tree</p> <p>₱ 30 per sack</p> <p>₱ 500 per cubic meter</p>
<p>i .SALE OF BID DOCUMENTS</p> <ul style="list-style-type: none"> <li>• 500,000.00 and below</li> <li>• Above 500,000.00-1,000,000.00</li> <li>• Above 1,000,000.00-5,000,000.00</li> <li>• Above 5,000,000.00-10,000,000.00</li> <li>• Above 10,000,000.00-50,000,000.00</li> <li>• Above 50,000,000.00-500,000,000.00</li> <li>• Above 500,000,000.00</li> <li>• Sale of Minutes of Meeting/Pre-bid/Bidding</li> </ul>	<p>₱ 500</p> <p>₱ 1,000</p> <p>₱ 5,000</p> <p>₱ 10,000</p> <p>₱ 25,000</p> <p>₱ 50,000</p> <p>₱ 75,000</p> <p>₱ 500 per Minutes</p>
<p>j .SIGMATAN WATER SYSTEM</p> <ul style="list-style-type: none"> <li>• Non-refundable application fee               <ul style="list-style-type: none"> <li>a. Residential (For 1-20 cu m consumption) (21 cu m above consumption)</li> <li>b. Commercial (1-30 cu m consumption)</li> </ul> </li> <li>• Commercial, Institutional and Industrial (1-30 cu m consumption)</li> </ul>	<p>₱ 350</p> <p>Consumption ₱ 5</p> <p>Consumption ₱ 6</p> <p>Consumption ₱ 10</p> <p>Consumption ₱ 10</p>





(31 cu m and above consumption	Consumption ₱ 15
k. TRAFFIC VIOLATION	
* Driving w/o License	₱1,000+impound
* Driving w/ a delinquent/invalid/ suspended/revoked driver's license	₱ 2,000
* Failure to show or surrender license	₱ 100
* Failure to carry Driver's license	₱ 200
* Failure to sign driver's license	₱ 500
* Driving while under the influence of liquor/drugs	₱ 1,500
* Allowing license/improper license person to drive	₱ 2,000
* Fake license	₱ 2,500
* Allowing another person to use his license	₱ 2,500
* Student permit licensee driving w/o prof. driver	₱ 500
* Unlicensed Conductor	₱ 200
Unregistered/delinquent/invalid registration	
* Driver	₱ 250
* Owner	₱ 250
Unauthorized Change of Color w/o Authority	₱ 250
* Failure to carry Certificate of Registration (CR) Official Receipt (OR)	₱ 200 ₱ 200
* Hidden plate	₱ 500
* Dirty plate	₱ 200
* Non-conforming horns/signaling device	₱ 200
* Defective Horn	₱ 100
* No or defective headlights	₱ 300
* No or defective tail lights	₱ 300
* No plate lights	₱ 300
* No or defective wiper	₱ 200
* No rear red lights	₱ 300
* Dilapidated/unsightly motor	₱ 100
* No route marking no parking route no parking route	₱ 300
* Improvise plate without authority	₱ 300
* Defective handbrake	₱ 200
* Defective or Broken Windshield	₱ 300
* No or Defective Windshield Wiper	₱ 100
* No Interior Light	₱ 100
* No Rearview Mirror	₱ 100
* No Spare Tire (for hire)	₱ 100
* No Red Flags or Red Lights on Projecting Loads	₱ 300
* No Body Number	₱ 300



* No Early Warning Device	₱ 150
* Violation of Stereo Regulation	₱ 1,000
* No Capacity Markings	₱ 100
* No Tail Gate or Failure to put NOT FOR HIRE	₱ 200
* Overloading Excess of Passengers	₱ 1,000
* Operating out of line	₱ 1,000
* Arrogant Driver or Conductor	₱ 500 each
* Refuse to Convey Passenger/Trip Cutting	₱ 1,000
* Overcharging (owner/driver/conductor)	₱ 300 each
* Breach of Franchise/Condition (fare rate	₱ 250
* Failure to Carry Franchise/Failure to Carry CPC/No Franchise	₱ 175
* Illegal Parking	₱ 500
* Top Loading of Passenger and Freight	₱ 500
* Hitching/allowing passengers to ride on running step board	₱ 500
* Disregarding traffic sign	₱ 500
* No helmet	₱ 1,000
* Helmet w/o ICC Sticker	₱ 500
* Back rider w/o helmet	₱ 200 each
* Reckless Driving	₱ 250
* Wearing slippers/sleeveless shirts/short pants while driving; illegal turn; driving against traffic; MC 90-003 Driver's ID	₱ 100
* No Trash Can of PUJ/PUB/PUV	₱ 200
* Driver/Conductor w/o Proper Grooming	₱ 100
* Smoking in Populous and Inside Public Utility Vehicles	₱ 500
* No Municipal Tricycle Operator's Permit (MTOPT)	₱ 1,000
* Usage of blinkers	₱ 2,500
* LED (extra accessories)	₱ 2,000
* Modified muffler	₱ 2,500 and confiscate the muffler



* No Plate Number	₱ 500 + impound
I. Tourism Unit	
* Accommodation Rentals	
i. Double Deck Bunker (good for 2)	₱ 500
▪ Economy	₱ 1,200
▪ Standard	
ii. Double Deck Bunker (good for 4)	₱ 900
▪ Economy	₱ 1,800
▪ Standard	
iii. Single Bed	₱ 600
▪ Economy	₱ 1,000
▪ Standard	₱ 250
iv. Extra bed with pillow and blanket	₱ 50
v. Extra pillow	₱ 50
vi. Extra blanket	
M. Municipal Library	
• Overdue payment	₱ 10/day
• Lost Books	Acquired cost + 20% surcharge
N. Municipal Cemetery	
• Apartment Type. A lease fee for the first five (5) years shall be as follows:	
▪ 1 <sup>st</sup> Layer	₱ 3,500
▪ 2 <sup>nd</sup> Layer	₱ 4,000
▪ 3 <sup>rd</sup> Layer	₱ 3,000
• Individual Lot. A lot lease fee per unit valid for the first five (5) years shall be as follows:	₱ 5,000
▪ Below Ground	₱ 7,000
▪ Above Ground	
O. Stray on Animals	
• Large animals	₱1,000/day
• All other animals	₱500/day
• Penalties	
▪ First Offense	₱ 500
▪ Second Offense	₱ 800
▪ For the Third Offense and each subsequent offense	₱ 1,000
▪ Payment of damages per hill	
▪ Accidents due to stray animals	₱ 15 in case of corn 50% of the hospital bill

<ul style="list-style-type: none"> <li>▪ Other damage high valued crops, fruit trees, and others shall be the policies of the provincial and/or national levels</li> </ul>	
<b>P. Excavation</b>	
<p>For crossing streets with concrete pavement</p> <ul style="list-style-type: none"> <li>▪ For crossing concrete pavement (minimum area 2.00 x 6.00 m, 12 sqm) <span style="float: right;">₱ 300</span></li> <li>▪ For crossing across the base of streets with concrete pavement, per linear meter (boring method) <span style="float: right;">₱ 100</span></li> </ul> <p>For crossing streets with asphalt pavement</p> <ul style="list-style-type: none"> <li>▪ Minimum fee <span style="float: right;">₱ 300</span></li> <li>▪ Additional fee for each linear meter crossing the streets (minimum width of excavation, 0.8m) <span style="float: right;">₱ 50</span></li> </ul> <p>For crossing streets with gravel pavement</p> <ul style="list-style-type: none"> <li>▪ Minimum fee <span style="float: right;">₱ 100</span></li> <li>▪ Additional fee for each linear meter crossing the streets (minimum width of excavation, 0.3m) <span style="float: right;">₱ 50</span></li> </ul> <p>For crossing existing curbs and gutters resulting in damage <span style="float: right;">₱ 300</span></p>	
<b>Q. Cockfighting</b>	
<ul style="list-style-type: none"> <li>• Annual cockpit permit fee <span style="float: right;">₱ 15,000</span></li> <li>• For permits of cockpits personnel per annum <span style="float: right;">₱ 2,000</span> <ul style="list-style-type: none"> <li>▪ Promoter/hosts <span style="float: right;">₱ 500</span></li> <li>▪ Pit manager <span style="float: right;">₱ 500</span></li> <li>▪ Referee <span style="float: right;">₱ 500</span></li> <li>▪ Bet taker “kristo/llamdor” <span style="float: right;">₱ 500</span></li> <li>▪ Bet manager “maciador/kasador” <span style="float: right;">₱ 500</span></li> <li>▪ Gaffer “mananari” <span style="float: right;">₱ 200</span></li> <li>▪ Cashier <span style="float: right;">₱ 300</span></li> <li>▪ Derby (matchmaker) <span style="float: right;">₱ 5,000</span></li> </ul> </li> <li>• For promotion of <span style="float: right;">₱ 4,000</span> <ul style="list-style-type: none"> <li>▪ National derby <span style="float: right;">₱ 5,000</span></li> <li>▪ Regional derby <span style="float: right;">₱ 5,000</span></li> <li>▪ Special cockfights (local) derby <span style="float: right;">₱ 2,000</span></li> </ul> </li> <li>• For promoter (per event) <span style="float: right;">₱ 2,000</span> <ul style="list-style-type: none"> <li>▪ For national &amp; day regional day <span style="float: right;">₱ 2,000</span></li> <li>▪ Special cockfights (local) derby <span style="float: right;">₱ 3,000</span></li> </ul> </li> </ul>	



<ul style="list-style-type: none"> <li>○ Two-cock derby</li> <li>○ Three-cock derby</li> <li>○ Four-cock derby</li> <li>○ Five-cock derby</li> </ul>	<p style="text-align: right;">₱ 4,000 ₱ 5,000</p>
<b>R. Tricycle operations:</b>	
<ul style="list-style-type: none"> <li>• Fees on tricycle operations <ul style="list-style-type: none"> <li>▪ Motorized tricycle operator's permit fee</li> <li>▪ Mayor's permit fee</li> </ul> </li> <li>• Towing fees <ul style="list-style-type: none"> <li>▪ Capihan</li> <li>▪ Crossing</li> <li>▪ Gango</li> <li>▪ Kiliog</li> <li>▪ Kinawe</li> <li>▪ Laturan</li> <li>▪ Maambong</li> </ul> </li> <li>• Impounding fees <ul style="list-style-type: none"> <li>▪ ₱50.00/day in the first &amp; second months;</li> <li>▪ ₱100.00/day in the third &amp; fourth months;</li> <li>▪ ₱200.00/day in the fifth &amp; succeeding months but not to exceed ₱5,000.00</li> </ul> </li> <li>• Penalties <ul style="list-style-type: none"> <li>▪ Driving without a driver's license (DL Code A1) <ul style="list-style-type: none"> <li>○ 1<sup>st</sup> offense</li> <li>○ 2<sup>nd</sup> offense</li> </ul> </li> <li>▪ No mayor's permit</li> <li>▪ Overloading</li> <li>▪ Over speeding</li> <li>▪ Refusing to convey passenger: <ul style="list-style-type: none"> <li>○ 1<sup>st</sup> offense</li> <li>○ 2<sup>nd</sup> offense</li> <li>○ 3<sup>rd</sup> offense</li> </ul> </li> <li>▪ Removal of the Municipal Stickers <ul style="list-style-type: none"> <li>○ 1<sup>st</sup> offense</li> <li>○ 2<sup>nd</sup> offense</li> </ul> </li> </ul> </li> </ul>	<p style="text-align: right;">₱ 500 for each unit ₱ 300 for each unit ₱ 100 ₱ 50 ₱ 100 ₱ 100 ₱ 100 ₱ 50 ₱75</p> <p style="text-align: right;">₱ 1,000 Revocation of MTOP ₱ 1,000 ₱ 500 ₱ 1,000 ₱1,500 with 10 days suspension ₱1,500 with 15 days suspension ₱1,500 with 20 days suspension</p> <p style="text-align: right;">Reprimand operator and driver Revocation of MTOP ₱ 500</p>



	<ul style="list-style-type: none"> <li>▪ Violation to section 56, e, 7 of this Article</li> </ul>	
<b>S. Cutting off Trees</b>		
	<ul style="list-style-type: none"> <li>• Certification Fee</li> <li>• Processing fee</li> <li>• Cutting permit fee</li> <li>• Cutting permit fee (1-15 trees)</li>   <li>• Cutting permit fee (more than 15 trees)</li> </ul>	<p>₱ 100 ₱ 30 DST ₱ 50</p> <p>₱ 50 per hill ₱750 or provision of 30 seedlings of endemic trees</p> <p>₱2,500 or provision of 100 seedlings of endemic trees</p>
<b>T. Other Fees</b>		
	<ul style="list-style-type: none"> <li>• Conduct of group activities <ul style="list-style-type: none"> <li>▪ Conferences, meeting, rallies, and demonstrations outdoors, in parks, plazas, roads/streets</li> <li>▪ Disco. Concerts, live bands, and the like</li> <li>▪ Promotional sales</li> <li>▪ Recreational activities</li> <li>▪ Other group activities</li> </ul> </li> <li>• Permit fees on Slaughter <ul style="list-style-type: none"> <li>▪ Large Cattle</li> <li>▪ Hogs</li> <li>▪ Goat/sheep</li> <li>▪ All others</li> </ul> </li> <li>• Charges on Slaughter and Corral <ul style="list-style-type: none"> <li>▪ Slaughter Fees <ul style="list-style-type: none"> <li>○ Large Cattle</li> <li>○ Hogs</li> <li>○ Goat/sheep</li> <li>○ All others</li> </ul> </li> <li>▪ Corral fee <ul style="list-style-type: none"> <li>○ Large cattle</li> <li>○ Hogs</li> <li>○ Goat/sheep</li> <li>○ All others</li> </ul> </li> </ul> </li> <li>• Temporary use of roads, streets, sidewalks, alleys, patios, plazas, and playgrounds <ul style="list-style-type: none"> <li>▪ For construction</li> <li>▪ others</li> </ul> </li> </ul>	<p>₱ 500</p> <p>₱ 1,000</p> <p>₱ 1,000</p> <p>₱ 1,000</p> <p>₱ 500</p> <p>₱ 150/head</p> <p>₱ 100/head</p> <p>₱ 50/head</p> <p>₱ 20/head</p> <p>₱ 200/head</p> <p>₱ 100/head</p> <p>₱ 75/head</p> <p>₱ 50/head</p> <p>₱ 50</p> <p>₱ 30</p> <p>₱ 20</p> <p>₱ 10</p> <p>₱200/sqm per week or fraction thereof</p> <p>₱25/sqm per day</p>



## 101. PAYMENT OF REAL PROPERTY TAXES

Owners of lots, buildings and machineries are mandated to pay the Real Property Tax Annually. Taxes are percentage of the property's taxable value.

The Municipal Treasury is now using the Enhanced Tax Revenue Assessment and Collection System (ETRACS) in the computation of the Real Property Tax. Taxpayers may Choose to pay annually or on a quarterly basis. Discounts are given to advance payers.

<b>Office or Division:</b>	Municipal Treasury			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
Who may avail:	Real Property Tax Payers/Owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Previous Real Property Tax Payment Official Receipt or Copy of Latest Real Property Tax Declaration (1 original & 1 photocopy)		Owner's Copy		
Notice of Assessment & Tax Bill (1 original copy)		Owner's Copy		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign the Client Log Book at the Public Assistance and Complaints Desk (PACD)	1. Give the logbook and direct the client to the Municipal Treasury	None	5 minutes	<i>Public Assistance and Complaints (PACD) Office of the Municipal Mayor</i>
2.1 Proceed to the Municipal Treasury state the purpose and present the requirements	2.1 Receive the documents	None	2 minutes	<i>Rev Coll Clerk II or Local Rev. Coll. Officer II</i>
	2.2 Verify Real Property Index	None	5 minutes per tax declaration number	<i>Rev Coll Clerk II or Local Rev. Coll. Officer II</i>
2.2 Check the RPT Tax Bill	2.3 Generate RPT Tax Bill from	None	5 minutes	<i>Rev Coll Clerk II or Local Rev. Coll. Officer II</i>



	ETRACS and present to clients.			Municipal Treasury
3. Pay the tax due	3. Issue Official Receipt & accept payment	See table below	5 minutes/ tax declaration number	<i>Rev Coll Clerk II or Local Rev. Coll. Officer II</i> Municipal Treasury
	Total	See table below	10 minutes plus 10 minutes per Tax Declaration Number	

**Real Property Tax Formula for Computation, Discounts & Interest**

Assessed Value x Discounts/ Penalties = value x 2 (basic & SEF) = Total Tax Due  
 For updated payments: Discounts to be availed from December 1 to 30 = 20%  
 From January 1 to March 31 = 10%  
 Interest for unpaid RPT 2% per month after March 31





## 102. SECURING COMMUNITY TAX CERTIFICATE (CTC) OR CEDULA

A Community Tax Certificate (CTC) or Cedula is a basic document acquired by any individual or citizen at least 18 years of age and above for identifying himself and his residence. It is one of the basic requirements for most government transactions. It can also serve as a valid identification for individuals and corporations residing or located in the Municipality of Libona.

Cedula should be acquired personally at the Municipal Treasury or at the Barangay Hall through Barangay Treasurer.

<b>Office or Division:</b>	Municipal Treasury
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C - Government to Citizen
<b>Who may avail:</b>	<p>Individuals liable to Community Tax:</p> <ul style="list-style-type: none"> <li>a. Every inhabitant of the Philippines eighteen (18) years of age or over who has been regularly employed on a wage or salary basis for at least Thirty (30) consecutive working days during any calendar year;</li> <li>b. An individual who engaged in business or occupation</li> <li>c. An individual who owns real property with an aggregate assessed value of One Thousand pesos (1000.00) or more</li> <li>d. An individual who is required by law to file an income tax return.</li> </ul> <p>An individual requires to present CTC in acknowledging any document before a notary public, takes the oath of office upon election or appointment to any position in the government service, receives any license, certificate or permit from any public authority; pays any tax or fee, receives money from public funds, transacts any official business or receives any salary or wage from any person or corporation.</p> <p>Juridical persons liable to Community Tax, every corporation, no matter how created or organized, whether domestic or resident foreign engaged in or doing business in the Philippines shall pay an annual community tax. The dividends received by a corporation shall, for the additional tax, be considered as part of the gross receipts or earnings of said corporation. Any natural person at age 18 and above and juridical being from Libona.</p>
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>



Copy of previous CTC or Cedula if any (original Copy) Valid I.D (original copy)		Requesting Individual		
		Requesting Individual		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign the Client Log Book at the Public Assistance and Complaints Desk (PACD)	1. Give the logbook and direct the client to the Municipal Treasury	None	5 minutes	<i>Public Assistance and Complaints (PACD) Office of the Municipal Mayor</i>
2. Proceed to the Municipal Treasury, state the purpose and submit the requirements	2.1 Receive requirements and verify the data	None	2 minutes	<i>Rev Coll Clerk II or Local Rev. Coll. Officer II</i>
	2.2 Prepare the Community Tax Certificate and have it signed by the client	None	3 minutes	<i>Municipal Treasury</i>
3. Receive the CTC and check the data and pay the corresponding amount.	3. Release the CTC with the corresponding amount due.	See table below	5 minutes	<i>Rev Coll Clerk II or Local Rev. Coll. Officer II</i>  <i>Municipal Treasury</i>
	<b>TOTAL</b>	See table below	<b>15 Minutes</b>	

### Schedule of Payment

Based on Personal Income (minimum of ₱ 5.00 & additional ₱ 1 for every ₱ 1,000)  
 For individual ₱ 5 + ₱ 1 for every ₱ 1,000 of Gross Receipts/ Salaries/ Income from real property)  
 For Corporation ₱ 500 + ₱ 2 for every ₱ 5,000 assessed value of real property, gross receipt/ dividends)  
 Penalty Interest of 2% per month is charged on top of the total if CTC is issued after February of the applicable year



### 103. WITHDRAWAL OF ACCOUNTABLE FORMS (BIR FORM 0016, Form #51 AND CASH TICKETS)

Municipal Treasurers are custodian of all Accountable Forms requisitioned by the Local Government Unit. (Section 24, COA Circular No. 92-382) Barangay Treasurers, collectors/tellers file requisitions of accountable forms for their use to collect Community Tax Certificate, certifications, clearances & other fees & charges with the Municipal Treasurer through a requisition and issued voucher. They shall be accountable forms for all accountable forms issued to them (Section 25, COA Circular No. 92-382).

<b>Office or Division:</b>	Municipal Treasury			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Barangay Government (Barangay Treasurer)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Approved Requisition Slip ( 2 copies) duly signed by authorities		Barangay Government Units		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign the Client Log Book at the Public Assistance and Complaints Desk (PACD)	1. Give the logbook and direct the client to the Municipal Treasury	None	5 minutes	<i>Public Assistance and Complaints (PACD) Office of the Municipal Mayor</i>
2. Proceed to the Municipal Treasury and Present the Request Form	2.1 Receive and verify the documents	None	5 minutes	<i>Rev Coll Clerk II or Local Rev. Coll. Officer II</i>
	2.1 Check and prepare the requested Forms	None	1 minute	
	2.2 Inform the client of the amount to be paid	None	1 minute	Municipal Treasury
3. Pay the corresponding amount	3 Receive and payment	A.F. #51 ₱138.60	5 minutes	<i>Rev Coll Clerk II or</i>



	issue receipt	Official	BIR Form 0016 ₱110 Cash Ticket ₱196.00		<i>Local Rev. Coll. Officer II</i>  Municipal Treasury
4.1 Sign the logbook	4.1 Record the transaction in the logbook		None	5 minutes	<i>Local Rev. Coll. Officer II</i>
4.2 Receive Accountable Forms	4.2 Release the Accountable Forms		None	5 minutes	Municipal Treasury
	Total		None	27 minutes	



# OFFICE OF THE MUNICIPAL MAYOR (OMM)

INTERNAL SERVICES



## 104. REQUEST FOR TRAVEL AUTHORITY

Travel Authority is usually requested by municipal employees and local officials who are leaving the Philippines, either on official or personal or private purposes. This is applicable for travel not more than 30 days. Request must be filed at least 10 calendar days prior to the date of departure.

<b>Office or Division</b>	Office of the Municipal Mayor			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G - Government to Government			
<b>Who may avail</b>	Municipal Employees and Local Officials			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Request indicating the purpose of travel (1 original copy & 1 photocopy )		Requesting Employee		
CSC Form No. 6 - Application for Leave Form for personal or private purpose (3 original copies)		Municipal Human Resource and Management Office		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Submit the Letter of Request and Leave Application to the personnel-in-charge	1.1 Receive and record the request and inform the client to be notified when request is acted	None	5 minutes	<i>Receiving/ Releasing Clerk</i>
	1.2 Forward request to the Secretary of the Mayor for verification and for Mayor's Final action	None	2 days	<i>Senior Admin. Assistant III (Private Secretary II)</i>  <i>Municipal Mayor I</i>  Office of the Mun. Mayor
2. When notified proceed to the Office of the Municipal Mayor and receive the document	2. Notify the employee that document is available for release	None	3 minutes	<i>Receiving/ Releasing Clerk</i>  Office of the Mun. Mayor



	TOTAL	None	2 days 8 minutes	
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### 105. WALK-IN DOCUMENTS FOR MAYOR'S SIGNATURE

(Payrolls, Vouchers, Checks, Requests, Certificates, Clearances, Ordinances, Appointments, Office Orders and all documents that needs approval and signature of the Mayor .)

The Municipal Mayor affixes his signature, upon request on public documents which he is authorized by law to sign in his capacity as public official.

<b>Office or Division</b>		Office of the Municipal Mayor		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G - Government to Government		
<b>Who may avail</b>		Municipal Employees and Local Officials		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Documents must be duly signed by Authorized Officers as to availability of funds and completeness of supporting documents		N/A		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Submit the documents to the personnel-in-charge	1.1 Receive and record the documents and forward to the Secretary of the Mayor	None	5 minutes	<i>Receiving/ Releasing Clerk</i>
	1.2 Verify the documents and forward to the Municipal Mayor for final action	None	2 days	<i>Senior Administrative Assistant III (Private Secretary II)</i>  <i>Municipal Mayor I</i>  Office of the Mun. Mayor
2. When notified proceed to the Office of the Municipal Mayor and receive the document	2. Notify the employee that document is acted and for release	None	3 minutes	<i>Receiving/ Releasing Clerk</i>  Office of the Mun. Mayor
TOTAL		None	2 days 8 minutes	



# OFFICE OF THE MUNICIPAL MAYOR (OMM)

EXTERNAL SERVICES





## 106. REQUEST FOR A CERTIFIED TRUE COPY FROM THE ORIGINAL DOCUMENT

This is for individual who request for a certified true copy from the original document from an authorized person responsible for issuing or keeping the original document.

<b>Office or Division</b>		Office of the Municipal Mayor		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C - Government to Citizen		
<b>Who may avail</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Original copy of the document		Individual availing the service		
Photocopy of the Original Document		Individual availing the service		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1.1 Register in the logbook at the Public Assistance and Complaints Desk (PACD)	1.1 Give Log Book to the client	None	3 minutes	<i>Public Assistance and Complaints Desk (PACD) In Charge</i>
1.2 Proceed to the Office of the Municipal Mayor	1.2 Direct client to the Office of the Municipal Mayor	None	2 minutes	<i>Public Assistance and Complaints Desk (PACD) In Charge</i>  <i>Office of the Mun. Mayor</i>
2. Present the original document and the photocopy to the personnel-in-charge	2.1 Receive and verify documents	None	5 minutes	<i>Receiving/ Releasing Clerk</i>
	2.2 Issue Order of Payment Form and instruct client to pay the required fees at the Municipal Treasury	None	5 minutes	<i>Senior Admin. Assistant III (Private Secretary II)</i>  <i>Admin. Officer IV (Info. Officer II)</i>
	2.3 Certify the Documents			<i>Office of the Mun. Mayor</i>
3.1 Pay the required fees at the Municipal	3.1 Receive Payment and Issue Official Receipt	₱ 50 per copy	10 minutes	<i>Rev. Coll. Clerk II or</i>



Treasury and get the Official Receipt				<i>Local Revenue Collection Officer II</i>
3.2 Proceed to the Office of the Municipal Mayor	3.2 Direct client to the Office of the Municipal Mayor	None	3 minutes	<i>Rev. Coll. Clerk II or Local Revenue Collection Officer II</i>
4. Present the Official Receipt & receive copy of the certified document	4. Verify the Official Receipt and release the document	None	2 minutes	Municipal Treasury <i>Receiving/ Releasing Clerk</i>
	Total	₱ 50 per copy	30 minutes	Office of the Mun. Mayor



## 107. REQUEST FOR APPOINTMENT WITH THE MAYOR

This is applicable for individuals or organizations requesting appointment to the Mayor either for personal or official business. It is a first come first served basis. Requests are communicated through personal appearance or through an email at [munlibona@gmail.com](mailto:munlibona@gmail.com).

<b>Office or Division</b>	Office of the Municipal Mayor			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C - Government to Citizen G2G - Government to Government G2B - Government to Business			
<b>Who may avail</b>	Any individual or organization who has personal or business transaction with the Mayor			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Request for Appointment		From the Individual Concerned		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1.1 Register in the logbook at the Public Assistance and Complaints Desk (PACD)	1.1 Give Log Book to the client	None	3 minutes	<i>Public Assistance and Complaints Desk (PACD) In Charge</i>
1.2 Proceed to the Office of the Municipal Mayor	1.2 Direct client to the Office of the Municipal Mayor	None	2 minutes	<i>Public Assistance and Complaints Desk (PACD) In Charge</i>  <i>Office of the Mun. Mayor</i>
2. Present the Letter Request to the personnel-in-charge	2.1 Receive, verify the document and record the transaction.	None	2 minutes	<i>Receiving/ Releasing Clerk</i>
	2.2 Inform the client to be notified when request is acted upon by the Mun. Mayor	None	5 minutes	<i>Senior Admin. Assistant III (Private Secretary II) or Admin. Officer IV ( Info. Officer II)</i>



	2.3 Forward to the Secretary of the Mun. Mayor for Mayor's final action	None	2 days	<i>Executive Assistant IV Municipal Mayor I</i>  Office of the Mun. Mayor
3. When notified, proceed to the Office of the Municipal Mayor on the scheduled date of appointment	3. Notify the client on the scheduled appointment with the Municipal Mayor	None	5 minutes	<i>Receiving/ Releasing Clerk</i>  Office of the Mun. Mayor
	TOTAL	None	2 days 17 minutes	

## 108. REQUEST FOR BENCHMARKING VISITS

Requested by other LGUs to spark innovation, compare LGU performance, processes and practices. Requests are communicated through personal appearance or through email at [munlibona@gmail.com](mailto:munlibona@gmail.com). at least 10 working days prior to the actual date of the visit.

<b>Office or Division</b>	Office of the Municipal Mayor			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G - Government to Government			
<b>Who may avail</b>	Local Government Units			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Letter of Request indicating the purpose, date and number of personnel visiting the LGU (1original copy & 1 photocopy )			Requesting Agency	
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1.1 Register in the logbook at the Public Assistance and Complaints Desk (PACD)	1.1 Give Log Book to the client	None	3 minutes	<i>Public Assistance and Complaints Desk (PACD) In Charge</i>
1.2 Proceed to the Office of the Municipal Mayor	1.2 Direct client to the Office of the Municipal Mayor	None	2 minutes	<i>Public Assistance and Complaints Desk (PACD) In Charge</i>  Office of the Mun. Mayor
2.1 Submit the Letter Request and wait for the received copy	2.1 Receive and record the transaction. Advise the client to be notified.	None	3 minutes	<i>Receiving/ Releasing Clerk</i>
	2.2 Forward to the Secretary of the Mun. Mayor for final action	None	2 days	<i>Senior Admin. Assistant III (Private Sec. II) or Admin. Officer IV ( Info Officer II)</i>
	2.3 Prepare a reply letter and has it signed by the Municipal Mayor	None	1 hour	<i>Municipal Mayor I</i>  Office of the Mun. Mayor



3. When notified proceed to the Office of the Municipal Mayor and get a copy of the document and sign the Log Book	3. Notify the client that document is available for release	None	5 minutes	<i>Receiving/ Releasing Clerk</i>  Office of the Mun. Mayor
	TOTAL	None	2 days 1 hour 13 minutes	



## 109. REQUEST FOR CERTIFICATE OF APPEARANCE

This Certification is issued upon request of any individual or group who personally appeared in the LGU for Official Business. It certifies that an individual has actually appeared on a specific date. Signed by the Authorized Officer.

<b>Office or Division</b>	Office of the Municipal Mayor			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2B - Government to Business G2G - Government to Government			
<b>Who may avail</b>	Government Employees, Business Owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Valid ID (1 original copy)		Respective Agency		
Approved Travel Order (1 photocopy)		Respective Agency		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1.1 Register in the logbook at the Public Assistance and Complaints Desk (PACD)	1.1 Give Log Book to the client	None	3 minutes	<i>Public Assistance and Complaints Desk (PACD) In Charge</i>
1.2 Proceed to the Office of the Municipal Mayor	1.2 Direct client to the Office of the Municipal Mayor	None	2 minutes	<i>Public Assistance and Complaints Desk (PACD) In Charge</i>  <i>Office of the Mun. Mayor</i>
2.State the purpose and present the requirements to the personnel-in-charge	2.1 Receive and verify the documents	None	2 minutes	<i>Receiving/ Releasing Clerk</i>
	2.2 Prepare the Certificate of Appearance and has it signed by the Authorized Officer	None	5 minutes	<i>Admin. Officer IV (Info. Officer II) Exec Assistant IV or Municipal Mayor I</i>



				Office of the Mun. Mayor
3. Receive the Certificate of Appearance and sign the Log Book	3. Release the Certificate of Appearance	None	3 minutes	<i>Receiving/ Releasing Clerk</i>  Office of the Mun. Mayor
TOTAL		None	15 minutes	

## 110. REQUEST FOR LECTURES AND/OR TRAININGS

This undertaking involves receiving requests from other government offices, agencies, private institutions and academe, for individuals or offices to facilitate lectures or trainings and to appear for technical assistance. These requests often specify the desired topic, specific date and target audience. Requests are communicated through personal appearance or through an email at [munlibona@gmail.com](mailto:munlibona@gmail.com). at least 10 working days prior the actual date of lecture and/or training.

<b>Office or Division</b>	Office of the Municipal Mayor			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G - Government to Government G2C - Government to Citizen G2B - Government to Business			
<b>Who may avail</b>	Government Offices/Agencies/ Organizations Barangay Government Units Schools Private Institutions			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Request indicating the purpose, Number of Participants and Inclusive Dates (1 original copy & 1 photocopy )		Requesting Agency		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1.1 Register in the logbook at the Public Assistance and	1.1 Give Log Book to the client	None	3 minutes	<i>Public Assistance and Complaints Desk (PACD) In Charge</i>



<p>Complaints Desk (PACD)</p> <p>1.2 Proceed to the Office of the Municipal Mayor</p>	<p>1.2 Direct client to the Office of the Municipal Mayor</p>	<p>None</p>	<p>2 minutes</p>	<p><i>Public Assistance and Complaints Desk (PACD) In Charge</i></p> <p>Office of the Mun. Mayor</p>
<p>2. Submit the Letter of Request and wait for the received copy</p>	<p>2.1 Receive and record the transaction. Advise the client to be notified.</p>	<p>None</p>	<p>3 minutes</p>	<p><i>Receiving/ Releasing Clerk</i></p>
	<p>2.2 Forward to the Secretary of the Mun. Mayor for Mayor's final action</p>	<p>None</p>	<p>2 days</p>	<p><i>Senior Administrative Assistant III (Private Sec. II)</i> <i>Admin. Officer IV (Info Officer II)</i></p>
	<p>2.3 Notify the employee concerned to facilitate the request</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Senior Admin. Assistant III (Private Sec. II)</i> <i>Admin. Officer IV (Info Officer II)</i></p>
	<p>2.4 Prepare a reply letter and has it signed by the Municipal Mayor</p>	<p>None</p>	<p>1 hour</p>	<p><i>Municipal Mayor I</i></p> <p>Office of the Mun. Mayor</p>
<p>3. When notified proceed to the Office of the Municipal Mayor and get a copy of the document and sign the Log Book</p>	<p>3. Notify the client that document is available for release</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Receiving/ Releasing Clerk</i></p> <p>Office of the Mun. Mayor</p>
<p>TOTAL</p>		<p>None</p>	<p>2 days 1 hour 23 minutes</p>	



## 111. REQUEST FOR MAYOR’S CLEARANCE & CERTIFICATION

This document is issued to bonafide residents of the municipality stating that he/she has no pending case filed in jurisdiction of the municipality, of good moral character and is a law-abiding citizen. Usually required when applying for local and overseas employment, applying for license for firearms ownership and for reference purposes.

<b>Office or Division</b>	Office of the Municipal Mayor			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C - Government to Citizen			
<b>Who may avail</b>	All Residents of Libona			
<b>CHECKLIST OF REQUIREMENTS FOR MAYOR’S CLEARANCE</b>		<b>WHERE TO SECURE</b>		
Latest Community Tax Certificate or CEDULA (1 original copy)		Municipal Treasury- Municipal Hall or Barangay Treasurer- Barangay Hall		
Police Clearance ( 1 original copy)		Philippine National Police		
Barangay Clearance (1 original copy)		Barangay Hall – Barangay Secretary		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1.1 Register in the logbook at the Public Assistance and Complaints Desk (PACD)	1.1 Give Log Book to the client	None	3 minutes	<i>Public Assistance and Complaints Desk (PACD) In Charge</i>
1.2 Proceed to the Office of the Municipal Mayor	1.2 Direct client to the Office of the Municipal Mayor	None	2 minutes	<i>Public Assistance and Complaints</i>

				Desk (PACD) In Charge Office of the Mun. Mayor
2. Submit the requirements to the personnel-in-charge	2.1 Receive, evaluate and assess the requirements	None	10 minutes	Receiving/ Releasing Clerk
	2.2 Issue Order of Payment Form and instruct client to pay the required fees at the Municipal Treasury	None	5 minutes	Receiving/ Releasing Clerk
	2.3 Encode and print the document and forward to the Executive Assistant for review and affixing initials	None	10 minutes	Admin Officer IV (Info. Officer II)
	2.4 Forwards document to the desk of the Mun. Mayor for signature	None	1 hour	Exec. Assistant IV Municipal Mayor I  Office of the Municipal Mayor
3.1 Pay the required fees at the Municipal Treasury and get the Official Receipt  3.2 Proceed to the Office of the Municipal Mayor	3.1 Receive Payment and Issue Official Receipt	₱ 55 ₱ 30 DST	10 minutes	Rev Coll. Clerk II or Local Revenue Collection Officer II
	3.2 Direct client to the Office of the Municipal Mayor	None	3 minutes	Rev. Coll. Clerk II or Local Revenue Collection Officer II  Municipal Treasury
4. Present the Official Receipt and receive copy of the clearance or certificate	4. Verify the Official Receipt and release the document	None	2 minutes	Receiving/ Releasing Clerk  Office of the Mun. Mayor
		₱ 85	1 hour	



			45 minutes	
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## 112. REQUEST FOR MAYOR’S PERMIT TO CONDUCT GROUP/ FUND RAISING ACTIVITIES

This is given to individuals or organizations or who request for Permit to hold group activities such as disco, political rally, promotional sales and the like.

<b>Office or Division</b>	Office of the Municipal Mayor		
<b>Classification</b>	Simple		
<b>Type of Transaction</b>	G2B Government to Business		
<b>Who may avail</b>	Non Government Organizations or Private Businesses who wish to conduct group activities		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
Letter of Request addressed to the Mayor with the following information: a. Name of Organization with office address and SEC number if applicable b. Name of contact person c. Name of Activity d. Inclusive Dates e. Purpose of Activity f. Ticket Prices ( For Fund Raising activity) g. Raffle Prizes (For Fund Raising Activity) h. Date of Draw (For Fund Raising Activity)		Company availing the service	
Barangay Clearance or Certification where to hold the activity (1 original copy)		Barangay Hall- Barangay Secretary	
Schedule/Flow of Activity (1 original copy)		Company availing the service	



<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1.1 Register in the logbook at the Public Assistance and Complaints Desk (PACD)	1.1 Give Log Book to the client	None	3 minutes	<i>Public Assistance and Complaints Desk (PACD) In Charge</i>
1.2 Proceed to the Office of the Municipal Mayor	1.2 Direct client to the Office of the Municipal Mayor	None	2 minutes	<i>Public Assistance and Complaints Desk (PACD) In Charge</i>  Office of the Mun. Mayor
2. Submit documents to the personnel-in-charge	2.1 Receive, evaluate and assess the requirements	None	10 minutes	<i>Receiving/ Releasing Clerk</i>
	2.2 Issue the Order of Payment and direct client to the Municipal Treasury Office for payment	None	5 minutes	<i>Receiving/ Releasing Clerk</i>
	2.4 Encode and print the document and forward to the Executive Assistant for review and affixing initials	None	10 minutes	<i>Executive Assistant IV</i>
	2.5 Forwards document to the desk of the Mun. Mayor for approval	None	10 minutes	<i>Municipal Mayor</i>
3.1 Pay the required fees at the Municipal Treasury and get the Official Receipt	3.1 Receive Payment and Issue Official Receipt	₱1,000	10 minutes	<i>Rev. Coll. Clerk II or Local Rev. Coll. Officer II</i>
3.2 Proceed to the Office of the Municipal Mayor	3.2 Direct client to the Office of the Municipal Mayor	None	3 minutes	<i>Rev Coll Clerk II or</i>



				Local Rev. Col./ Officer II
				Mun. Treasury
4. Present the Official Receipt and receive copy of the Mayor's Permit	4. Verify the Official Receipt and release the document	None	2 minutes	Receiving/ Releasing Clerk
				Office of the Mun. Mayor
	TOTAL	₱1,000	55 minutes	

### 113. REQUEST TO ADMINISTER OATH OF OFFICE

The clients come to the office and request the Mun. Mayor to administer their Oath of Office, which is typically requested by duly elected and appointed Municipal and Barangay officials. An oath is reminder of the sacred bond between the leaders and the community, emphasizing the importance of transparency, accountability and integrity in governance.

<b>Office or Division</b>	Office of the Municipal Mayor			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G - Government to Government			
<b>Who may avail</b>	Municipal and Barangay Officials			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Oath Office (3 original copies)		Respective Barangay		
Community Tax Certificate (1 original copy)		Municipal Treasury Office or Barangay Treasurer of Respective Barangay		
Personal Data Sheet (1 original copy)		Requesting Individual		
Barangay Clearance (1 original copy)		Barangay Hall- Barangay Secretary		
2x2 ID picture (2 pcs)		Requesting Individual		
1 Set Documentary Stamp		Bureau of Internal Revenue (BIR)		
For Barangay IPMR - Certificate of Affirmation ( 1 original copy)		National Commission on Indigenous People (NCIP)		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1.1 Register in the logbook at the Public Assistance	1.1 Give Log Book to the client	None	3 minutes	Public Assistance and Complaints Desk (PACD) In Charge



and Complaints Desk (PACD)				<i>Public Assistance and Complaints Desk (PACD) In charge</i>
1.2 Proceed to the Office of the Municipal Mayor	1.2 Direct client to the Office of the Municipal Mayor	None	2 minutes	Office of the Mun. Mayor
2.1 State the purpose and submit the requirements to the personnel-in-charge	2.1 Receive, verify the documents and record the transaction.	None	2 minutes	<i>Receiving/ Releasing Clerk</i>
2.2 Wait for the notification	2.2 Inform the client to be notified when request is acted upon by the Mun. Mayor	None	5 minutes	<i>Senior Admin. Assistant III (Private Secretary II) or Admin. Officer IV ( Information Officer II)</i>
	2.3 Forward to the Secretary of the Mayor for Mayor's final action	None	1 day	<i>Exec. Assistant IV Municipal Mayor I</i>  Office of the Mun. Mayor
3. Receive the notification and proceed to the Office of the Municipal Mayor for the Oath Taking Ceremony	3. Notify the client on the confirmation and schedule of the Oath Taking Ceremony	None	1 day	<i>Senior Admin. Assistant III (Private Secretary II) or Admin. Officer IV ( Inform. Officer II)</i>  Office of the Mun. Mayor
	Total	None	2 days 12 Minutes	



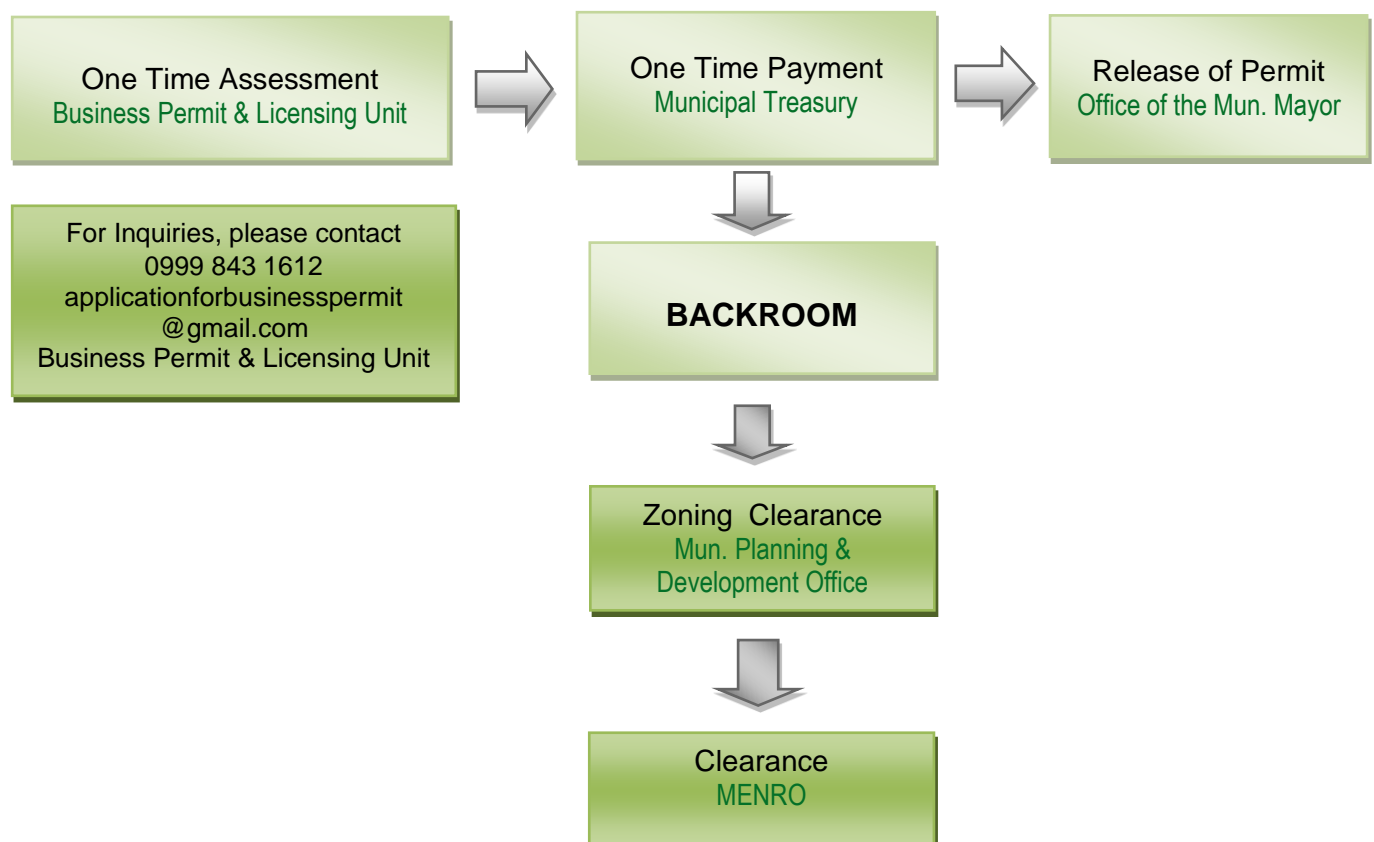
**OFFICE OF THE MUNICIPAL MAYOR**  
**Business Permit & Licensing Office**  
**(BPLO)**  
**and Economic Affairs Office**





## EXTERNAL OFFICE

# Processing of Business Permit





## 114. APPLICATION FOR NEW BUSINESS PERMIT

A Business Permit, also known as a Mayor’s Permit is a government license secured from the LGU. It entitles and enables a business to legally operate and do business within the municipality. All businesses are required to obtain Mayor’s Permit and Business License before they engage in any business. It is also a way to ensure payment of business taxes and dues to the LGU and following health and safety standards. Business permit must be renewed annually.

<b>Office or Division:</b>	Office of the Municipal Mayor- Business Permit and Licensing Office	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2B - Government to Business	
<b>Who may avail:</b>	All Business Operators	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
a. Proof of Business Registration i.e. Certificate of Registration (1 original and 1 photocopy)		
i. Issued by the SEC for all kinds of Corporations	Securities and Exchange Commission (SEC)	
ii. Issued by the Cooperative Development Authority for cooperatives	Cooperative Development Authority (CDA)	
iii. Issued by the DTI for sole proprietor;	Department of Trade and Industry /Negosyo Center	



<p>b. Proof of right of applicant to use location as business address, which may include any of the following;</p> <p>i.If owned, proof of ownership Transfer Certificate of Title or Tax Declaration</p> <p>ii.If not owned by the applicant – Contract of Lease, Memorandum of Agreement, or written consent of property owner</p>		Municipal Assessment Office		
		Business Operator		
c. Location Plan or Sketch of the Location, clearly showing where the business premises is located		Business Operator		
d. Fire Safety Certificate for Occupancy, valid in the last 9 months (requirement of BFP)		Bureau of Fire Protection		
e. Applicants with valid FSIC for occupancy, Affidavit of undertaking that there had been no substantial changes made on the building/establishment given the FSIC(requirement of BFP)		Bureau of Fire Protection		
Client Steps	Agency Actions	Fees to be paid	Processing time	Person Responsible
1. Submit the required documents to the BPLO Personnel for assessment and verification	1.1. Receive the required documents and check for completeness and issue Application Form	None	10 Minutes	<i>Admin. Aide VI (Clerk III)</i> <i>Admin. Aide VI (License Inspector I)</i> <i>Licensing Officer II</i>
	1.2 If requirements are complete, start backroom processing and one-time-assessment of taxes, fees and charges and issue the Order of Payment	None	3 hours	<i>Admin. Aide VI (Clerk III)</i> <i>Admin. Aide VI (License Inspector I)</i> <i>Licensing Officer II</i>  Business Permit and Licensing Office
2. Pay the required fees at the Municipal Treasury	2. Accept the payment based on the assessment	See Table Below	20 minutes	<i>Rev. Coll.Clerk II</i> <i>Local Rev. Coll. Officer II</i>  Municipal Treasury



and secure Official Receipt	form and issue Official Receipt			
3. Return to the Business Permit and Licensing Office and receive the Business Permit	3. Check the Official Receipt and issue/release the Business Permit	None	20 minutes	<i>Admin. Aide VI (License Inspector I)</i> <i>Licensing Officer II</i>  Business Permit and Licensing Office
TOTAL		See table below	3 hours 50 minutes	

<b>SCHEDULE OF PAYMENT</b>	
Tax on Newly-Started Business	One-Twentieth of One Percent (1/20 of 1%) of the Capital Investment
On peddlers engaged in sale of any merchandise or article of commerce	Not exceeding ₱50.00 per Peddler Annually
On Operators of Public Utility Vehicles except Tricycle: Air-Conditioned Buses Buses without Air Conditioning "Mini" Buses Jeepneys/Multicab/Vans Taxis	₱ 1,000/Unit ₱ 800/unit ₱ 500/unit ₱ 300/unit ₱ 300/unit
2.1 Business Size Definition Characteristics	Asset Size & No. Of Workers
Cottage Small Medium Large	₱ 500,000 and below & 1-10 workers Over ₱ 500,000 to ₱ 5M & 11-99 workers Over ₱ 5M to ₱ 20M & 100-199 workers Over ₱ 20M & 200 and above workers
For Piggery/Heads	1 sow and 10 heads and below 2 sows and 11 to 20 heads More than 2 sows and more than 20 heads
For Poultry/Heads/Birds	Max of 500 heads
Cottage	



	501-5000 heads
Small	Over 5000 heads to less than 10,000 heads
Medium	10,000 heads and over
Large	
<b>2.1 Mayor's Permit</b>	
<b>a. Manufacturers/Importers/Producers</b>	
Cottage	₱ 500
Small	₱ 2 000
Medium	₱ 4 000
Large	₱ 7 000
<b>b. Banks</b>	
Rural, Thrift and Savings Banks	₱ 3 000
Commercial, Industrial & Dev. Banks	₱ 7 000
Universal Banks	₱ 11 000
<b>c. Other Financial Institutions</b>	
Small	₱ 2 000
Medium	₱ 4 000
Large	₱ 6 000
<b>d. On Contractors/Service Establishments</b>	
Cottage	₱ 200
Small	₱ 500
Medium	₱1 000
Large	₱1 500
<b>e. On wholesalers/Retailers/Dealers or Distributors</b>	
Cottage	₱ 200
Small	₱ 400
Medium	₱ 800
Large	₱ 1 000
<b>Regulatory Fees for Business:</b>	
Sanitary Permit	₱ 100
Sanitary permit for Poultry and Piggeries	₱ 700
Medical Certification	₱ 50
Weight And Measures	₱ 100-2
Occupational Fee	₱ 150/employee
Locational Fee	₱ 100
Tax Clearance	₱ 110



## 115. APPLICATION FOR RENEWAL OF BUSINESS PERMIT

Business Permits are renewed every year. Renewal period is from January 1 to January 20 of every year. During this period, the LGU sets up a physical Business One Stop Shop (BOSS) that can be found inside the Municipal Hall to receive and process manual submission of applications. However, Business Permit can also be renewed on the anniversary date of issuance this is pursuant to Ordinance No. 21-195. Penalties are imposed on businesses that fail to renew their business permits on or before the prescribed period.

<b>Office or Division:</b>	Office of the Municipal Mayor- Business Permit and Licensing Office	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2B-Government to Business	
<b>Who may avail:</b>	All Business Operators	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
1. Proof of annual gross receipts which may include : i. Audited financial statement (AFS) or unaudited AFS for those who are not required to file AFS with the BIR or ii. Sworn declaration of Gross Receipt Sales or Receipt or iii. Income Tax Return	Business Proprietor	Business Proprietor
	Business Proprietor	Business Proprietor
	Business Proprietor	Business Proprietor



Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
1. Submit Application Form with the required documents to the BPLO Personnel for assessment and verification	1.1 Receive the required documents and check for completeness and issue Application Form	None	5 minutes	<i>Admin. Aide VI (Clerk III)</i> <i>Admin. Aide VI (License Inspector I)</i> <i>Licensing Officer II</i>
	1.2. If all the requirements are complete, start processing backroom and conduct one-time- assessment of taxes, fees and charges and issue the assessment form	None	2 hours	<i>Admin. Aide VI (Clerk III)</i> <i>Admin. Aide VI (License Inspector I)</i> <i>Licensing Officer II</i>  Business Permit and Licensing Office
2. Pay the required fees at the Municipal Treasury and secure Official Receipt	2. Accept the payment based on the assessment form and issue Official Receipt	See Table Below	20 minutes	<i>Revenue Coll. Clerk II</i> <i>Local Rev. Coll. Officer II</i>  Municipal Treasury
3. Return to the Business Permit and Licensing Office and receive the Business Permit	3. Check the Official Receipt and issue/ release the Business Permit	None	20 minutes	<i>Admin. Aide VI (License Inspector I)</i> <i>Licensing Officer II</i>  Business Permit and Licensing Office
<b>TOTAL</b>		See table below	2 hour 45 minutes	

### SCHEDULE OF FEES FOR THE RENEWAL OF BUSINESS

On manufacturers, assemblers, repackers, processors, brewers, distillers, rectifiers, and compounders or liquors, distilled spirits, and wines or manufacturers of any article of commerce of whatever kind or nature. In accordance with the following schedule:

AMOUNT OF GROSS SALES/RECEIPTS FOR THE PRECEDING CALENDAR YEAR	TAX PER ANNUM
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Less than 10, 000.00	₱ 217.80
10, 000.00 or more but less than 15,000.00	₱ 290.40
15, 000.00 or more but less than 20,000.00	₱ 398.64
20, 000.00 or more but less than 30,000.00	₱ 580.80
30, 000.00 or more but less than 40,000.00	₱ 871.20
40, 000.00 or more but less than 50,000.00	₱ 1,089
50, 000.00 or more but less than 75,000.00	₱ 1,742.40
75, 000.00 or more but less than 100,000.00	₱ 2,178
100,000.00 or more but less than 150,000.00	₱ 2,904
150,000.00 or more but less than 200,000.00	₱ 3,630
200,000.00 or more but less than 300,000.00	₱ 5,082
300,000.00 or more but less than 500,000.00	₱ 7,260
500,000.00 or more but less than 750,000.00	₱ 10,560
750,000.00 or more but less than 1,000,000.00	₱ 13,200
1,000,000.00 or more but less than 2,000,000.00	₱ 18,150
2,000,000.00 or more but less than 3,000,000.00	₱ 21,780
3,000,000.00 or more but less than 4,000,000.00	₱ 26,136
4,000,000.00 or more but less than 5,000,000.00	₱ 30,492
5,000,000.00 or more but less than 6,500,000.00	₱ 32,175
6,500,000.00 or more	At a rate not exceeding fifty percent (50%) of one percent (1%) of the amount more than 6,500,000.00
The preceding rates shall apply only to the amount of domestic sales of manufacturers, assemblers, repackers, processors, brewers, distillers, rectifiers and compounders of liquors, distilled spirits, and wines or manufacturers of any article of commerce of whatever kind or nature other than those enumerated under paragraph (c) of this Section.	

On wholesalers, distributors and dealers in any article of commerce of whatever kind or nature in accordance with the following schedules:	
<b>AMOUNT OF GROSS SALES/RECEIPTS FOR THE PRECEDING CALENDAR YEAR</b>	<b>TAX PER ANNUM</b>
Less than ₱ 1000.00	₱ 26.35
1,000.00 or more but less than 2,000.00	₱ 48.32
2,000.00 or more but less than 3,000.00	₱ 73.21
3,000.00 or more but less than 4,000.00	₱ 105.41





4,000.00 or more but less than 5,000.00	₱ 146.41
5,000.00 or more but less than 6,000.00	₱ 177.15
6,000.00 or more but less than 7,000.00	₱ 209.36
7,000.00 or more but less than 8,000.00	₱ 241.58
8,000.00 or more but less than 10,000.00	₱ 273.79
10,000.00 or more but less than 15,000.00	₱ 322.10
15,000.00 or more but less than 20,000.00	₱ 402.02
20,000.00 or more but less than 30,000.00	₱ 483.15
30,000.00 or more but less than 40,000.00	₱ 644.20
40,000.00 or more but less than 50,000.00	₱ 966.30
50,000.00 or more but less than 75,000.00	₱ 1,449.46
75,000.00 or more but less than 100,000.00	₱ 1,932.61
100,000.00 or more but less than 150,000.00	₱ 2,737.87
150,000.00 or more but less than 200,000.00	₱ 3,543.12
200,000.00 or more but less than 300,000.00	₱ 4,831.20
300,000.00 or more but less than 500,000.00	₱ 6,442.04
500,000.00 or more but less than 750,000.00	₱ 9,663.06
750,000.00 or more but less than 1,000,000.00	₱ 12,686.08
1,000,000.00 or more but less than 2,000,000.00	₱ 14,641
2,000,000.00 or more	At a rate not exceeding fifty percent (50%) of one percent (1%) of the amount more than 2,000,000.00
The businesses enumerated in paragraph (a) above shall no longer be subject to the tax on wholesalers, distributors, or dealers herein provided for:	
<p>a. On exporters, and on manufacturers, millers, producers, wholesalers, distributors, dealers of essential commodities enumerated hereunder at a rate not exceeding one-half (1/2) of the rates prescribed under subsections (a), (b), and (d) of this Article;</p> <ol style="list-style-type: none"> <li>1. Rice and Corn;</li> <li>2. Wheat or cassava flour, meat, dairy products, locally manufactured, processed or preserved food, sugar, salt and agricultural marine, and fresh water products, whether in their original state or not;</li> <li>3. Cooking oil and cooking gas;</li> <li>4. Laundry soap, detergents, and medicine;</li> <li>5. Agricultural implements, equipment and post-harvest facilities, fertilizers, pesticides, insecticides, herbicides and other farm inputs;</li> <li>6. Poultry feeds and other animal feeds;</li> <li>7. School supplies and</li> </ol>	



8. Cement

For the purpose of this provision, the term exporters shall refer to those who are principally engaged in the business of exporting goods and merchandise, as well as manufacturers and producers whose goods or products are both sold domestically and abroad. The amount of export sales shall be excluded from the total sales and shall be subject to the rates not exceeding one half (1/2) of the rates prescribed under paragraph (a), (b), and (d) of this Article.

b. On retailers.

<b>AMOUNT OF GROSS SALES/RECEIPTS FOR THE PRECEDING CALENDAR YEAR</b>	<b>TAX RATE PER ANNUM</b>
₱ 400,000.00 or less	2%
more than ₱ 400,000.00	1%

The rate of two percent (2%) per annum shall be imposed on sales not exceeding Four Hundred Thousand Pesos (₱ 400,000.00) while the rate of one percent (1%) per annum shall be imposed on sales in excess of the first Four Hundred Thousand Pesos (₱ 400,000.00).

However, as provided by R.A. 7160 and its Implementing Rules, barangays shall have the exclusive power to levy taxes on stores whose gross sales or receipts of the preceding calendar year does not exceed Thirty Thousand Pesos (₱30,000.00) subject to existing laws and regulations

c. On contractors and other independent contractors in accordance with the following schedule.

<b>AMOUNT OF GROSS SALES/RECEIPTS FOR THE PRECEDING CALENDAR YEAR</b>	<b>TAX PER ANNUM</b>
Less than ₱ 5,000.00	₱ 66.55
5,000.00 or more but less than 10,000.00	₱ 133.10
10,000.00 or more but less than 15,000.00	₱ 199.65
15,000.00 or more but less than 20,000.00	₱ 266.20
20,000.00 or more but less than 30,000.00	₱ 401.96
30,000.00 or more but less than 40,000.00	₱ 563.68
40,000.00 or more but less than 50,000.00	₱ 805.25
50,000.00 or more but less than 75,000.00	₱ 1,288.40
75,000.00 or more but less than 100,000.00	₱ 1,932.61
100,000.00 or more but less than 150,000.00	₱ 2,898.92
150,000.00 or more but less than 200,000.00	₱ 3,865.22
200,000.00 or more but less than 250,000.00	₱ 5,314.68
250,000.00 or more but less than 300,000.00	₱ 6,764.14



300,000.00 or more but less than 400,000.00	₱ 9,018.82
400,000.00 or more but less than 500,000.00	₱ 12,078.82
500,000.00 or more but less than 750,000.00	₱ 13,542.92
750,000.00 or more but less than 1,000,000.00	₱ 15,007.25
1,000,000.00 or more but less than 2,000,000.00	₱ 16,837.15
2,000,000.00 or more	At a rate not exceeding fifty percent (50%) of one percent (1%) of the amount more than 2,000,000.00

Provided, that in no case shall the tax on gross sales of Two Million Pesos (₱ 2,000,000.00) or more be less than Twelve Thousand Six Hundred Fifty Pesos (₱ 12,650.00).

For purposes of this section, the tax on multi-year projects undertaken general engineering, general building, and specialty contractors shall initially be based on the total contract price, payable in equal annual installments within the project term.

Upon completion of the project, the taxes shall be recomputed on the basis of the gross receipts for the preceding calendar years and the deficiency tax, if there be any, shall be collected as provided in this Code or the excess tax payment shall be refunded.

In cases of projects completed within the year, the tax shall be based upon the contract price and shall be paid upon the issuance of the Mayor's Permit.

- a. On banks and other financial institutions, at the rate of fifty percent of one percent (50% of 1%) of the gross receipts of the preceding calendar year derived from interest, commissions and discounts from lending activities, income from financial leasing, dividends, rentals on property, and profit from exchange or sale of property, insurance premium. All other income and receipts not herein enumerated shall be excluded in the computation of the tax.
- b. On the businesses hereunder enumerated:
  1. Cafes, cafeterias, ice cream and other refreshment parlors, restaurants, carinderias or food caterers;
  2. Amusement places, including places wherein customers thereof actively participate without making bets or wagers, including but not limited to, karaoke bars, swimming pools, resorts and other similar places, billiard and pool tables, bowling alleys, circuses, carnivals, merry-go-rounds, roller coasters, ferris wheels, swings, shooting galleries, and other similar contrivances, boxing stadia, cockpits and other similar establishments;
  3. Lessors, dealers, brokers of real estate;
  4. On boarding houses and apartments;
  5. Subdivision owners/ Private Cemeteries and Memorial Parks;
  6. Privately-owned markets;
  7. Hospitals, medical clinics, dental clinics, therapeutic clinics, medical laboratories, dental laboratories;
  8. Operators of Cable Network System;
  9. Operators of computer services establishment;



10. General consultancy services; All other similar activities consisting essentially of the sales of services for a fee.	
<b>AMOUNT OF GROSS SALES/RECEIPTS FOR THE PRECEDING CALENDAR YEAR</b>	<b>TAX PER ANNUM</b>
Less than 5,000.00	₱ 73.21
5,000.00 or more but less than 10,000.00	₱ 146.41
10,000.00 or more but less than 15,000.00	₱ 219.61
15,000.00 or more but less than 20,000.00	₱ 292.82
20,000.00 or more but less than 30,000.00	₱ 439.23
30,000.00 or more but less than 40,000.00	₱ 585.64
40,000.00 or more but less than 50,000.00	₱ 998.25
50,000.00 or more but less than 75,000.00	₱ 1,098.08
75,000.00 or more but less than 100,000.00	₱ 1,464.10
100,000.00 or more but less than 150,000.00	₱ 2,196.15
150,000.00 or more but less than 200,000.00	₱ 2,928.20
200,000.00 or more but less than 250,000.00	₱ 3,660.25
250,000.00 or more but less than 300,000.00	₱ 4,396.30
300,000.00 or more but less than 400,000.00	₱ 5,856.40
400,000.00 or more but less than 500,000.00	₱ 7,320.50
500,000.00 or more but less than 750,000.00	₱ 10,980.75
750,000.00 or more but less than 1,000,000.00	₱ 13,443.10
1,000,000.00 or more but less than 2,000,000.00	₱16,238.20
2,000,000.00 or more	At a rate not exceeding fifty percent (50%) of one percent (1%) of the amount more than 2,000,000.00
<p>On peddlers engaged in the sale of any merchandise or article of commerce, at the rate of (not exceeding ₱ 50.00) per peddler annually.</p> <p>Delivery trucks, vans or vehicles used by manufacturers, producers, wholesalers, dealers or retailers enumerated under Section 141 of R.A. 7160 shall be exempted from the peddler tax herein imposed.</p> <p>The tax herein imposed shall be payable within the first twenty (20) days of January. An individual who will start to peddle merchandise or articles of commerce after January 20 shall pay the full amount of the tax before engaging in such activity.</p>	



i. On operators of public utility vehicles except tricycle maintaining for the purpose of carrying passengers from this municipality under a certificate of public convenience and necessity or similar franchises:

Air-conditioned buses ₱ 1,000.00 per unit Buses without air conditioning 800.00 per unit "Mini" buses 500.00 per unit Jeepneys/Multicab/Vans 300.00 per unit Taxis 300.00 per unit

Section 2. Presumptive Income Level. For every tax period, the municipal treasury Office shall prepare a stratified schedule of "presumptive income level" to approximate the gross receipt of each business classification.

## 116. APPLICATION FOR SPECIAL PERMIT

Issued to a person, firm, organization, group or corporation which intends to conduct an event or business within the municipality for a limited period.

<b>Office or Division:</b>	Office of the Municipal Mayor- Business Permit and Licensing Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B - Government to Business			
<b>Who may avail:</b>	All Business Operators that ambulant or not permanent in nature			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Intent (1 original copy)		Business Proprietor availing the service		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Submit required documents to the BPLO Personnel for assessment and verification	1.1. Receive the required documents and check for completeness and issue Application Form	None	10 minutes	<i>Admin. Aide VI (Clerk III)</i> <i>Admin. Aide VI (License Inspector I)</i> <i>License Officer II</i>



	<p>1.2. If all the requirements are complete, encode necessary business information, conduct one-time-assessment of taxes, fees and charges and issue the Order of Payment</p> <p>1.3 Start processing the request by going through the backroom offices</p>	<p>None</p> <p>None</p>	<p>10 minutes</p> <p>30 minutes</p>	<p><i>Admin. Aide VI (Clerk III)</i> <i>Admin. Aide VI (License Inspector I)</i> <i>License Officer II</i></p> <p><i>Admin. Aide VI (Clerk III)</i> <i>Admin. Aide VI (License Inspector I)</i> <i>License Officer II</i></p> <p>Business Permit and Licensing Office</p>
2. Pay the required fees at the Municipal Treasury and secure Official Receipt	2. Accept the payment based on the assessment form and issued Official Receipt	See Table Below	20 minutes	<p><i>Rev. Coll. Clerk II</i> <i>Local Rev. Coll. Officer II</i></p> <p>Municipal Treasury</p>
3. Return to the Business Permit and Licensing Office and receive the Business Permit	3. Check the Official Receipt and issue/release the Business Permit	None	10 minutes	<p><i>Admin. Aide VI (Clerk III)</i> <i>Admin. Aide VI (License Inspector I)</i> <i>License Officer II</i></p> <p>Business Permit and Licensing Office</p>
<b>TOTAL</b>		See table below	1 hour 20 minutes	

### SCHEDULE OF PAYMENT

Taxes or ambulant and itinerant amusement operators during fiestas and fairs at the following rates:



Circus Carnivals	1,000.00 for 7 days or less and an additional 250.00 of per week there after.
Merry-Go round, roller couster, ferris wheel, swing, shooting gallery, and other similar contrivances.	1,000.00 for 7 days or less and an additional 250.00 of per week there after.
Sports context/exhibitions	1,000.00 for 7 days or less and an additional 250.00 of per week there after.
Caravans (Products)	1,000.00 for 7 days or less and an additional 300.00 of per week there after.
Ukay-ukay displays and the like	1,000.00 for 7 days or less and an additional 200.00 per week there after.
Food stalls and the like	300.00 for 7 days or less and an additional 100.00 per week there after.

## 117. APPLICATION FOR RETIREMENT OF BUSINESS

Upon cessation/termination of business operation, the taxpayer shall apply for business retirement. All taxes, fees, and other regulatory charges that are due and collectible must be first paid before approval.

<b>Office or Division:</b>	Office of the Municipal Mayor- Business Permit and Licensing Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B - Government to Business			
<b>Who may avail:</b>	All Business Operators			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Latest Business Permit (1 photocopy )		Business Proprietor		
Official Receipt representing payment of Business Permit (1 original copy)		Municipal Treasury		
Written Request for closure (1 original copy)		Business Proprietor		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>



1. Submit written request for the cessation of business	1.1 Receive the written request, evaluate and assess	None	10 minutes	<i>Admin. Aide VI (Clerk III)</i> <i>Admin. Aide VI (License Inspector I)</i> <i>License Officer II</i>
	1.2 Issue Order of Payment	None	10 minutes	<i>Admin. Aide VI (License Inspector I)</i> <i>License Officer II</i>
	1.3. Start processing the request. Run through backroom offices.	None	30 minutes	<i>Admin. Aide VI (Clerk III)</i> <i>Admin. Aide VI (License Inspector I)</i> <i>License Officer II</i>
				Business Permit and Licensing Unit
2. Pay the required fees at the Municipal Treasury and secure Official Receipt	2. Accept the payment based on the assessment form and issued Official Receipt	₱ 110	20 minutes	<i>Rev. Coll. Clerk II</i> <i>Local Rev. Coll. Officer II</i> Municipal Treasury
3. Return to the Business Permit and Licensing Office and receive Certificate of Retirement of Business	3. Check the Official Receipt and issue/release Certificate of Retirement of Business	None	20 minutes	<i>Admin. Aide VI (Clerk III)</i> <i>Admin. Aide VI (License Inspector I)</i> <i>License Officer II</i>
				Business Permit and Licensing Office
<b>TOTAL</b>		<b>₱110</b>	<b>1 hour,30 minutes</b>	





## 118. REUEST FOR AMENDMENT TO EXISTING BUSINESS PERMIT

Business Operators may request amendment/s of their Business Permit within the validity period. Requirements vary depending on the type of amendment they are applying for.

<b>Office or Division:</b>	Office of the Municipal Mayor- Business Permit and Licensing Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2B - Government to Business
<b>Who may avail:</b>	All Business Operators
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Original Business Permit (1 original copy)	Business Proprietor availing the service
Deed of Sale or transfer of rights for change of ownership (1 original copy & 1 photocopy)	Business Proprietor availing the service
For change of Business Name- DTI Registration (1 original copy & 1 photocopy)	Business Proprietor availing the service

For change of Address - Barangay Clearance & Contract of Lease (1 original copy & 1 photocopy)		Barangay Hall- Barangay. Secretary or Business Proprietor availing the service		
For change of Business Organization- SEC Registration (from single to Corp) (1 original copy & 1 photocopy)		Business Proprietor availing the service		
Client Steps	Agency actions	Fees to be Paid	Processing Time	Person Responsible
1. Approach the Business Permit and Licensing Unit and submit the requirements	1.1. Accept documents and verify the records	None	10 minutes	<i>Admin. Aide VI (Clerk III)</i> <i>Admin. Aide VI (License Inspector I)</i> <i>License Officer II</i>
	1.2. Update / Encode necessary information to amend/change	None	10 minutes	<i>Admin. Aide VI (Clerk III)</i> <i>Admin. Aide VI (License Inspector I)</i> <i>License Officer II</i>
	1.3 Run through the backroom process for review and other amendments	None	30 minutes	<i>Admin. Aide VI (Clerk III)</i> <i>Admin. Aide VI (License Inspector I)</i> <i>License Officer II</i>
	1.4. Print Amended Business Permit/Mayor's Permit	None	10 minutes	<i>Admin. Aide VI (Clerk III)</i> <i>Admin. Aide VI (License Inspector I)</i> <i>License Officer II</i>
	1.5. Sign/Approval of Business/Mayors Permit	None	15 minutes	<i>Admin. Aide VI (License Inspector I)</i> <i>License Officer II</i>
	1.6 Record of amended Business/Mayor's Permit	None	10 minutes	<i>Licensing Officer II</i> <i>Municipal Mayor I</i>  <i>Admin. Aide VI (Clerk III)</i> <i>Admin. Aide VI (License Inspector I)</i> <i>License Officer II</i>

				Business Permit and Licensing Unit
2. Receive the Amended Business Permit	2. Release the Amended Business Permit	None	10 minutes	<i>Admin. Aide VI (Clerk III)</i> <i>Admin. Aide VI (License Inspector I)</i> <i>License Officer II</i>  Business Permit and Licensing Office
	Total	None	1 hour 35 minutes	

## 119. REQUEST FOR CERTIFICATE OF BUSINESS/NO BUSINESS

Issued to any individual/entity who does not have existing business in the municipality.

<b>Office or Division:</b>	Office of the Municipal Mayor- Business Permit and Licensing Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2B - Government to Business
<b>Who may avail:</b>	Any individual /entity who does not have existing business in the Municipality



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of No Business from the Barangay		Barangay Hall		
Client Steps	Agency actions	Fees to be Paid	Processing Time	Person Responsible
1. Approach the Business Permit and Licensing Unit and request for the certification	1.1. Interview client as to the need of certification	None	10 minutes	<i>Admin. Aide VI (Clerk III)</i> <i>Admin. Aide VI (License Inspector I)</i> <i>License Officer II</i>
	1.2. Issue the Order of Payment	None	10 minutes	<i>Admin. Aide VI (Clerk III)</i> <i>Admin. Aide VI (License Inspector I)</i> <i>License Officer II</i>
	1.3. Start processing the request	None	15 minutes	<i>Admin. Aide VI (Clerk III)</i> <i>Admin. Aide VI (License Inspector I)</i> <i>License Officer II</i>  Business Permit and Licensing Unit
2. Pay the required fees at the Municipal Treasury and secure Official Receipt	2. Accept the payment based on the assessment form and issued Official Receipt	₱ 110 ₱30 DST	20 minutes	<i>Rev. Coll. Clerk II</i> <i>Rev. Coll. Officer II</i> Municipal Treasury
3. Return to the Business Permit and Licensing Office and receive Certificate of Retirement of Business	3. Check the Official Receipt and issue/ release Certificate of Retirement of Business	None	20 minutes	<i>Admin. Aide VI (Clerk III)</i> <i>Admin. Aide VI (License Inspector I)</i> <i>License Officer II</i>  Business Permit and Licensing Office
<b>TOTAL</b>		₱140	1 hour 15 minutes	





# OFFICE OF THE MUNICIPAL MAYOR

## Community Affairs Office

### EXTERNAL SERVICE

#### **120. APPLICATION FOR MUNICIPAL COLLEGE EDUCATIONAL ASSISTANCE PROGRAM (MCEAP)**

This is a Flagship Program of the Municipal Government of Libona which was first implemented in SY 2011-2012, through Municipal Ordinance NO. 2011-36, "An Ordinance Providing for a Municipal College Educational Assistance Program and Appropriating Funds Thereof."

Educational Assistance is given to poor but deserving incoming college students preferably residence of Libona and graduates of Libona or Kinawe National High School or in



the Alternative Learning System (ALS) including 4P's beneficiaries with at least 85% General Weighted Average. The Program, however, is not available for the children of any Elected Barangay Officials and Municipal Employees of Libona, whether permanent or casual.

All applicants will undergo the Qualifying Examination. Ranking will be based on the examination results and per Ordinance No. 17-50 only the Top Thirty Five (35) students will be considered for the Program. They will receive Seven Thousand pesos (₱7,000) per semester until completion of any 4-year course. On the condition that they should get a regular load and NO failing grade/s.

<b>Office or Division</b>	Office of the Municipal Mayor - Community Affairs Office			
<b>Classification</b>	Highly Technical			
<b>Type of Transaction</b>	G2C - Government to Citizen			
<b>Who may avail</b>	Incoming freshmen College Students, K2-12 Graduate of Libona National High School, Kinawe National High School and Alternative Learning System Graduates.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
a. Barangay Certification or Residency (1 original & 1 photocopy)		Barangay Hall – Barangay Captain		
b. Endorsement from the Barangay Council (1 original & 1 photocopy)		Barangay Hall – Barangay Captain		
c. Form 138 or Report Card with an average grade of 85% and above (1 photocopy)		School – Registrar		
d. Parents Income Tax Return or Certificate of Indigency (1 original & 1 photocopy)		Municipal Social Welfare and Development Office		
e. Certificate of Good Moral Character (1 original & 1 photocopy)		School – Registrar		
f. Medical Certificate ( 1 original & 1 photocopy)		Rural Health Physician – Municipal Health Office		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1.1 Call the Community Affairs Unit @ 0917-184-5650 for inclusion for the Qualifying Exam and wait for the notification for the Schedule of the Examination	1.1 Receive call and list the Name of applicant. Inform the client to be notified of the schedule for the Qualifying Examination	None	10 minutes	<i>MCEAP In-Charge</i> Community Affairs Unit  <i>MCEAP In-Charge</i> Community Affairs Unit



<p>2.1 Take the Scholarship Qualifying Examination</p> <p>2.2 Wait for the notification for the examination results</p> <p>2.3 If passer, attend the interview at the Community Affairs Unit</p>	<p>2.1 Conduct the qualifying examination</p>	None	1 day	<i>MCEAP In-Charge Community Affairs Unit</i>
	<p>2.2 Check and verify examination result.</p>	None	1 day	<i>MCEAP In-Charge Community Affairs Unit</i>
	<p>2.3 Tie Break Examination</p>	None	1 day	<i>MCEAP In-Charge Community Affairs Unit</i>
	<p>2.4 Notify the applicants if they passed or failed in the exam.</p>	None	1 day	<i>MCEAP In-Charge Community Affairs Unit</i>
	<p>2.5 Send Invitation Letter to the top 35 passers for interview.</p>	None	1 day	<i>MCEAP In-Charge Community Affairs Unit</i>
<p>3.1 Sign the Client Log Book at the Public Assistance and Complaints Desk (PACD)</p> <p>3.2 Proceed to the Community Affairs Unit</p>	<p>3.1 Give the logbook to the client</p>	None	3 minutes	<i>PACD In Charge</i>  Office of the Municipal Mayor
	<p>3.2 Guide the client to the Community Affairs Unit Office</p>	None	2 Minutes	
<p>4.1 Approach the In-Charge and state the purpose and fill out the Personal Data Sheet</p> <p>4.2 Answer interview questions</p> <p>4.3 Comply the requirements</p>	<p>4.1 Provide Applicant the Personal Data Sheet</p>	None	20 minutes	<i>MCEAP In-Charge Community Affairs Unit</i>
	<p>4.2 Interview applicants to establish eligibility.</p>	None	1 day	<i>MCEAP In-Charge Community Affairs Unit</i>
	<p>4.3 Provide Applicants the list of requirements.</p>	None	1 day	<i>MCEAP In-Charge Community Affairs Unit</i>





5. Submit the requirements	5.1 Check the documents	None	20 minutes	MCEAP In-Charge Community Affairs Unit
	5.2 Set schedule for the orientation and signing of contract between the LGU and the students	None	1 day	MCEAP in Charge Community Affairs Unit
6. Attend orientation and signing of contract with parents	6.1 Conduct the orientation and signing of contract	None	1 day	MCEAP In-Charge Community Affairs Unit
	6.2 Prepare the endorsement letters to facilitate enrolment of scholars	None	1 day	MCEAP In-Charge Community Affairs Unit
	Total	None	10 days 55 minutes	



# OFFICE OF THE MUNICIPAL MAYOR

## MOTORPOOL SERVICES

### EXTERNAL SERVICES

#### **121. REQUEST FOR HEAVY EQUIPMENT SERVICES (PUBLIC SERVICE)**

Heavy Equipment Services is intended for Barangay Government Units (**BGU**) of Libona for Infrastructure Projects, Rehabilitation of Roads and Rehabilitation of Water System. A first come first served basis, depending on the availability of the equipment. Letter of Request must contain the exact Location and the number of days requested.

Section 173 of Ordinance No. 22-51 states that Barangay Government Units (**BGU**) will only pay for the fuel of the equipment on regular days and weekends and



additional payment for operators during the weekend.

Listed below are the Available Equipment of the LGU:

QUANTITY	EQUIPMENT
3	BACKHOE EXCAVATOR
1	BACKHOE LOADER
1	BOOMTRUCK
4	DUMPTRUCK
2	GRADER
1	MINIDUMP
2	ROAD ROLLER
1	SELF-LOADER

<b>Office or Division:</b>		Office of the Municipal Mayor-Motorpool Services		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2G - Government to Government		
<b>Who may avail:</b>		Barangay Government Units of Libona		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly Approved Letter of Request		BGU Availing the service/ Office of the Municipal Mayor		
Certification from Barangay Treasury/Captain for fuel allocation		Barangay Hall		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1.1 Register in the logbook at the Public Assistance and Complaints Desk (PACD)	1.1 Give Log Book to the client	None	3 minutes	<i>Public Assistance and Complaints Desk (PACD) In Charge</i>
1.2 Proceed to the Office of the Municipal Mayor	1.2 Direct client to the Office of the Municipal Mayor	None	2 minutes	<i>Public Assistance and Complaints Desk (PACD) In Charge Office of the Mun. Mayor</i>
2.1 Submit Letter of Request to the personnel-in-charge	2.1 Receive the Letter of Request and log	None	3 minutes	<i>Receiving &amp; Releasing Clerks</i>
2.2 Wait for the notification.	2.2 Inform client to be notified if request is acted by the Mun. Mayor	None	2 minutes	<i>Receiving &amp; Releasing Clerks</i>



	2.3 Forward to the Secretary of the Mayor for Mayor's Approval	None	3 days	Senior Admin. Assistant II (Private Secretary II)
	2.4 When request is acted by the Mun. Mayor forward request to the Municipal Engineering Office	None	5 minutes	Receiving & Releasing Clerks  Office of the Municipal Mayor
	2.5 Evaluate the Letter Request and coordinate with the Motorpool Supervisor and Check the availability of equipment.	None	2 days	Mun. Engineer Motorpool and Supervisor  Municipal Engineering Office
3. Guide the LGU personnel during their visit and operation	3. Notify the Barangay In-charge and visit the area and Schedule the operation.	None	1 day	Municipal Engineer and Motorpool Supervisor  Municipal Engineering Office
	Total	None	6 days 15 minutes	

## 122. REQUEST FOR HEAVY EQUIPMENT SERVICES (RENTAL)

The Municipal Government of Libona allows individuals and enterprises to rent its heavy equipment depending on its availability. Request must contain the exact location and the number of days requested and it should be duly approved by the Local Chief Executive. It is a first come first served basis.

<b>Office or Division:</b>	Office of the Municipal Mayor- Motorpool Services
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Government to Citizen



Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request addressed to the Office of the Municipal Mayor		Requesting Individual/ Office of the Municipal Mayor		
Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
1.1 Register in the logbook at the Public Assistance and Complaints Desk (PACD)	1.1 Give Log Book to the client	None	3 minutes	<i>Public Assistance and Complaints Desk (PACD) In Charge</i>
1.2 Proceed to the Office of the Municipal Mayor	1.2 Direct client to the Office of the Municipal Mayor	None	2 minutes	<i>Public Assistance and Complaints Desk (PACD) In Charge</i>  Office of the Mun. Mayor
2.1 Submit Letter Request to the In-Charge Personnel	2.1 Receive the letter request and log	None	3 minutes	<i>Receiving &amp; Releasing Clerks</i>
2.2 Wait for the notification.	2.2 Inform client to be notified if request is acted by the Mun. Mayor	None	2 minutes	<i>Receiving &amp; Releasing Clerks</i>
	2.3 Forward to the Secretary of the Mayor for Mayor's Action	None	2 days	<i>Senior Admin. Assistant II (Private Secretary II)</i>
	2.4 When request is acted by the Mun. Mayor forward request to the Municipal Engineering Office	None	5 minutes	<i>Receiving &amp; Releasing Clerks</i>
3. Receive notification and guide the operator during operation	3. Evaluate the Letter Request and coordinate with the Motorpool Supervisor . Check the availability of equipment. Contact the client	None	5 days	<i>Municipal Engineer and Motorpool Supervisor</i>  Municipal Engineering Office



	and inform about the schedule of operation.			
4. Receive and check the computation. .	4.1 Compute Operating hours based on XLIV (Charges on Heavy Equipment)	None	18 minutes	<i>Motorpool Supervisor</i>
	4.2 Issue Payment Form and Inform client to pay at the Municipal Treasury	None	2 minutes	<i>Motorpool Supervisor</i> Municipal Engineering Office
5. Pay at the Municipal Treasury and get the Official Receipt	5. Receive payment and issue Official Receipt	See table below	20 minutes	<i>Rev. Coll. Clerk II</i> or <i>Local Revenue Collection Officer II</i>  Municipal Treasury
	Total	See table below	7 days 55 minutes	

Section 171 ( Imposition of Fees) Article XLIV. CHARGES ON HEAVY EQUIPMENT

The following rates of rental fees for the use of real and personal properties of this municipality shall be collected.

<b>EQUIPMENT</b>	<b>RENTAL PER HOUR</b>	
Backhoe Excavator	₱ 1,500	excluding fuel plus mobilization
Grader	₱ 1,500	excluding fuel plus mobilization
Old grader	₱ 1,500	excluding fuel plus mobilization
Self-Loader	₱ 2,500	
10-Wheeler Dump Truck	₱ 800	excluding fuel plus mobilization
Road Roller	₱ 1,000	excluding fuel plus mobilization
Backhoe Loader	₱ 800	excluding fuel plus mobilization
Backhoe Small	₱ 600	excluding fuel plus mobilization





# OFFICE OF THE MUNICIPAL MAYOR

## Office for Senior Citizen Affairs

### (OSCA)

## EXTERNAL SERVICES

### **123. APPLICATION FOR CASH INCENTIVES FOR OCTOGENARIANS NONAGENARIANS AND CENTENARIANS**

Pursuant to Municipal Ordinance No. 22-22, AN ORDINANCE GIVING DUE RECOGNITION AND GRANTING CASH INCENTIVES TO OCTOGENARIANS AND NONAGENARIANS AS PART OF THE MUNICIPALITY'S EFFORT TO SUPPORT SENIOR CITIZENS IN THE MUNICIPALITY OF LIBONA, BUKIDNON, AND APPROPRIATING FUNDS THEREOF.

The following terms used in the Ordinance shall be defined as:





1. Octogenarians shall refer to a person who is from 80 to 89 years old.
2. Nonagenarians shall refer to a person who is from 90 to 99 years old.

Section 4. No. 2 of the Ordinance state that in the second year of implementation and onwards, only those who will turn 80, 85, 90 and 95 will be given the amount of Ten Thousand Pesos ( ₱ 10,000), Fifteen Thousand Pesos ( ₱ 15,000), Twenty-Five Thousand Pesos ( ₱ 25,000) and Fifty Thousand Pesos ( ₱ 50,000) respectively.

Section 4, No. 3 The remaining amount of the Centenarian Cash Grant will be given when they turn One Hundred years old.

It is important to note that the release of cash incentives will depend on the availability of funds. Release is thru the Disbursing Officer at the Municipal Treasury , however, those who are frail, sickly, bedridden or with disability it shall be a door-to-door pay-out.

<b>Office or Division</b>	Office of the Municipal Mayor- Office of the Senior Citizens Affair (OSCA)	
<b>Classification</b>	Simple	
<b>Type of Transaction</b>	G2C Government of Citizen	
<b>Who may avail</b>	Senior Citizens ages 80,85,90,95,100 years old Filipino Citizen and those with dual citizenship and residents of Libona	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. PSA Birth Certificate 2. Must be a registered members of the Office of Senior Citizen Affairs (OSCA) of Libona 3. Must be a bonafide resident of the Municipality of Libona for at least five (5) years prior to her 80, 85, 90 and 95 years of age. The fact of compliance with the residency requirement shall be certified by the Punong Barangay of the place of residence.		Philippine Statistic Authority Office of the Senior Citizens Affairs (OSCA)  Barangay Hall- Barangay Captain
Senior Citizens ID (2 photocopies)		Office of the Senior Citizens Affair (OSCA)
PSA Birth Certificate ( 1copy)		Philippine Statistics Authority
Affidavit of Two Disinterested Person (1 original)		Public Attorney's Office or any private legal entity who can execute this document
Voter's Certification / voter's ID (2 photocopies)		COMELEC



Original copy of Birth Certificate of the eldest child( 1, original, 2 photocopies)		Philippine Statistics Authority (PSA)		
<b>Immediate Family Member/s should also secure the following documents to establish the age of octogenarian, nonagenarian and centenarian, if available.</b>				
Vaccination Card (2 photocopies)		Municipal Health Office		
Barangay ID (2 photocopies)		Barangay Hall- Barangay Secretary		
Philhealth ID/MDR (2 photocopies)		Philhealth Office		
Barangay Cedula (2 photocopies)		Barangay Hall- Barangay Treasurer		
SSS ID (2 photocopies)		Social Security System Office		
GSIS ID (2 photocopies)		GSIS Office		
PRC ID (2 photocopies)		PRC Office		
Baptismal Certificate (1 original, 1 photocopy )		Parish Priest Office (where the octogenarian/nonagenarian was born)		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Register in the logbook at the Public Assistance and Complaints Desk (PACD)	1.1 Give Log Book to the client	None	3 minutes	<i>Public Assistance and Complaints Desk (PACD) In Charge</i>
	1.2 Direct client to the Office of the Senior Citizens Affairs (OSCA)	None	2 minutes	Office of the Mun. Mayor
2.1 Approach the personnel-in-charge and submit all the requirements  2.2 Fill out the Application Form and submit	2.1 Receive the documents, assess , check and provide the Application Form	None	10 minutes	<i>OSCA Head or Senior Citizens Focal Person</i>
	2.2. Receive the Application form and verify the data	None	10 minutes	<i>OSCA Head or Senior Citizens Focal Person OSCA/Public Welfare Office</i>
3.1 Receive copy of documents	3.1 File the assessed documents and provide copy to the client.	None	5 minutes	<i>OSCA Head or Senior Citizens Focal Person</i>



3.2 Wait for the notification from OSCA Head	3.2. Check the availability of funds and inform the client to be notified for the possible schedule of release	None	2 minutes	OSCA Head or Senior Citizens Focal Person  OSCA/Public Welfare Office
4. Receive schedule of release	4. Notify the client for the schedule of release	None	3 minutes	OSCA Head or Senior Citizens Focal Person  OSCA/Public Welfare Office
Total		None	35 minutes	

## 124. APPLICATION FOR SOCIAL PENSION PROGRAM OF THE DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT (DSWD)

The Office of the Senior Citizens Affairs accepts applications for Social Pension Program of the Department of Social Welfare and Development (DSWD). All received and verified applications will be endorsed to the DSWD Field Office for possible inclusion.

<b>Office or Division</b>	Office of the Municipal Mayor- Office of the Senior Citizens Affair (OSCA)
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<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C - Government of Citizen			
<b>Who may avail</b>	60 years old and above senior citizens who are frail, sickly or with disability, no pension from the government and private institutions, no permanent source of income and no regular support from family or relatives for his/her basic needs.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Senior Citizens ID		OSCA Municipal Hall		
Birth Certificate or Baptismal Certificate (1 photocopy)		Phil. Statistics Authority or Municipal Civil Registration Office or Convent for Baptismal		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Register in the logbook at the Public Assistance and Complaints Desk (PACD)	1.1 Give Log Book to the client	None	3 minutes	<i>Public Assistance and Complaints Desk (PACD) In Charge</i>
	1.2 Direct client to the Office of the Senior Citizens Affairs (OSCA)	None	2 minutes	Office of the Mun. Mayor
2. Approach the personnel-in-charge and state the purpose.	2. Interview the client and provide the Application Form.	None	10 minutes	<i>OSCA Head or Senior Citizens Focal Person</i>  OSCA/Public Welfare Division Public Welfare Office
3. Fill-out the form and submit together with the requirements	3.1 Receive and check as to completeness	None	15 minutes	<i>OSCA Head or Senior Citizens Focal Person</i> OSCA/Public Welfare Office
4.1 Receive the certification/Letter and sign the logbook	4.1 Prepare the certification and register in the logbook and release.	None	10 minutes	<i>OSCA Head or Senior Citizens Focal Person</i>



4.2 Wait for the notification from OSCA Head	4.2 Inform client to be notified by OSCA Head about the status of application	None	5 minutes	OSCA Head or Senior Citizens Focal Person
	4.3 Indorse application to DSWD Region for approval or possible inclusion	None	1 day	OSCA Head or Senior Citizens Focal Person  OSCA/Public Welfare Office
	Total	None	1 day 45 minutes	

## 125. REQUEST FOR ASSISTIVE DEVICES FOR SENIOR CITIZENS

The Office of the Senior Citizens Affairs (OSCA) grants the use of Assistive Devices like wheel chair, walker and cane to Indigent Senior Citizens of Libona on the understanding that it shall be returned when it is no longer in use. It's a first come first served basis depending on the availability of the devices.

<b>Office or Division</b>	Office of the Municipal Mayor- Office of the Senior Citizens Affair (OSCA)
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C - Government to Citizen
<b>Who may avail</b>	Senior Citizens of Libona



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
1. Register in the logbook at the Public Assistance and Complaints Desk (PACD)	1.1 Give Log Book to the client	None	3 minutes	<i>Public Assistance and Complaints Desk (PACD) In Charge</i>
	1.2 Guide Client to the Office of the Senior Citizens Affairs (OSCA)	None	2 minutes	Office of the Municipal Mayor
2. Approach the personnel-in-charge and state the purpose.	2.1. Interview the client and verify the information given.	None	10 minutes	<i>OSCA Head or Senior Citizens Focal Person</i>
	2.2. Check the availability of the Assistive Device.	None	30 minutes	<i>OSCA Head or Senior Citizens Focal Person</i>  OSCA/Public Welfare Office
3.1 Attentively listen to the conditions stated in the agreement	3.1 Explain the conditions stated in the Agreement Form.	None	15 minutes	<i>OSCA Head or Senior Citizens Focal Person</i>  OSCA/Public Welfare Office
3.2 Sign the Agreement Form	3.2 Has it signed by the borrower	None	2 minutes	OSCA/Public Welfare Office
4. Receive the Assistive Device	4. Release the Assistive Device	None	3 minutes	<i>OSCA Head or Senior Citizens Focal Person</i>  OSCA/Public Welfare Office
Total		None	1 hour 5 minutes	



## 126. REQUEST FOR CERTIFICATION FOR TRANSFER OF SENIOR CITIZEN

This certification is issued to a Senior Citizen who will be transferring residence. This document will serve as an evidence that she is a member of OSCA in Libona. The applicants must surrender their Senior Citizens ID to the OSCA Head and give the details where he/she will transfer.

<b>Office or Division</b>	Office of the Municipal Mayor- Office of the Senior Citizens Affair (OSCA)	
<b>Classification</b>	Simple	
<b>Type of Transaction</b>	G2C - Government of Citizen	
<b>Who may avail</b>	Senior Citizens of Libona who are registered member of the Office of the Senior Citizens Affairs (OSCA) of Libona	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Senior Citizen ID Card (1 original)		Requesting Person

Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
1. Register in the logbook at the Public Assistance and Complaints Desk (PACD)	1.1 Give Log Book to the client	None	3 minutes	<i>Public Assistance and Complaints Desk (PACD) In Charge</i>
	1.2 Direct client to the Office of the Senior Citizens Affairs (OSCA)	None	2 minutes	Office of the Municipal Mayor
2.1 Approach the OSCA Head/SC Focal Person  2.2. Surrender the Senior Citizens ID & Booklets	2.1 Interview the client	None	5 minutes	<i>OSCA Head or Senior Citizens Focal Person</i>
	2.2 Verification of information in the system	None	3 minutes	
	2.3 Get the Senior Citizens ID	None	2 minutes	<i>OSCA Head or Senior Citizens Focal Person</i>
	2.4 Prepare the Certification	None	5 minutes	<i>OSCA Head or Senior Citizens Focal Person</i>  OSCA/Public Welfare Office
3. Receive of Certification	3. Release Certificate of Transfer and register in logbook and	None	10 minutes	<i>OSCA Head or Senior Citizens Focal Person</i>  OSCA/Public Welfare Office
	<b>Total</b>	None	30 minutes	





## 127. REQUEST FOR SENIOR CITIZENS IDENTIFICATION CARD AND PURCHASE BOOKLETS

Senior Citizen Identification Card is issued to citizen ages 60 and above who are residents of Libona. It serves as official recognition of an individual's status as a senior citizen. It comes with various benefits such as :

1. Healthcare-Related Privileges- 20% discount and VAT exemption on medicines
2. Transportation Benefits- 20% discount and VAT exemption on all local air and sea travel
3. Travel and Recreation Privileges- 20% discount and VAT exemption on room accommodations in resorts, hotels or other similar establishments.

Purchased Booklet shall be presented to the retailer every time a purchase of basic necessities and prime commodities is made.

<b>Office or Division</b>	Office of the Municipal Mayor- Office of the Senior Citizens Affairs (OSCA)
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<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C - Government of Citizen			
<b>Who may avail</b>	Senior Citizens of Libona			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1 pc 1x1 ID picture		Requesting Person		
1 Valid ID for reference purposes only		Requesting Person		
Birth Certificate or Baptismal Certificate (1 photocopy)		Phil. Statistics Authority (PSA) or Municipal Civil Registration Office or Convent for Baptismal		
Authorization Letter signed by the Senior Citizen, if representative (1 original)		Requesting Person		
Valid ID of the representative (1 photocopy)		Representative		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Register in the logbook at the Public Assistance and Complaints Desk (PACD)	1.1 Give Log Book to the client	None	3 minutes	<i>Public Assistance and Complaints Desk (PACD) In Charge</i>
	1.2 Guide Client to the Office of the Senior Citizens Affairs (OSCA)	None	2 minutes	Office of the Municipal Mayor
2. Approach the personnel-in-charge and state the purpose and submit the requirements	2. Interview the client and provide the Application Form.	None	12 minutes	<i>OSCA Head or Senior Citizens Focal Person</i> OSCA/ Public Welfare Office
3. Fill-out the Application Form and submit.	3.1 Receive and verify the data.	None	15 minutes	<i>OSCA Head or Senior Citizens Focal Person</i>
		None	16 minutes	<i>OSCA Head or Senior Citizens Focal Person</i>
	3.2 Orient client about the benefits of the Senior Citizens ID and Booklet	None	5 minutes	<i>OSCA Head or</i>



	3.3 Prepare the ID Card and Booklets			Senior Citizens Focal Person Public Welfare Office
4. Receive the Senior Citizens ID Card and Booklets and sign the logbook.	4.1 Register in the logbook and release the Senior Citizens ID Card and Booklets	None	12 minutes	OSCA Head or Senior Citizens Focal Person Public Welfare Office
	Total	None	1 hour 5 minutes	

# OFFICE OF THE MUNICIPAL MAYOR



# Persons with Disability Affairs Office (PDAO)

## EXTERNAL SERVICES

### 128. REQUEST FOR ASSISTIVE DEVICES FOR PERSONS WITH DISABILITY (PWD)

Assistive Device/s is usually availed by Person with Disability residing within the municipality to help maintain or improve their quality of life in terms of mobility, self-care and vision. Provision of these assistive devices depends on the availability of stocks.

<b>Office or Division</b>	Office of the Municipal Mayor- Persons with Disabilities Affairs Office (PDAO)
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C - Government to Citizen
<b>Who may avail</b>	Members of Persons with Disability
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>



Persons with Disability ID		Office of the Persons with Disability Affairs Office (PDAO)		
Authorization Letter signed by the PWD, if representative (1 original copy) Valid ID of representative (1 photocopy)		From the Persons with Disability availing the services Requesting Party		
Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
1.1 Register in the logbook at the Public Assistance and Complaints Desk (PACD)	1.1 Give Log Book to the client	None	3 minutes	<i>Public Assistance and Complaints Desk (PACD) In Charge</i>
1.2 Proceed to the Persons with Disabilities Affairs Office	1.2 Direct client to the Persons with Disabilities Affairs Office	None	2 minutes	Office of the Municipal Mayor
2. Approach the PDAO Designate and present the PWD ID and Authorization Letter if representative	2. Provide Agreement Form	None	5 minutes	<i>PDAO Designate</i> Persons with Disability Affairs Office
3. Fill out and submit the Agreement Form	3.1 Receive and review data	None	10 minutes	<i>PDAO Designate</i>
	3.2 Orient client on the agreement terms.	None	15 minutes	<i>PDAO Designate</i>
	3.3 Prepare the assistive device.	None	20 minutes	<i>PDAO Designate</i> Persons with Disability Affairs Office
4. Receive the Assistive devices and sign the log book.	4. Release Assistive device.	None	5 minutes	<i>PDAO Designate</i> Persons with Disability Affairs Office
Total		None	1 hour	



## **129. REQUEST FOR PERSONS WITH DISABILITY (PWD) IDENTIFICATION CARD AND PURCHASE BOOKLETS**

Persons with Disability ID serves as proof of disability and provides certain privileges and benefits to the cardholder, such as discounts on goods, services and transportation as mandated by the law.

PWD Booklets are issued to Person with Disabilities entitling them to at least twenty percent (20%) discount and exemption from the value added tax (VAT) on the purchase of certain goods and services from all establishments for the exclusive use, enjoyment, or availment of the PWD. A purchased booklet shall be presented to the retailer every time a purchase of basic necessities and prime commodities is made.



<b>Office or Division</b>	Office of the Municipal Mayor- Persons with Disability Affairs Office (PDAO)			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C - Government to Citizen			
<b>Who may avail</b>	Persons with Disability			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>COMMON REQUIREMENTS</b>				
Disability Certificate (for non-apparent disability) (1 original copy)	Physician			
Barangay Certification (1 original copy)	Barangay Hall-Barangay Secretary			
2x2 ID Picture (1pc) 1x1 ID Picture (1pc)	Requesting Party			
PWD Profile Form (to be fill-out at the office) (1 original Copy)	Persons with Disability Affairs Office (PDAO)			
Authorization letter (in absence of PWD) (1original copy) Valid ID of representative (1 photocopy)	From the Persons with Disability availing the services/ Requesting Party			
<b>SITUATIONAL REQUIREMENTS</b>				
<b>FOR PURCHASE BOOKLET (MEDICAL AND GROCERY)</b>				
PWD ID Card	PDAO- Municipal Hall			
Authorization letter (in absence of PWD) (1original copy) Valid ID of representative (1 photocopy)	Requesting party			
<b>FOR RENEWAL OR REVALIDATION TRANSACTIONS</b>				
Accomplished PWDID-AF (renewal box checked) (1 original copy)	Persons with Disability Affairs Office (PDAO)			
Expired PWD ID	Requesting Party			
Affidavit of Loss if PWD ID is declared lost (1 original copy)	Requesting Party, Notary Public's Office			
In the absence of expired PWD, "1x1" recent ID pictures with names, and signatures or thumbmarks at the back of the picture are required (2 pcs)	Requesting Party			
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1.1 Register in the logbook at the Public Assistance and	1.1 Give Log Book to the client	None	3 minutes	<i>Public Assistance and Complaints Desk (PACD) In Charge</i>

Complaints Desk (PACD) 1.2 Proceed to the Persons with Disabilities Affairs Office	1.2 Direct client to the Persons with Disabilities Affairs Office	None	2 minutes	Office of the Municipal Mayor
2. Approach the PDAO Designate and submit the requirements.	2. Provide the Application Form	None	10 minutes	<i>PDAO Designate</i>  Persons with Disability Affairs Office
3. Fill-out and submit the Application Form.	3.1 Receive and review data.	None	10 minutes	<i>PDAO Designate</i>
	3.2 Orient client on benefits and privileges of PWDs.	None	10 minutes	<i>PDAO Designate</i>
	3.3 Prepare ID and purchase booklet then Record in the Logbook.	None	20 minutes	<i>PDAO Designate</i>  Persons with Disability Affairs Office
4. Receive the PWD ID and sign the logbook.	4. Release the ID Card and Purchase booklet.	None	5 minutes	<i>PDAO Designate</i>  Persons with Disability Affairs Office
Total		None	1 hour	

### 130. REQUEST FOR REFERRAL OF AUGMENTATIVE SERVICES FOR PERSONS WITH DISABILITIES (PWD)

This request is to facilitate the identification and provision of augmentative services for persons with disabilities within the municipality. These services encompass a spectrum of interventions, including assistive technologies, therapeutic interventions, and specialized training, designed to mitigate barriers to communication, mobility, and independent living.

<b>Office or Division</b>	Office of the Municipal Mayor- Persons with Disability Affairs Office (OMM-PDAO)
<b>Classification</b>	Simple





<b>Type of Transaction</b>	G2C - Government to Citizen			
<b>Who may Avail</b>	Person with Disability			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>COMMON REQUIREMENTS</b>				
<i>(Transportation and Built Environment, Education, Employment, Health, Suffrage)</i> Letter of Request (1 Original copy) PWD ID Incident Report Formal Complaint PDAO Endorsement/Referral		Requesting Party Requesting Party PDAO Requesting Party PDAO		
<b>SITUATIONAL REQUIREMENTS</b>				
<b>FOR CRIMINAL JUSTICE</b>				
<ul style="list-style-type: none"> <li>• Police Report (1 Original)</li> <li>• Medico Legal (1 Original)</li> </ul>		Police Station Physician		
<i>For Remaining Violations: Proceed to Lower Courts via Formal Justice System. If Unresolved proceed to Higher Courts</i>				
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1.1 Register in the logbook at the Public Assistance and Complaints Desk (PACD)	1.1 Give Log Book to the client	None	3 minutes	<i>Public Assistance and Complaints Desk (PACD) In Charge</i>
1.2 Proceed to the Persons with Disabilities Affairs Office	1.2 Direct client to the Persons with Disabilities Affairs Office	None	2 minutes	Office of the Mun. Mayor
2. Present letter of request with supporting documents/Referral Form to the PDAO Designate	2.1 Receive and check completeness of letter and documents	None	10 minutes	PDAO Designate
	2.2 Conduct Interview	None	15 minutes	<i>PDAO Designate</i>
	2.3 Prepare referral form/endorsement	None	25 minutes	<i>PDAO Designate</i>  Persons with Disability Affairs Office



3. Receive Referral Form/Endorsement and sign the logbook	3. Release Referral Form/endorsement and record in the logbook	None	5 minutes	<i>PDAO Designate</i>  Persons with Disability Affairs Office
	Total	None	1 hour	



# OFFICE OF THE MUNICIPAL MAYOR

## INFORMATION & TECHNOLOGY Office

### INTERNAL SERVICES

#### 131. REQUEST FOR EVENT/PROGRAM PHOTO AND VIDEO COVERAGE

Offices may request this service to capture events, gatherings and other special occasions to ensure that file images of the live event are well-kept.

<b>Office or Division:</b>	Office of the Municipal Mayor- Information and Technology Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G - Government to Government



<b>Who may avail:</b>		Individual Offices			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>			
None		None			
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>	
1. Inform the IT personnel of the scheduled activity	1.1 Log or calendar the scheduled activity	None	2 minutes	Admin. Assistant II (Clerk IV)	
	1.2 Attendance to the event/program	None	1 day	Admin. Assistant II (Clerk IV)  Information Technology Office	
<b>Total</b>		None	1 day 2 minutes		

### 132. REQUEST FOR COMPUTER, LAPTOP AND PRINTER REPAIR

Offices in the LGU who has defective computers, laptops and printers may bring their units at the IT Office for check-up and repair for free. If units are beyond repair, IT personnel may recommend to the concerned office/s to bring the unit to other authorized repair shops at their own expense.

<b>Office or Division:</b>	Office of the Municipal Mayor- Information Technology Office
<b>Classification:</b>	Highly Technical



<b>Type of Transaction:</b>		G2G - Government to Government		
<b>Who may avail:</b>		Individual Offices		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Bring the defective unit to the IT Office or may request IT personnel to check defective unit in the office	1. Check the defective unit, assess and repair defects. In case of major defects refer client to other repair shops.	None	1 day	<i>Admin. Assistant II (Clerk IV)</i>  Information Technology Office
Total		None	1 day	



# OFFICE OF THE MUNICIPAL MAYOR

## PUBLIC EMPLOYMENT SERVICE

### OFFICE (PESO)

## EXTERNAL SERVICES

### **133. AVAILING OF GOVERNMENT INTERNSHIP PROGRAM (GIP)**

The DOLE-Government Internship Program (GIP) is a component of KABATAAN 2000 under Executive Order (EO) no. 139 s. 1993, and DOLE Administrative Order No. 260-15, which aims to provide young workers, particularly the poor/indigent, opportunity to demonstrate their talents and skills in the field of public service for three to six (3-6) months internship opportunity for at least Senior High School Graduate or College level, ages 18-30 years old, who wants to pursue a career in public service either local or national government. Individuals up to 35 years old may be accommodated as beneficiaries under exceptional circumstances, specifically in areas that are hardly-hit or stricken by disasters



and natural calamities, such as typhoon, earthquake, including those man-made calamities. Numbers of slots are determined by the DOLE.

<b>Office or Division:</b>	Public Employment Service Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Senior High School Graduates or College Level ages 18-30 years old and a resident of Libona			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Diploma or Certificate of Graduation in case of Senior High, ALS, and TECHVOC graduates (1 Certified True copy)		School Registrar		
GIP Application Form (1 original copy)		Public Employment Services Office		
Cedula (1 photocopy)		Barangay Hall Brgy. Treasurer/Municipal Treasurer		
Internship Agreement (1 original copy)		Public Employment Services Office		
2x2 ID picture (2 pieces)		Applicant		
Birth Certificate (1 certified true Copy)		Philippine Statistics Authority		
Barangay Certificate of Indigency (1 original copy)		Barangay Hall- Brgy. Secretary		
Application Letter(1 original)		Applicant		
Fully Accomplished Personal Data Sheet (PDS) (1 original)		Applicant		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Sign the Client Log Book at the Public Assistance and Complaints Desk (PACD)	1.1 Give the Log Book to the client	None	3 minutes	<i>Public Assistance and Complaints Desk (PACD) Office of the Municipal Mayor</i>
	1.2 Guide the client to the Public Employment Service Office	None	2 minutes	
2.1 Approach the PESO Manager, state the purpose and submit the requirements	2.1 Receive Requirements and check as to completeness	None	5 minutes	<i>Senior Labor and Employment Officer</i>
2.2 Fill out the GIP Application Form	2.2 Give GIP Application Form	None	8 minutes	<i>Senior Labor and Employment Officer</i>

				Public Employment Service Office
3. Submit the GIP Application Form	3. Receive and review the data	None	10 minutes	Senior Labor and Employment Officer  Public Employment Service Office
4.1 Answer interview questions	4.1 Conduct interview and brief orientation regarding the program	None	30 minutes	Senior Labor and Employment Officer
4.2 Wait for the notification from the PESO	4.2 Direct client to be notified when result is readily available	None	1 minute	Senior Labor and Employment Officer  Public Employment Service Office
5. Wait for the Notification from the PESO	5.1 Direct client to be notified when result is readily available	None	1 minute	Senior Labor and Employment Officer
	5.2 Conduct Assessment	None	7 days	Senior Labor and Employment Officer Public Employment Service Office
6.1 When notified, proceed to the PESO	6.1 Notify the client of the result	None	10 minutes	Senior Labor and Employment Officer
6.2 Attend GIP Orientation	6.2 Conduct Orientation	None	1 hour	Senior Labor and Employment Officer





				Public Employment Service Office
7.1 Sign Oath of undertaking	7.1 Let the applicant read and sign the Oath of Undertaking.	None	30 minutes	Senior Labor and Employment Officer
7.2 Sign employment contract and GSIS Insurance	7.2 Prepare employment contract, and GSIS Insurance and have it signed by the applicant	None	10 minutes	Senior Labor and Employment Officer  Public Employment Service Office
	Total	None	7 days 2 hour 40 minutes	

### 134. AVAILING OF INDIVIDUAL AND GROUP LIVELIHOOD PROGRAM

DOLE Integrated Livelihood Program (DILP) or the Kabuhayan Program of DOLE is a flagship program of the agency that aims to help marginalized groups such as self-employed workers who are unable to earn sufficient income, unpaid family workers, low-waged and seasonal workers, workers displaced or to be displaced, marginalized and landless farmers, overseas Filipino workers (OFW) and Persons with disability. Through financial assistance



(through ACP, ACP will convert the cash to goods) and training, the program supports individuals and groups in starting new income-generating projects, expanding or upgrading existing ones, restoring livelihood projects affected by disasters, and transforming projects into sustainable community enterprises. Individual livelihood beneficiaries will receive 30,000 pesos work grant through ACP. Group Livelihood beneficiaries will receive 250,000 pesos (25-30 members) worth of grant through ACP.

<b>Office or Division:</b>	Public Employment Service Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Citizen G2B - Government to Business			
<b>Who may avail:</b>	PWDs, Senior Citizen, Indigenous People, and Rebel returnees, Distressed OFW, Displaced and Unemployed.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Project Proposal Format (2 original copies)		Public Employment Services Office		
Beneficiary Profile with 1x1 ID Photo (1 pc)		Requesting Party		
Proof of Equity Format (1 original copy)		Public Employment Services Office		
M Lhuillier Insurance		M Lhuillier Bank		
Valid Government ID (1 photocopy)		Requesting Party		
Barangay Indigency (1 original copy)		Barangay Hall-Brgy Secretary		
Photos of Business (1 original copy)		Requesting Party		
Endorsement Letter (1 original copy)		Public Employment Services Office		
Barangay/PESO Certification of Non-Government (1 original copy)		Public Employment Services Office		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Sign the Client Log Book at the Public Assistance and Complaints Desk (PACD)	1.1 Give the Log Book to the client	None	3 minutes	<i>Public Assistance and Complaints Desk (PACD)</i>  Office of the Municipal Mayor
	1.2 Guide the client to the Public Employment Service Office	None	2 minutes	
2. Approach the PESO Manager and state the purpose	2. Conduct interview and issue Individual or Group Livelihood forms/requirements	None	30 minutes	<i>Senior Labor and Employment Officer</i>



				Public Employment Service Office
3. Submit requirements	3. Check and Verify documents	None	10 minutes	Senior Labor and Employment Officer  Public Employment Service Office
4. Keep updated with the PESO Manager on the development of the request	4. Notify clients for any development of the request	None	7 days	PESO Manager Public Employment Service Office
	Total	None	7 days 45 minutes	

### 135. AVAILING OF SPECIAL PROGRAM FOR THE EMPLOYMENT OF STUDENTS (SPES)

Pursuant to Republic Act No. 7323, as amended by RA 9547 otherwise known as the “Special Program for Employment of Students (SPES)”, is an employment bridging program that aims to provide temporary employment to disadvantaged youth, who will eventually come to be the country’s future workforce. It is a special employment during summer, vacation or



break time to Out-of-School Youth (OSY), In-School-Youth (ISY), and dependent of displaced workers for a minimum of 15 to 30 working days. Along with providing students with experience while earning income, it is also designed to increase employment opportunities for young people.

<b>Office or Division:</b>	Public Employment Service Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Out of School Youth , In School Youth 15-30 years old and Dependent of Displaced Workers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
SPES Application Form (2 original copy)		Public Employment Service Office		
Birth Certificate (2 Photocopies)		Philippine Statistics Authority		
Form 138 for Students (2 photocopies) Form 137 for Basic education, or Certificate of passing grade from the registrar (2 photocopies)		School Registrar		
For Out of School Youth: Certification as OSY in letter Head issued by the Barangay Chairman or MSWDO (1 Original copy, 1 Photocopy)		Barangay Hall- Secretary MSWDO Municipal Hall		
Original Certificate of Indigence or Original Certificate of Low Income issued by the Barangay where the applicant resides (1 Original copy, 1 Photocopy)		Barangay Hall- Secretary		
For dependents of Displaced Workers: Notice of Termination by employer, Certification of displacement issued by Barangay, Municipal, Municipal Social Welfare and Development Officer ( 1 Original Copy, 1 Photocopy)		Employer  Municipal Social Welfare and Development Office		
1 piece white Long Folder		Requesting Party		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1.Sign the Client Log Book at the Public Assistance and Complaints Desk (PACD)	1.1 Give the Log Book to the client	None	3 minutes	<i>Public Assistance and Complaints Desk (PACD)</i>
	1.2 Guide client to the Public	None	2 minutes	Office of the Municipal Mayor

	Employment Service Office			
2. Approach the PESO Manager and state the purpose	2. Give SPES Application Form	None	10 minutes	Senior Labor and Employment Officer Public Employment Service Office
3. Fill out the SPES Application Form and submit	3.1 Receive and review the Application Form.	None	20 minutes	Senior Labor and Employment Officer
	3.2 Conduct Interview and short orientation regarding the program	None	10 minutes	Senior Labor and Employment Officer Public Employment Service Office
	3.3. Assess			
4. Wait for the Notification from the PESO	4.1 Direct client to be notified when result is readily available	None	2 minutes	Senior Labor and Employment Officer
	4.2 Conduct Assessment	None	20 days	Senior Labor and Employment Officer Public Employment Service Office
5.1 When notified, proceed to the PESO	5.1 Notify the client	None	10 minutes	Senior Labor and Employment Officer
5.2 Attend SPES Orientation	5.2 Conduct SPES Orientation	None	2 hours	Public Employment Service Office
6.1 Sign Oath of undertaking	6.1 Let the applicant sign the Oath of undertaking.	None	1 hour	Senior Labor and Employment Officer
6.2 Sign employment contract and GSIS Insurance	6.2 Prepare employment contract, and GSIS Insurance and have	None	1 hour	Senior Labor and Employment Officer Public Employment Service Office



	it signed by the applicant			
	Total	None	20 days 4 hours 57 minutes	

**136. AVAILING OF TULONG PANGKABUHAYAN PARA SA DISPLACED DISADVANTAGED WORKERS (TUPAD)**



The DOLE's TUPAD program is a community-based package of assistance that provides emergency employment package for displaced workers, under employment and seasonal workers for a minimum period of 10 days not to exceed 20 days, depending on the nature of work to be performed. The beneficiaries were hired to work per day performing social community projects, such as repair, maintenance, and/or improvement of common public facilities and infrastructure such as schools and health centers, debris clearing, de-clogging of canals, debris segregation and materials recovery, stockpiling and clearing.

<b>Office or Division:</b>	Public Employment Service Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	18-75 years old displaced workers, underemployed & seasonal workers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Barangay Clearance of certification of laid off, underemployed & displaced (1 original, 1 photocopy)		Barangay Hall- Secretary		
1x1 I,D. picture 2 copies		Requesting Party		
Cedula (1 original copy)		Barangay Hall- Treasurer		
Medical Clearance for 60-75 years old		Government Physician		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Sign the Client Log Book at the Public Assistance and Complaints Desk (PACD)	1.1 Give the Log Book to the client	None	3 minutes	<i>Public Assistance and Complaints Desk (PACD)</i>
	1.2 Guide client to the Public Employment Service Office	None	2 minutes	Office of the Municipal Mayor
2. Approach the PESO Manager and submit the requirements	2.1 Receive verify and review documents	None	3 minutes	<i>Senior Labor and Employment Officer</i>
	2.2 Provide applicant with the Application Form & GSIS Insurance Coverage	None	2 minutes	<i>Senior Labor and Employment Officer</i> Public Employment Service Office
3. Fill out the Application Form & GSIS Insurance Coverage and submit	3. Receive and review Application Form and if found complete submit to Department of Labor	None	3 minutes	<i>Senior Labor and Employment Officer</i>



3.1 Wait for the notification from the PESO Manager	and Employment Provincial Office 3.1. Inform client to be notified once approved by Department of Labor and Employment	None	3 days	<i>Senior Labor and Employment Officer</i>  Public Employment Service Office
	Total	None	3 days 13 minutes	

### 137. REQUEST FOR ASSISTANCE FOR DISTRESSED OFW





Assistance intended to provide immediate relief to returnee Overseas Filipino Workers (distressed/displaced) – healthcare, mental health, labor-related, or immigration issues that require medical intention, counseling, legal representation, and other kinds of intervention from the Philippines authorities. Facilitate labor & welfare case to OFW/Next of kin and on emergency situation for repatriation, financial assistance, healthcare services, legal aid, employment opportunities, and mental health support are some of the key elements that can provide a lifeline for desperate OFWs.

<b>Office or Division:</b>	Public Employment Service Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Distressed Overseas Filipino Workers & Dependent			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
OWWA Requesting Form (1 original copy)		Public Employment Service Office		
POEA Requesting Form (1 original copy)		Public Employment Service Office		
Verbal Request		Requesting Party/Person		
Phone Call/Text		Requesting Party/Person		
Marriage Contract (1 original copy)		Philippine Statistics Authority		
Passport ID or Any Valid ID (1 photocopy)		Requesting Party/Person		
Birth Certificate (1 photocopy)		Philippine Statistics Authority		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Sign the Client Log Book at the Public Assistance and Complaints Desk (PACD)	1.1 Give the Log Book to the client	None	3 minutes	<i>Public Assistance and Complaints Desk (PACD)</i> Office of the Municipal Mayor
	1.2 Guide client to the Public Employment Service Office	None	2 minutes	
2. Approach the PESO Manager, state the purpose and submit the requirements	2. Receive and verify the documents and interview the client. Input data request to Assistance Form	None	1 hour	<i>Senior Labor and Employment Officer</i>  Public Employment Service Office



3. Keep updated with the PESO Manager on the Development of the request	3.1 Refer to OWWA, POEA & Placement Agency concerned	None	30 days	<i>Senior Labor and Employment Officer</i>  PESO
	3.2 Notify client for any development of the request	None	5 minutes	
	Total	None	30 days 1 hour 10 minutes	

### 138. REQUEST FOR CAREER COACHING & GUIDANCE COUNSELLING



Career coaching and guidance counseling is a key pillar of DOLE's employment facilitation function, which aims to strengthen the employability and opportunities of the Filipino human resource. Providing career coaching & guidance counselling to students and job seekers focuses on current labor market information. Seminars are meant to inform students on key labor market information, including jobs that are in demand in the next 10 years. Students should decide their career choices on the basis of what the labor market needs and not on what is popular, to enable them to land jobs after graduation and avoid mismatch.

<b>Office or Division:</b>		Public Employment Service Office		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2C - Government to Citizen		
<b>Who may avail:</b>		Educational Institutions and walk-in clients		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request ( 1 original copy)		Requesting Party/Person		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Sign the Client Log Book at the Public Assistance and Complaints Desk (PACD)	1.1 Give the Log Book to the client	None	3 minutes	<i>Public Assistance and Complaints Desk (PACD) Office of the Municipal Mayor</i>
	1.2 Guide the client to the Public Employment Service Office	None	2 minutes	
2.1 Approach the PESO Manager and submit Written Request  2.2 Receive Confirmation Letter	2.1 Receive Letter Request and verify schedule	None	5 minutes	<i>Senior Labor and Employment Officer</i>
	2.2 Prepare Confirmation Letter and release to the clients	None	5 minutes	<i>Senior Labor and Employment Officer</i>  <i>Public Employment Service Office</i>
<b>Total</b>		None	15 minutes	



### 139. REQUEST FOR AUTHORITY TO CONDUCT LOCAL RECRUITMENT ACTIVITY (Local Employment) and SPECIAL RECRUITMENT ACTIVITY (Overseas Employment)

Local Recruitment Activity is exclusively designed for the recruitment of only one requesting company in a day. Special Recruitment Activity functions like a usual Job Fair except that instead of being initiated by the government, SRAs are initiated by a single company. This grants a licensed local and overseas recruitment agency to conduct recruitment outside of its registered business of the Employer. Discretion of approval is under the PESO Manager.

<b>Office or Division:</b>	Public Employment Service Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Citizen G2G - Government to Government G2B - Government to Business			
<b>Who may avail:</b>	Recruitment Agencies & Companies			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Name and Address of the Company		Requesting Party/Person		
Letter of Intent (1 original copy)		Requesting Party/Person		
Business Permit (1 photocopy)		Business Permit & Licensing Office		
Special Recruitment Permit from POEA (1 original, 1 photocopy)		Philippine Overseas Employment Administration (POEA)		
DOLE Registration Overseas Employment (1 original, 1 photocopy)		Department of Labor and Employment		
Deployment Report (1 original, 1 photocopy)		Requesting Party/Person		
Job Order & Contract (1 original, 1 photocopy)		Requesting Party/Person		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Sign the Client Log Book at the Public Assistance and Complaints Desk (PACD)	1.1 Give the Log Book to the client	None	3 minutes	<i>Public Assistance and Complaints Desk (PACD) Office of the Municipal Mayor</i>
	1.2 Guide the client to the Public Employment Service Office	None	2 minutes	
2. Approach the Office PESO Manager and Submit Letter and the required documents	2.1 Receive and verify the Letter of Intent, evaluate the documents and interview the client	None	10 minutes	<i>Senior Labor and Employment Officer</i>
	2.2 If qualified, issue Order of payment and	None	2 minutes	<i>Senior Labor and</i>



	direct client to pay at the Municipal Treasury 2.3 Prepare No Objection Certificate	None	20 minutes	<i>Employment Officer</i> <i>Senior Labor &amp; Employment Officer</i> Public Employment Service Office
3. Pay the required fees at the Municipal Treasury	3.1 Accept payment and Issue Official Receipt 3.2 Direct client back to the PESO	₱ 500.00 None	10 minutes 1 minute	<i>Local Rev. Coll. Officer-II</i> <i>or Rev. Coll. Clerk-II</i>  Mun. Treasury
4. 1 Go back to the PESO and show the Official Receipt  4.2 Receive No Objection Certificate	4.1 Check the Official Receipt 4.2 Release the No Objection Certificate	None None	2 minutes 1 minute	<i>Senior Labor &amp; Employment Officer</i>  <i>Senior Labor &amp; Employment Officer</i>  Public Employment Service Office
5. Conduct Recruitment Activities on the Scheduled Date	5. Assist on the conduct of LRA/SRA	None	1 day	<i>Senior Labor and Employment Officer</i>  Public Employment Service Office
6. Submit the terminal report after the conduct of LRA/SRA	6. Receive copy of Terminal Report & issue Certificate of actual conduct of LRA/SRA	None	5 minutes	<i>Senior Labor and Employment Officer</i> Public Employment Service Office
	Total	₱ 500	7 days 56 minutes	



## 140. SECURING OF PESO CERTIFICATION/CLEARANCE

PESO Clearance is requisite for employment, used as referral tool for a job placement. Issuance of PESO Certification is issued to Workers Association seeking registration at Department of Labor Employment (DOLE), certifying that officers and members belong to informal sector and are not elected/appointed officials. Only Libona residents can avail the clearance/certificate.

<b>Office or Division:</b>	Public Employment Service Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	General Public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Latest Community Tax Certificate (1 original copy)		Barangay Hall- Brgy. Treasurer Or Municipal Treasury Office		
Barangay Clearance (1 original copy)		Barangay Hall- Brgy. Secretary		
Police Clearance (1 Original copy)		Police station		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Sign the Client Log Book at the Public Assistance and Complaints Desk (PACD)	1.1 Give the Log Book to the client	None	3 minutes	<i>Public Assistance and Complaints Desk (PACD)</i> Office of the Municipal Mayor
	1.2 Guide client to the Public Employment Service Office	None	2 minutes	
2. Approach the PESO Manager and Submit the Requirements	2.1 Receive the requirements, verify and record	None	3 minutes	<i>Senior Labor and Employment Officer</i>  Public Employment Service Office
	2.2 Issue Order of payment and direct client to pay at the Municipal Treasury	None	1 minute	
	2.3 Prepare the Certification/Clearance	None	3 minutes	
3. Pay the required fees at the Municipal Treasury	3.1 Accept payment and Issue Official Receipt	₱ 55 ₱ 30 DST  None	10 minutes	<i>Local Rev. Coll Officer-II or Rev. Coll. Clerk-II</i>



	3.2 Direct client back to the PESO		1 minute	<i>Mun. Treasury</i>
4. Present the Official Receipt	4. Check & Record O.R. Number	None	2 minutes	<i>Senior Labor and Employment Officer</i>  Public Employment Service Office
5. Receive Certification/Clearance and sign the logbook	5. Release the Certification/ Clearance	None	2 minutes	<i>Senior Labor and Employment Officer</i>  Public Employment Service Office
	Total	₱ 85	27 minutes	



# OFFICE OF THE MUNICIPAL MAYOR

## COMMUNITY TRAINING AND EMPLOYMENT

EXTERNAL SERVICES





## 141. AVAILING OF COMMUNITY BASED TRAINING

Community Based Training Programs are specifically designed to answer the needs of the barangays. These are trainings provided in line with economic and employment opportunities of local areas. The training programs being conducted are basic capability building courses that aim to enhance the citizens' productivity thru productive livelihood endeavors and self-employment with the inclusion of disadvantaged groups. This will also provide technical skills trainings & skills enhancement to chosen trainees.

<b>Office or Division:</b>		Public Employment Service Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C - Government to Citizen		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Barangay Clearance ( 1 original copy)		Barangay Hall- Secretary		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Sign the Client Log Book at the Public Assistance and Complaints Desk (PACD)	1.1 Give the Log Book to the client	None	3 minutes	<i>Public Assistance and Complaints Desk (PACD)</i>  Office of the Municipal Mayor
	1.2 Guide client to the Public Employment Service Office	None	2 minutes	
2. Approach CTEC Designate and Submit requirements	2. Conduct interview and collect data and requirements for assessment	None	10 minutes	<i>CTEC Designate</i>  Public Employment Service Office
3. Wait for the notification from the PESO Manager	3. Inform client to be notified once the program is available	None	2 days	<i>CTEC Designate</i>  Public Employment Service Office
	Total	None	2 days 15 minutes	



# OFFICE OF THE MUNICIPAL MAYOR

## PUBLIC WELFARE OFFICE

EXTERNAL SERVICES



## 142. REQUEST FOR ASSISTANCE IN CRISIS SITUATION

Assistance given to indigent residents of Libona who wants to avail for Medical, Non food, Transportation , Educational, Burial Assistance and Emergency Shelter Assistance (ESA).

Granting of financial Assistance shall be based on SB Resolution No. 23-305. Assistance amounting to five thousand peso and above shall be through check, while four Thousand Nine Hundred Ninety Nine pesos and below shall be released in cash at the Municipal Treasury thru the Disbursing Officer.

<b>Office or Division</b>	Office of the Municipal Mayor- Public Welfare Unit
<b>Classification</b>	Complex
<b>Type of Transaction</b>	G2C - Government to Citizen
<b>Who may avail</b>	Indigent Residents of Libona
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<b>Common Requirements:</b>	
Barangay Certificate of Indigency (1 original & 1 photocopy)	Barangay Hall- Barangay Secretary
Valid ID ( 1 photocopy)	Person availing services
<b>Situational Requirements:</b>	
<b>FOR MEDICAL ASSISTANCE</b>	
Latest Hospital Bill (1 original & 1 photocopy)	Hospital- Billing Section
Discharge Summary (1 original & 1 photocopy)	Hospital- Records Section
Doctor's Prescription (1 original & 1 photocopy)	Hospital- Physician
<b>FOR NON-FOOD ASSISTANCE</b>	
Letter Request	Person availing services
<b>FOR TRANSPORTATION ASSISTANCE</b>	
Letter Request	Person Availing services
Police Blotter (for victims of pick pockets) (2 photocopies)	Police Station
Passport Employment or Job Order (OFW) (2 photocopies)	Person availing the services
<b>FOR EDUCATIONAL ASSISTANCE</b>	
Statement of Account (1 original, 1 photocopy)	School - Registrar
Certificate of Enrollment or registration/assessment (1original & 1 photocopy)	School - Registrar
Latest School ID (1 photocopy)	School - Registrar
<b>FOR BURIAL ASSISTANCE</b>	
Funeral Contract (1 photocopy)	Concerned Funeral Parlor



Death Certificate (1 photocopy)		Municipal Civil Registration Office		
<b>FOR FINANCIAL ASSISTANCE</b>				
Letter Request (1 original)		Person availing services		
<b>FOR EMERGENCY SHELTER ASSISTANCE (ESA)</b>				
Certification from the Municipal Disaster Risk Reduction and Management Office ( Incident Report ) (1 original, 1 photocopy)		Municipal Disaster Risk Reduction and Management Office		
Certification from the Bureau of Fire Protection( 1 original copy & 1 photocopy)		Bureau of Fire Protection		
Individual Program of Work (1 original copy)		Municipal Engineering Office		
Project Proposal ( 1 original copy)		Public Welfare Unit		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Register in the logbook at the Public Assistance and Complaints Desk (PACD)	1.1 Give Log Book to the client	None	3 minutes	<i>Public Assistance and Complaints Desk (PACD) In Charge</i>  Office of the Municipal Mayor
	1.2 Guide Client to the Public Welfare Section	None	2 minutes	
2. Proceed to the Public Welfare Section and submit the required documents to the personnel-in-charge for initial assessment and verification (except for medical assistance specifically prescription, will refer & coordinate with MHO)	2.1 Receive the required documents and check for o k completeness	None	5 minutes	Public Welfare Office - In Charge
	2.2 The doctor conduct assessment and check the availability of drugs prescribed	None	40 minutes	Public Welfare Office - In Charge
	2.3 Conduct assessment / and reviewed the prescription validated from MHO case study to the client.	None	10 minutes	Public Welfare Office - In Charge



	2.4 Prepare and process claims	None	10 minutes	Public Welfare Office - In Charge
3. Proceed to Disbursement window and receive the assistance.	3.1 Guide Client to the Disbursement window for the release of assistance for 5,000.00 and below financial assistance	None	10 minutes	<i>Admin. Assistant II (Disbusing Officer II)</i> Mun. Treasury
3.1 Wait for text or call from the in charge for the release of check for 5,001.00 up	3.2 Text or Call client if check is available and ready for release at the Municipal Treasury	None	6 days	Revenue Collection Clerk II Mun.  <i>Treasury Office</i>
	Total	None	6 days 1 hour 20 minutes	



## 143. REQUEST FOR A SOLO-PARENT IDENTIFICATION CARD

Solo Parent ID serves as proof of being a Solo Parent who has the EXCLUSIVE position of parental authority, care and financial maintenance and responsibilities for his or her child or children or dependents. Solo Parent ID provides certain privileges and benefits to the cardholder, these includes help from the government and entitled leave benefits as mandated by the law.

<b>Office or Division:</b>	Office of the Municipal Mayor- Public Welfare Unit
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2G - Government to Citizen
<b>Who may avail:</b>	Any bonafide citizen of Libona, Bukidnon who falls to any of the following categories: 1. Birth of the Child as a consequence of rape; Widow/Widower; 2. Spouse of person Deprived of Liberty; 3. Spouse of Person with Physical or mental incapacity; 4. Due to Legal Separation or de Facto Separation; 5. Due to Nullity or Annulment of Marriage; 6. Abandonment by the Spouse; 7. Spouse of OFW; 8. Relative of OFW; 9. Unmarried Person; 10. Legal guardian/ Adoptive Parent/Foster Parent; 11. Relative within the fourth ( 4 <sup>th</sup> ) civil degree of consanguinity of affinity; and Pregnant woman
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b>Common Requirements</b>	
1. Birth Certificate of the child or children (1 original , 1 photocopy)	Phil. Statistics Authority or Mun. Civil Registration Office
2. Affidavit of a Barangay official attesting that the Solo Parent is a resident of the barangay and the child or children is/are under the parental care and support of the solo parent ( 1 original, 1 photocopy)	Barangay Hall- Barangay Secretary/ Barangay Captain
3. Sworn Affidavit declaring that the solo parent has sole parental care and support of the child or children at the time of the execution of affidavit: Provided, that for the purpose of issuance of Solo Parent ID Card, it shall be submitted every year ( 1 original, 1 photocopy )	Public Attorney's office or any Private legal entity who can execute this document
4. Solo Parents Orientation Seminar Certificate of Attendance ( 1 photocopy )	Public Welfare Unit
<b>Situational Requirements:</b>	
<b>Birth of a child as a Consequence of Rape</b>	



<p>1. Complaint affidavit ( 1 original, 1 Photocopy)</p> <p>2. Medical Record on the Incident of Rape (1original, 1 photocopy)</p>	<p>Philippine National Police</p> <p>Doctor/Medico Legal Officer (Public Only)</p>
<p><b>Widow/Widower</b></p> <p>1. Marriage Certificate (1 original, 1 photocopy)</p> <p>2. Death Certificate of the spouse (1 original, 1 photocopy)</p>	<p>Philippine Statistics Authority or Municipal Civil Registrar's Office</p>
<p><b>Spouse of person deprived of liberty</b></p> <p>1. Marriage Certificate (1 original, 1 photocopy)</p> <p>2. Certification of detention or a certification that the spouse is serving sentence for at least three (3) months issued by the law-enforcement agency having actual custody of the detained spouse or commitment order by the court pursuant to a conviction of the spouse (1 original, 1 photocopy)</p>	<p>Philippine Statistics Authority or Municipal Civil Registrar Office</p> <p>Bureau of Jail Management and Penology</p>
<p><b>Spouse of person with physical or mental incapacity</b></p> <p>1. Marriage Certificate or affidavit of cohabitation (1 original, 1 photocopy)</p> <p>2. Medical records, medical abstract, certificate of confinement in the National Center for Mental Health or any medical hospital or facility as a result of the spouse's physical or mental incapacity, which record, medical abstract or certificate of confinement of the incapacitated spouse should have been issued not more than three (3) months before the submission, or a valid Person with Disability (1 original, 1 photocopy)</p>	<p>Philippine Statistics Authority or Municipal Civil Registrar's Office; Public Attorney's Office or any legal entity who can execute the documents</p> <p>Neurologist</p>
<p><b>Due to Legal Separation or de facto separation</b></p> <p>1. Marriage certificate (1 original, 1 photocopy)</p>	<p>Phil. Statistics Authority or Mun. Civil Registration Office</p>



<p>2. Judicial decree of legal separation of the spouses or, in the case of the facto separation, an affidavit of two (2) disinterested persons attesting to the fact of separation of the spouses (1 original, 1 photocopy)</p>	<p>Public Attorney's Office / Court</p>
<p><b>Due to nullity or annulment of marriage</b></p> <p>1. Marriage certificate annotated with fact of declaration of nullity of marriage or annulment of marriage (1 original, 1 photocopy)</p> <p>2. Judicial decree of nullity or annulment of marriage or judicial recognition of foreign divorce (1 original, 1 photocopy)</p>	<p>Phil. Statistics Authority or Mun. Civil Registration Office</p> <p>Public Attorney's Office/Court</p>
<p><b>Abandonment by the spouse</b></p> <p>1. Marriage certificates or affidavit of the applicant solo parent (1 original, 1 photocopy)</p> <p>2. Affidavit of two (2) disinterested persons attesting to the fact of abandonment of the spouse (1 original, 1 photocopy)</p> <p>3. Police or Barangay record of the fact of Abandonment (1 original, 1 photocopy)</p>	<p>Philippine Statistics Office or Municipal Civil Registrar's Office</p> <p>Public Attorney's Office or any legal entity that can execute the documents</p> <p>Police Station or Barangay Hall-Brgy. Secretary</p>
<p><b>Spouse of OFW or Relative of OFW</b></p> <p>1. Marriage certificate (if the applicant is the spouse of the OFW), Birth Certificate or other competent proof of the relationship between the applicant and the OFW (if the applicant is a family member of OFW) (1 original, 1 photocopy)</p> <p>2. Philippine Overseas Employment Administration Standard Employment Contract (POEA-SEC) or its equivalent document (1 original, 1 photocopy)</p> <p>3. OFW's Passport with stamps showing continuous twelve (12) months of overseas work, or a certification from the Bureau of Immigration ( 1 photocopy)</p> <p>4. Proof of income of the OFW's spouse or family member (1 original, 1 photocopy)</p>	<p>Philippine Statistics Authority or Municipal Civil Registrar's Office</p> <p>Philippine Overseas Employment Administration</p> <p>Requesting person</p> <p>Requesting person</p>
<p><b>Unmarried person</b></p> <p>1. Certificate of No Marriage (CENOMAR) (1 original, 1 photocopy)</p>	<p>Philippine Statistic Authority</p>
<p><b>Legal guardian/Adoptive parent</b></p>	





<p>1. Proof of guardianship, such as the decision granting legal guardianship issued by a court; proof of adoption, such as the decree of adoption issued by a court, or order of adoption issued by DSWD or the National Authority on Child Care (NACC); proof of foster care such as the Foster Parent License issued by the DSWD or the NCC ( 1 original, 1 photocopy)</p>	<p>Department of Social Welfare and Development Office or National Authority on Child Care</p>
<p><b>Relative within the fourth (4<sup>th</sup>) civil degree of consanguinity or affinity:</b>  1. Death certificate , certificate of Incapacity, or judicial declaration of absence or presumptive death of the parents or legal guardian; police or barangay records evidencing the fact of disappearance or absence of the parent or legal guardian for at least six (6) months (1 original, 1 photocopy)  2. Proof of relationship of the relative to the parent or legal guardian, such as birth certificate, marriage certificate, family records, or other similar or analogous proof of relationship (1 original, 1 photocopy)</p>	<p>Philippine Statistics Authority / Attorney's office/  Municipal Civil Registrar's Office</p> <p>Philippine Statistics Authority or Municipal Civil Registrar's Office</p>
<p><b>Pregnant Woman</b>  1. Medical record of pregnancy (1original, 1 photocopy)  2. Sworn affidavit declaring that the solo parent is not cohabiting with a partner or co-parent who is providing support to the pregnant woman ( 1 original, 1 photocopy)</p>	<p>Hospital / Lying-in – Record section</p> <p>Public Attorney's Office or any private entity that can execute the documents</p>
<p><b>For Solo Parent Availing of Additional Benefits</b>  1. Affidavit of no employment; or, Income Tax Return (ITR) or Any verified proof of income  2. Social case study issued by the C/MSWDO; or Barangay Certificate of Indigency (1 original, 1 photocopy)</p>	<p>Municipal Social Welfare and Development Office/ Barangay Hall- Barangay Secretary</p> <p>Municipal Social Welfare and Development Office/ Barangay Hall- Barangay Secretary</p>
<p><b>OTHERS:</b>  1. Submit 2 pcs 1x1 ID Picture every Application and renewal  2. Bring 1 original and 1 photocopy of birth certificate/s of child/ren/dependents  3. Applicant must personally apply</p>	<p>Requesting Person</p> <p>PSA or Municipal Civil Registration Office</p> <p>Requesting Person  Requesting Person</p>



<p>4. All new and renew applicants for interview and home visit, if needs further assessment</p> <p><b>For Loss Solo Parent ID Card</b></p> <p>1. Affidavit of Loss (1 original, 1 photocopy)</p> <p>2. 1 pc 1x1 ID Picture</p> <p>3. Sworn Affidavit (1 original, 1 photocopy)</p> <p>4. Affidavit of Barangay (1 original, 1 photocopy)</p>		<p>Public Attorney's Office or any legal entity that can execute the documents</p> <p>Requesting Person</p> <p>Public Attorney's Office or any legal entity that can execute the documents</p> <p>Barangay Hall- Barangay Secretary</p>		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Sign the Client Log Book in the Information Desk	1.1 Give the Log Book to the Client 1.2 Direct client to the Public Welfare Unit or to the Solo Parent Focal Person	None	5 minutes	<i>Information Desk Officer</i> Office of the Municipal Mayor
2. Approach the Solo Parent Focal Person	2. Provide application Form	None	5 minutes	<i>Solo Parent Focal Person</i>
3. Fill out the application form and submit the necessary documents	3. Receive and review the application and the submitted documents	None	10 minutes	<i>Solo Parent Focal Person</i>
		None	10 minutes	
4. Validate/Verify the submitted documents	4. Undergo assessment process of the submitted documents	None	6 days	<i>Solo Parent Focal Person</i>
5. Received the Solo Parent ID Card  * In case of dispute, the Focal Person shall resolved the same- notify the applicant to comply with the requirements within	5.1 Prepare the Solo Parent ID Card and release	None	5 minutes	
	5.2 Orient the solo parent benefits and privileges	None	10 minutes	



five (5) working days				
	Total	None	6 days 45 minutes	



# OFFICE OF THE MUNICIPAL MAYOR

## SIGMATAN WATERWORKS Office

EXTERNAL SERVICES



## 144. APPLICATION FOR NEW SERVICE CONNECTION

Those in the service area of Sigmatan Waterworks may apply for new service connection provided that he/she shall comply with the prescribed regulations and requirements.

<b>Office or Division:</b>		Municipal Engineering Office - Sigmatan Waterworks Office		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2C - Government to Citizen G2B - Government to Business G2G - Government to Government		
<b>Who may avail:</b>		Any residents within the service area of Sigmatan Waterworks		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly filled-out Application for New Water Service Connection Form (1 set)		Sigmatan Waterworks Office		
Sketch of Location (1 copy)		Individual availing the service		
Attendance to the Seminar for New Applicants		Facilitated by Sigmatan Waterworks Every 2 <sup>nd</sup> Tuesday of the month		
Community Tax Certificate (1 original copy)		Barangay Hall- Brgy. Treasurer		
Barangay Clearance (1 original copy)		Barangay Hall- Brgy, Secretary		
Material Estimate (1 original copy)		Sigmatan Waterworks Office		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Approach the personnel-in-charge, state the purpose and Sign the Client Log Book.	1.1 Give the log book and interview the client.	None	7 Minutes	<i>Billing Clerk or Sigmatan Water Works Supervisor</i>
	1.2 Instruct client to attend a 1 hour Orientation for New Applicants scheduled every 2 <sup>nd</sup> Tuesday of the month.	None	3 Minutes	<i>Billing Clerk or Sigmatan Water Works Supervisor</i>  <i>Sigmatan Waterworks Office</i>
2. Attend the Orientation and fill out the Application Form.	2. Conduct a 1 hour orientation and provide the Application Form	None	1 hour and 30 minutes	<i>Sigmatan Water Works Supervisor</i>  <i>Sigmatan Waterworks Office</i>
3.1 Receive Order of Payment	3.1 Issue Order of Payment and direct client to pay	None	5 minutes	<i>Billing Clerk or Sigmatan Water Works Supervisor</i>



3.2 Pay the required fees	3.2 Receive payment and issue Official Receipt	₱ 350	5 minutes	<i>Billing Clerk or Sigmatan Water Works Supervisor</i>
	3.3 Process the Application	None	1 day	<i>Sigmatan Waterworks Office</i>
4. Guide the plumber during the inspection of location.	4. Inspect location where the water service connection will be installed and provide the list of materials needed.	None	1 day	<i>Sigmatan Water Works Supervisor and Plumbers</i>  <i>Sigmatan Waterworks Office</i>
5. Prepare all the needed materials and contact the Sigmatan Water Works Office and wait for the plumber for the installation.	5.1 Set schedule for the water service connection.	None	10 minutes	<i>Sigmatan Supervisor and Plumbers</i>
	6.2. Install water service connection.	None	1 day	<i>Sigmatan Waterworks Office</i>
	<b>Total</b>	<b>₱ 350</b>	<b>3 days 1 hour 60 minutes</b>	



## 145. FILING OF COMPLAINT

Customers may file complaints for No Water, Dirty Water, Busted Service Line, Meter Leak, Lost Meter and other water connection related concerns.

<b>Office or Division:</b>		Municipal Engineering Office - Sigmatan Waterworks Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C - Government to Citizens		
<b>Who may avail:</b>		Registered active concessionaires		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Account Name & Account Number		Account Holder		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Visit the Sigmatan Waterworks Office or may Call Sigmatan Contact Number at 0968 770 4094	1.1 Conduct Interview get details of complaints and evaluate.	None	10 minutes	<i>Billing Clerk or Sigmatan Water Works Supervisor</i>
	1.2 Refer client's concern to the Sigmatan Supervisor or to the Officer In Charge	None	3 minutes	<i>Billing Clerk or Sigmatan Wtare Works Supervisor</i>  <i>Sigmatan Waterworks Office</i>
2. Wait for the action or feedback from the In charge	2. Gives instructions to field personnel to conduct inspection and repair	None	1 day	<i>Sigmatan Water Works Supervisor or Officer In-Charge</i>  <i>Plumbers Sigmatan Waterworks Office</i>
	<b>Total</b>	None	1 day 13 minutes	



## 146. PAYMENT OF WATER BILL

Payment of water bill is made in exchange of the water service delivered to the Concessionaires. The Sigmatan Waterworks Office accepts payment for the corresponding amount of water consumption for the month. Payment schedule is reflected in the Water Bill and payment can be done at their respective Barangay Hall or at the Waterworks Office or at the Municipal Treasury. A surcharge of 15% per month will be imposed for late payment. Failure to pay for 3 consecutive months will result to disconnection of service.

<b>Office or Division:</b>		Municipal Engineering Office - Sigmatan Waterworks		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C - Government to Citizen		
<b>Who may avail:</b>		Existing concessionaires of Sigmatan Waterworks and Deepwells		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Water Bill		Sigmatan Waterworks		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Approach the personnel-in-charge and pay the amount in the Billing Statement.	1. Accept payment based on the Billing Statement and issue Official Receipt	<p>First 20 cu m water cons. X 5 Excess 21 cu m and above x 6 for residential, Consumer type.</p> <p>First 30 cu m water cons. X 10 Excess of 31 cu m &amp; above x 15 for industrial and Agricultural consumer type</p>	15 minutes	<p><i>Admin Aide VI (Clerk III) or Billing Clerk</i></p> <p><i>Sigmatan Waterworks Office</i> <i>or</i> <i>Rev Collection Clerk II</i></p> <p><i>Municipal Treasury</i></p>
	Total	<p>First 20 cu m water cons. X 5 Excess 21 cu m and above x 6 for residential, Consumer type.</p> <p>First 30 cu m water cons. X 10 Excess of 31 cu m &amp; above x 15 for industrial and Agricultural consumer type</p>	15 minutes	





## 147. REQUEST FOR DISCONNECTION OF WATER SERVICE

Concessionaires may request for temporary or permanent disconnection of their water service line to avoid monthly charges on water bill if they will not be using water from their service connection due to vacancy of residence, transfer of place or residency, temporary leaving from their residency or any other reasons, which consequently discontinues their billing

<b>Office or Division:</b>		Municipal Engineering Office - Sigmatan Waterworks		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C - Government to Citizen		
<b>Who may avail:</b>		Existing concessionaires of Sigmatan		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request for temporary or permanent disconnection duly signed by the registered owner of the service connection		Account Holder		
Authorization Letter in the absence of the registered owner of the water connection		Account Holder		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Submit Letter of request to the personnel-in-charge and sign the client logbook	1. Accept the letter request and verify account.	None	5 minutes	<i>Billing Clerk or Sigmatan Water Works Supervisor</i>  <i>Sigmatan Waterworks Office</i>
2. Wait for the action to be taken	2.1 Forward request to the Supervisor or OIC for final action	None	3 minutes	<i>Billing Clerk</i>
	2.2 Gives instructions to field personnel for disconnection	None	1 day	<i>Sigmatan Water Works Supervisor</i>  <i>Sigmatan Waterworks Office</i>
	Total	Varies	1 day 8 minutes	



## 148. REQUEST FOR RECONNECTION OF WATER SERVICE

Concessionaires with temporary disconnected accounts may request the reconnection of their service upon settlement of arrears and reconnection fee if they were disconnected due to non-payment. Customers who requested for temporary disconnection may also request reconnection upon settlement of the reconnection fee.

<b>Office or Division:</b>		Municipal Engineering Office - Sigmatan Waterworks			
<b>Classification:</b>		Simple			
<b>Type of Transaction:</b>		G2C - Government to Citizen G2B - Government to Business G2G - Government to Government			
<b>Who may avail:</b>		Concessionaires with temporary disconnected water service who wish to reactivate their water service			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>			
Letter Request for reconnection of water Service		Account Holder			
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>	
1. Submit Letter of request to the personnel-in-charge and sign the client logbook	1.1 Accept the letter submitted and verify Account.	None	5 minutes	<i>Billing Clerk and Sigmatan Water Works Supervisor</i>	
	1.2 Prepare statement for reconnection fee and compute the cost of unpaid consumption for payment.	None	5 minutes	<i>Billing Clerk or Sigmatan Water Works Supervisor</i>	
	1.3 Issue the Order of Payment.	None	5 minutes	<i>Billing Clerk or Sigmatan Water Works Supervisor</i>	
2. Pay the unpaid water bill if any	2.1 Accept payment and issue Official Receipt	₱ 450 Disconnected due to non-	10 minutes	<i>Admin Aide VI (Clerk III) or Billing Clerk</i>	



		payment of bills and illegal. No payment for voluntary disconnection		<i>Sigmatan Waterworks or Rev Collection Clerk II</i>  Municipal Treasury
3. Attend the 1 hour Orientation on the scheduled date at Sigmatan Water Works Office.	3. Review the application checklist/requirement and Instruct client to attend a 1 hour Orientation for individual disconnected due to non-payment of bills and illegals scheduled every 2 <sup>nd</sup> Tuesday of the month.	None	1 hour	<i>Billing Clerk Sigmatan Waterworks Supervisor</i>  Sigmatan Waterworks Office
4. Wait for the reconnection of water service.	4.1 Forward request to Sigmatan Supervisor or OIC	None	3 minutes	<i>Billing Clerk Sigmatan Waterworks</i>
	5.2. Supervisor Verify the documents and gives instructions to field personnel for reconnection	None	1 day	<i>Sigmatan Waterworks Supervisor or OIC-Sigmatan Waterworks Plumbers</i>  Sigmatan Waterworks Office
	Total	₱ 450 Disconnected due to non-payment of bills and illegal. No payment for voluntary disconnection	1 day 1 hour 28 minutes	



# OFFICE OF THE MUNICIPAL MAYOR

## MUNICIPAL TOURISM DEVELOPMENT OFFICE

EXTERNAL SERVICES



## 149. REQUEST FOR ASSISTANCE ON DOT ACCREDITATION/ LICENSING FOR TOURISM RELATED ESTABLISHMENT

The Department of Tourism (DOT) accreditation process can be complex and time-consuming, but it is essential for businesses in the tourism industry to achieve and maintain a high standard of service. The process involves a rigorous assessment of various aspects of business' operations, including facilities, services, and management practices. The steps for the DOT Accreditation process involves: Application, Assessment, Review, and Accreditation.

<b>Office or Division</b>	Office of the Municipal Mayor-Municipal Tourism Unit			
<b>Classification</b>	Complex			
<b>Type of Transaction</b>	G2B - Government to Business			
<b>Who may avail</b>	Business owners and Tour Guides			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Business Documentary Requirements as prescribed by the Department of Tourism to a certain business enterprise		Requesting Party Department of Tourism can be accessed through <a href="https://accreditation.tourism.gov.ph/login">https://accreditation.tourism.gov.ph/login</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Sign the Client Log Book at the Public Assistance and Complaints Desk (PACD)	1.1 Give the Log Book to the client	None	3 minutes	<i>Public Assistance and Complaints Desk (PACD)</i>
	1.2 Guide the client to the Tourism Information Center/Desk	None	2 minutes	Office of the Municipal Mayor
2. Proceed to the Tourist Information Center/Desk	2.1 Receive and validate documents	None	1 hour	<i>Tourism Coordinator Designate</i>



	2.2 Register and upload documents to the online system or portal	None	30 minutes	<i>Tourism Coordinator Designate</i>  Office of the Municipal Mayor
3. Receive copy of proof and submission and wait for notification	3. Provide a copy of proof of submission and inform the requesting party that he/she will be notified on the status of the application via email or the like	None	10 minutes	<i>Tourism Coordinator Designate</i>  Office of the Municipal Mayor
	Total	None	1 hour and 45 minutes	



## 150. REQUEST FOR TOURISM TRAININGS AND SEMINARS TO LOCAL STAKEHOLDERS

The importance of providing training and seminars to local stakeholders in the tourism industry enhances their skills and knowledge. This can ultimately contribute to the growth and development of the tourism industry in their respective areas. This practice can improve customer service, enhance job performance, increased knowledge of the tourism industry, networking opportunities, and career advancement. Tourism training and seminars can be a valuable investment for tourism professionals. The Tourism unit will assist in the facilitation of the requested training while the concerned agency will be the one conducting the training.

<b>Office or Division</b>	Office of the Municipal Mayor-Municipal Tourism Unit			
<b>Classification</b>	Complex			
<b>Type of Transaction</b>	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government			
<b>Who may avail</b>	Academe, Business owners and Government institutions			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter request indicating the specific training or seminars needed approved by the Mayor		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Sign the Client Log Book at the Public Assistance and Complaints Desk (PACD)	1.1 Give the Log Book to the client	None	3 minutes	<i>Public Assistance and Complaints Desk (PACD)</i>
	1.2 Guide the client to the Tourism Center/Desk	None	2 minutes	Office of the Municipal Mayor



2. Proceed to the Tourist Information Center/Desk then present the approved (by the Office of the Municipal Mayor) Request Letter	2.1 Receive and review letter request	None	15 minutes	<i>Tourism Coordinator Designate</i>  Office of the Municipal Mayor
	2.2 Send a Request Letter to the Concerned Agency for the schedule of the requested training or seminar subject for approval	None	15 minutes	<i>Tourism Coordinator Designate</i>  Office of the Municipal Mayor
	2.3 Provide a copy of the request letter to the requesting party	None	10 minutes	<i>Tourism Coordinator Designate</i>  Office of the Municipal Mayor
3. Leave contact information for the updates of the requested assistance	3. Coordinate with the requesting party on the updates of the request	None	5 days	<i>Tourism Coordinator Designate</i>  Office of the Municipal Mayor
	Total	None	5 days and 45 minutes	



## 151.REQUEST FOR TOURISM, CULTURE AND ARTS INFORMATION

Data and information from stakeholders in the tourism, culture, and arts sectors can provide understanding on the current landscape, challenges, and opportunities in these sectors. It could also identify areas for improvement and develop evidence-based recommendations for policy and program development. These data and information can be on tourism arrivals, expenditures, and employment. Information on cultural heritage sites, museums, and other cultural attractions. Data on arts and cultural events, festivals, and performances. Information on the status of tourism, culture, and arts education and training. Challenges and opportunities in the tourism, culture, and arts sectors. Recommendation for sustainable development and growth in these sectors.

<b>Office or Division</b>	Office of the Municipal Mayor-Municipal Tourism Unit			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C - Government to Citizen, G2B - Government to Business, G2G - Government to Government			
<b>Who may avail</b>	Academe, Business owners and Government institutions			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter request indicating the data needed approved by the Municipal Mayor		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Sign the Client Log Book at the Public Assistance and Complaints Desk (PACD)	1.1 Give the Log Book to the client	None	3 minutes	<i>Public Assistance and Complaints Desk (PACD)</i> Office of the Municipal Mayor
	1.2 Guide the client to the Tourism Office	None	2 minutes	



2. Proceed to the Tourist Information Center/Desk then present the approved (by the Office of the Municipal Mayor) Request Letter	2.1 Receive and review letter request	None	2 minutes	<i>Tourism Coordinator Designate</i>  Office of the Municipal Mayor
	2.2 Generate and provide data or document	None	15 minutes	<i>Tourism Coordinator Designate</i>
	2.3 Approved, sign, and release of data or document	None	5 minutes	<i>Tourism Coordinator Designate</i>  Office of the Municipal Mayor
3. Receive copies of data or document	3. Release of data or document to the requesting party	None	3 minutes	<i>Tourism Coordinator Designate</i>  Office of the Municipal Mayor
	Total	None	30 minutes	



# OFFICE OF THE SANGGUNIANG BAYAN

INTERNAL SERVICES

## 152. REQUEST FOR LEGISLATIVE ENACTMENT ON ENDORSEMENT OF THE MUNICIPAL MAYOR

This service allows the Sangguniang Bayan to enact ordinances for the endorsed programs, projects, or other initiatives of the Municipal Government of Libona, Bukidnon.

<b>Office or Division</b>	Office of the Sangguniang Bayan			
<b>Classification</b>	Highly Technical			
<b>Type of Transaction</b>	G2C - Government to Citizen G2G - Government to Government			
<b>Who may avail</b>	ALL (thru the Office of the Municipal Mayor)			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Endorsement Letter from the Office of the Municipal Mayor with attached documents related to the request <i>(1 original copy and 1 photocopy)</i>			Petitioners, complainants, offices, or concerned public	
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Submit endorsement with attached documents related to the request to the Office of the Sangguniang Bayan	1.1 Receive and record the documents	None	10 minutes	<i>Admin. Aide VI or Comp. Operator II or Secretary to the Sanggunian</i>  Office of the Sangguniang Bayan
	1.2 Include the matter in the Calendar of Business of the Regular Session and refer the request to the concerned committee  (1 <sup>st</sup> Reading)	None	1 session day	<i>Secretary to the Sanggunian</i>  Office of the Sangguniang Bayan
2. Wait for legislative actions	2.1 Conduct committee meetings/hearings for the evaluation and deliberation of	None	2 hours per meeting	<i>Concerned Committee</i>  Office of the Sangguniang Bayan

	the endorsed matter			
	2.2 Renders committee report with the inclusion of the proposed measure for 2 <sup>nd</sup> Reading	None	1 session day	<i>Concerned Committee</i>  Office of the Sangguniang Bayan
	2.3 Include measure for 3 <sup>rd</sup> and Final Reading	None	1 session day	<i>Sangguniang Bayan</i>  Office of the Sangguniang Bayan
	2.4 Finalization of the approved legislation	None	2 hours	<i>Secretary to the Sanggunian</i>  Office of the Sangguniang Bayan
	2.5 Signing of approved legislation	None	2 days	<i>Secretary to the Sanggunian, Presiding Officer</i>  Office of the Sangguniang Bayan
3. Get a copy of the approved legislation	3.1 Record and release the approved legislation	None	5 minutes	<i>Admin. Aide VI or Comp Operator II or Secretary to the Sanggunian</i>  Office of the Sangguniang Bayan
Total		None	45 days from the receipt therein	

## 153.REQUEST FOR APPROVAL OF THE ANNUAL AND SUPPLEMENTAL BUDGETS OF THE MUNICIPAL GOVERNMENT OF LIBONA, BUKIDNON

This service pertains to the review and approval of the annual and supplemental budgets of the Municipal Government of Libona, Bukidnon by the Sangguniang Bayan. Following the submission, the Sangguniang Bayan will review the proposed budgets. This may involve public consultations and discussions with the Municipal Government to ensure transparency and proper allocation of resources. Ultimately, the Sangguniang Bayan has the authority to approve, reject, or modify the budget proposals before finalizing the official spending plan for Libona.

<b>Office or Division</b>	Office of the Sangguniang Bayan			
<b>Classification</b>	Highly Technical			
<b>Type of Transaction</b>	G2G - Government to Government			
<b>Who may avail</b>	Municipal Government of Libona, Bukidnon			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Proposed Annual or Supplemental Budgets with supporting documents as prescribed by law (2 original copies)		Municipal Budget Office		
Annual or Supplemental Investment Plan as approved by the Municipal Development Council (2 original copies)		Municipal Planning and Development Office		
Proper endorsement by concerned authorities or officers (2 original copies)		Office of the Municipal Mayor or Municipal Budget Office		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Submit endorsement with attached documents to the Office of the Sangguniang Bayan	1.1. Receive and review the documents	None	10 minutes	<i>Administrative Aide VI or Computer Operator II or Secretary to the Sanggunian</i>  Office of the Sangguniang Bayan
	1.2. Include the matter in the Calendar of Business of the Regular Session and refer the request to the	None	1 session day	<i>Secretary to the Sanggunian</i>  Office of the Sangguniang Bayan

	concerned committee  (1 <sup>st</sup> Reading)			
2. Wait for legislative actions	2.1. Conduct committee meetings/hearings for the evaluation and deliberation of the endorsed proposed appropriations	None	2 hours per meeting	<i>Committee on Accounts and Appropriations</i>  Office of the Sangguniang Bayan
	2.2. Renders committee report with the inclusion of the proposed measure for 2 <sup>nd</sup> Reading	None	1 session day	<i>Committee on Accounts and Appropriations</i>  Office of the Sangguniang Bayan
	2.3. Include measure for 3 <sup>rd</sup> and Final Reading	None	1 session day	<i>Sangguniang Bayan</i>  Office of the Sangguniang Bayan
	2.4. Finalization of the enacted ordinance	None	2 hours	<i>Secretary to the Sanggunian</i>  Office of the Sangguniang Bayan
	2.5. Signing of the enacted ordinance by the Presiding Officer and the Secretary to the Sanggunian	None	2 days	<i>Secretary to the Sanggunian, Presiding Officer</i>  Office of the Sangguniang Bayan
	2.6. Forwarding the enacted ordinance to the Office of the Municipal Mayor	None	10 minutes	<i>Secretary to the Sanggunian</i>

	for its approval by the Municipal Mayor			Office of the Sangguniang Bayan
	2.7. Municipal Mayor will approve and sign the enacted ordinance and return it to the Office of the Sangguniang Bayan	None	Maximum of 10 days	<i>Municipal Mayor</i>  Office of the Municipal Mayor
	2.8. Submit the approved ordinance to the Sangguniang Panlalawigan for their review and approval	None	10 minutes	<i>Secretary to the Sanggunian</i>  Office of the Sangguniang Bayan
3. Get a copy of the approved ordinance	3.1. Record and release the approved ordinance	None	5 minutes	<i>Administrative Aide VI</i> <i>or</i> <i>Computer Operator II</i> <i>or</i> <i>Secretary to the Sanggunian</i>  Office of the Sangguniang Bayan
Total		None	2 months from the receipt therein	





# OFFICE OF THE SANGGUNIANG BAYAN

EXTERNAL SERVICES

## 154. APPLICATION FOR ACCREDITATION OF CIVIL SOCIETY ORGANIZATIONS (CSOs)

The accreditation of Civil Society Organizations (CSOs) by the Sangguniang Bayan, as empowered by Republic Act No. 7160 (Local Government Code of 1991), enables CSOs to actively participate in the Municipality's Special Bodies. This process, regulated by the Implementing Rules and Regulations (IRR), ensures that CSOs meet the required criteria for involvement in local governance.

Upon successful completion of the application, the CSO will receive an official resolution approving their accreditation and a Certificate of Accreditation, confirming their important role in local governance.

<b>Office or Division</b>	Office of the Sangguniang Bayan			
<b>Classification</b>	Highly Technical			
<b>Type of Transaction</b>	G2C – Government to Citizen			
<b>Who may avail</b>	Civic Society Organizations (CSOs), Non-Government Organizations (NGOs), Peoples Organizations (POs)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Application <i>(1 original copy and 1 Photocopy)</i>		From the organization availing the service		
Application Form for Accreditation <i>(1 original copy and 1 Photocopy)</i>		Office of the Sangguniang Bayan or DILG		
Board Resolution signifying intention for accreditation <i>(1 original copy and 1 Photocopy)</i>		From the organization availing the service		
Certificate of Registration from the Securities and Exchange Commission (SEC), Department of Labor and Employment (DOLE), Cooperative Development Authority (CDA) <i>(1 original copy and 1 Photocopy)</i>		Securities & Exchange Commission (SEC), Department of Labor and Employment (DOLE), or Cooperative Development Authority (CDA)		
List of current officers and members <i>(1 original copy and 1 Photocopy)</i>		From the Organization availing the services		
Annual Accomplishment Report <i>(1 original copy and 1 Photocopy)</i>		From the Organization availing the services		
Financial Statement <i>(1 original copy and 1 Photocopy)</i>		From the Organization availing the services		
Constitution and By-Laws <i>(1 original copy and 1 Photocopy)</i>		From the Organization availing the services		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>

1. Secures Application Form from the Sangguniang Bayan Personnel	1. Provide Application Form	None	5 minutes	<i>Administrative Aide VI or Computer Operator II or Secretary to the Sanggunian</i>  Office of the Sangguniang Bayan
2. Submits duly accomplished Application Form and other requirements.	2.1 Receives, verifies, and records documents submitted.	None	10 minutes	<i>Administrative Aide VI or Computer Operator II or Secretary to the Sanggunian</i>  Office of the Sangguniang Bayan
	2.2 Include the matter in the Calendar of Business of the Regular Session and refer the application to the concerned committee  (1 <sup>st</sup> Reading)	None	1 session day	<i>Secretary to the Sanggunian</i>  Office of the Sangguniang Bayan
3. Applicants attend committee meeting/hearing	3.1 Conduct committee meeting/hearing	None	2 hours	<i>Special Committee on People's Participation</i>
	3.2 Renders committee report with inclusion of the	None	1 session day	<i>Special Committee on</i>

	proposed measure for 2 <sup>nd</sup> Reading			<i>People's Participation</i>  Office of the Sangguniang Bayan
	3.3 Include measure for 3 <sup>rd</sup> and Final Reading	None	1 session day	<i>Sangguniang Bayan</i>  Office of the Sangguniang Bayan
	3.4 Finalization of the approved resolution and Certificate of Accreditation	None	2 hours	<i>Secretary to the Sanggunian</i>  Office of the Sangguniang Bayan
	3.5 Signing of approved resolution and Certificate of Accreditation	None	2 days	<i>Secretary to the Sanggunian, Chairperson of the Special Committee on People's Participation, Presiding Officer</i>  Office of the Sangguniang Bayan
	3.6 Notify the applicant of the result of the accreditation.	None	5 minutes	<i>Administrative Aide VI or Computer Operator II or Secretary to the Sanggunian</i>



				Office of the Sangguniang Bayan
4. Proceed to the Office of the Sangguniang Bayan when notified and claim the approved resolution and Certificate of Accreditation	4. Record and release the document	None	5 minutes	<i>Administrative Aide VI</i> <i>or</i> <i>Computer Operator II</i> <i>or</i> <i>Secretary to the Sanggunian</i>  Office of the Sangguniang Bayan
Total		None	45 days from the receipt therein	

## 155. APPLICATION FOR MOTORIZED TRICYCLE OPERATOR'S PERMIT (MTOP)

This service facilitates the application for a franchise or license for motorized tricycle operators within the territorial jurisdiction of Libona, Bukidnon. The Motorized Tricycle Operator's Permit (MTOP) is issued by the Sangguniang Bayan and is valid for three (3) years from the date of issuance. Operators must renew the permit every three (3) years to continue their operations. Upon the successful completion of the application process, the Sangguniang Bayan will release the MTOP, granting the operator the legal authority to operate their tricycle/s within the municipality.

<b>Office or Division</b>	Office of the Sangguniang Bayan			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C - Government to Citizen			
<b>Who may avail</b>	Tricycle Owners / Operators			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Official Receipt of the Tricycle <i>(1 photocopy)</i>		Land Transportation Office		
Certificate of Registration of the Tricyc <i>(1 photocopy)</i>		Land Transportation Office		
Sales Invoice (OR/CR is still unavailable) <i>(1 photocopy)</i>		Company of the Distributor of the Tricycle		
Insurance Certificate covering 6 passengers <i>(1 photocopy)</i>		Insurance Company		
Barangay Business Clearance <i>(1 original copy)</i>		Barangay Hall - Barangay Secretary		
Barangay Clearance of the Operator <i>(1 original copy)</i>		Barangay Hall - Barangay Secretary		
Barangay Clearance of the Driver <i>(1 original copy)</i>		Barangay Hall - Barangay Secretary		
Driver's License - with code A1 of the authorized driver <i>(1 photocopy)</i>		Land Transportation Office		
Picture of a garage with the unit <i>(1 original copy)</i>		Tricycle Owners / Operators		
Application Form <i>(1 original copy)</i>		Office of the Sangguniang Bayan		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Secures Application Form from the Office of	1. Provides Application Form	None	3 minutes	<i>Computer Operator II</i>

the Sangguniang Bayan				Office of the Sangguniang Bayan
2. Submit Application Form and requirements to the Personnel in Charge  <i>* Make sure to secure the Order of Payment that will be issued</i>	2.1. Receives and reviews submitted documents  2.2. Issue the Order of Payment  2.3. Direct the applicant to pay at the Municipal Treasury	None	10 minutes	<i>Computer Operator II</i>  Office of the Sangguniang Bayan
3. Pays required Fee at the Municipal Treasury	3.1. Accepts payment based on the Order of Payment  3.2. Issue the Official Receipt	₱ 500 per unit	15 minutes	<i>Admin Aide II</i> or <i>Revenue Coll Clerks II</i> or <i>Revenue Coll Officer II</i>  Municipal Treasury
4. Return to the Office of the Sangguniang Bayan and present the Official Receipt for the preparation of the Motorized Tricycle Operator's Permit	4.1 Check the Official Receipt	None	5 minutes	<i>Computer Operator II</i>  Office of the Sangguniang Bayan
	4.2 Encode the data and print the Motorized Tricycle Operator's Permit	None	10 minutes	<i>Computer Operator II</i>  Office of the Sangguniang Bayan
	4.3 Signing of Municipal Tricycle	None	2 days	<i>Municipal Vice Mayor, Chairperson of</i>



	Operator's Permit (MTOP)			<i>the Special Committee on Public Utilities</i>  Office of the Sangguniang Bayan
5. Claim the Municipal Tricycle Operator's Permit	5. Release the MTOP	None	10 minutes	<i>Computer Operator II</i>  Office of the Sangguniang Bayan
Total		₱ 500 per unit	2 days 53 minutes	



## 156. APPLICATION FOR RECLASSIFICATION OF LANDS

This service enables applicants to request the reclassification of their land, altering its designated use to align with zoning and land use regulations. Authorized by Section 20 of Republic Act No. 7160, also known as the Local Government Code of 1991, this process ensures that land use is appropriately managed to meet community needs and development goals. Upon the successful completion of the application process, the Sangguniang Bayan will issue a resolution approving the reclassification, thereby formalizing the new land use designation.

<b>Office or Division</b>	Office of the Sangguniang Bayan			
<b>Classification</b>	Highly Technical			
<b>Type of Transaction</b>	G2C - Government to Citizen			
<b>Who may avail</b>	Residents			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Land Title or Tax Declaration of the Property (1 original and 1 photocopy)			Municipal Assessment Office	
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Submit all the required documents to the Office of the Sangguniang Bayan	1.1 Check and receive the completeness of the documents	None	10 minutes	<i>Administrative Aide VI</i> or <i>Computer Operator II</i> or <i>Secretary to the Sanggunian</i>  Office of the Sangguniang Bayan
	1.2 Include the matter in the Calendar of Business of the Regular Session and refer the application to the concerned committee  (1 <sup>st</sup> Reading)	None	1 session day	<i>Secretary to the Sanggunian</i>  Office of the Sangguniang Bayan

2. Applicants attend committee meeting/hearing	2.1 Conduct committee meeting/hearing	None	2 hours	Committee on Municipal Planning, Development, Infrastructure, and Zoning  Office of the Sangguniang Bayan
	2.2 Renders committee report with the inclusion of the proposed measure for 2 <sup>nd</sup> Reading	None	1 session day	Committee on Municipal Planning, Development, Infrastructure, and Zoning  Office of the Sangguniang Bayan
	2.3 Include measure for 3 <sup>rd</sup> and Final Reading	None	1 session day	Sangguniang Bayan  Office of the Sangguniang Bayan
	2.4 Finalization of the approved resolution	None	2 hours	Secretary to the Sanggunian  Office of the Sangguniang Bayan
	2.5 Signing of approved resolution	None	2 days	Secretary to the Sanggunian, Presiding Officer  Office of the Sangguniang Bayan
	2.6 Notify the Client of the result of the application	None	5 minutes	Administrative Aide VI or Computer Operator II or

				<p><i>Secretary to the Sanggunian</i></p> <p>Office of the Sangguniang Bayan</p>
3. Proceed to the Office of the Sangguniang Bayan when notified and claim the approved resolution	3. Record and release the document	None	5 minutes	<p><i>Administrative Aide VI</i> or <i>Computer Operator II</i> or <i>Secretary to the Sanggunian</i></p> <p>Office of the Sangguniang Bayan</p>
Total		None	45 days from the receipt therein pursuant to Sec. 20 of RA7160	

## 157. FILING OF ADMINISTRATIVE CASE

This service is tailored for individuals seeking to file administrative cases against elected barangay officials, in accordance with the Sangguniang Bayan's quasi-judicial functions. Guided by the provisions of Ordinance No. 12-002, which outlines specific guidelines for handling administrative cases, this process ensures accountability and ethical conduct among barangay officials. Upon submission of the requisite documentation, the Sangguniang Bayan will initiate proceedings in adherence to the established procedures, promoting transparency and fairness in addressing allegations of misconduct or violations.

<b>Office or Division</b>	Office of the Sangguniang Bayan				
<b>Classification</b>	Highly Technical				
<b>Type of Transaction</b>	G2C - Government to Citizen G2G - Government to Government				
<b>Who may avail</b>	ALL				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
<p>A verified complaint that consists of the following:</p> <ul style="list-style-type: none"> <li>• Full name and address of the complainant;</li> <li>• Full name and address of the person complained of as well as his positions and office employment;</li> <li>• A narration of relevant and material facts of omissions and/or violations allegedly committed by the barangay official concerned;</li> </ul> <p><i>(1 original, 11 photocopies)</i></p>			Notary Public or any Legal Service Provider		
<p>Certified true copies of documentary evidence and affidavits of witnesses, if any <i>(1 original, 11 photocopies)</i></p>			Notary Public or any Legal Service Provider		
<p>Certification of non-forum shopping <i>(1 original, 11 photocopies)</i></p>			Notary Public or any Legal Service Provider		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>	
1. Submit a verified complaint with complete	1.1. Review and receive the documents	None	10 minutes	Secretary to the Sanggunian or Computer Operator	



<p>requirements for assessment * <i>Make sure to secure the Order of Payment that will be issued</i></p>	<p>1.2. Issue the Order of Payment 1.3. Direct the applicant to pay at the Municipal Treasury</p>			<p><i>or</i> <i>Administrative Aide VI</i>  Office of the Sangguniang Bayan</p>
<p>2. Pays required Fee at the Municipal Treasury</p>	<p>2.1. Accepts payment based on the Order of Payment 2.2. Issue the Official Receipt</p>	<p>₱ 200</p>	<p>15 minutes</p>	<p><i>Admin Aide II</i> <i>or</i> <i>Revenue Coll Clerks II</i> <i>or</i> <i>Revenue Collection Officer II</i>  Municipal Treasury</p>
<p>3. Return to the Office of the Sangguniang Bayan and present the Official Receipt for the acceptance of the documents to be submitted.</p>	<p>3.1. Check the Official Receipt and receive the complete documents</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Administrative Aide VI</i> <i>or</i> <i>Computer Operator II</i> <i>or</i> <i>Secretary to the Sanggunian</i>  Office of the Sangguniang Bayan</p>
	<p>3.2. Include the matter in the Calendar of Business of the Regular Session and refer the application to the concerned committee  (1<sup>st</sup> Reading)</p>	<p>None</p>	<p>1 session day</p>	<p><i>Secretary to the Sanggunian</i>  Office of the Sangguniang Bayan</p>



	3.3. Require the respondent a verified answer within 15 days from receipt thereof	None	15 days	<i>Committee on Justice</i>  Office of the Sangguniang Bayan
	3.4. Conduct committee meeting/hearing and evaluate the submitted documents during the Preliminary Investigation	None	1 day	<i>Committee on Justice</i>  Office of the Sangguniang Bayan
4. Complainants/ Respondents attend committee meeting/hearing	4.1. The concerned committee evaluates if there is a Prima Facie Case	None	10 days	<i>Committee on Justice</i>  Office of the Sangguniang Bayan
	4.2. If no Prima Facie, the same shall outright be dismissed, jump to Rendition of Decision	None	1 day	<i>Committee on Justice</i>  Office of the Sangguniang Bayan
	4.3. If there is Prima Facie, conduct a Preliminary Conference on whether the parties desire a formal investigation or are willing to submit the case for resolution based on the	None	10 days	<i>Committee on Justice</i>  Office of the Sangguniang Bayan

	evidence on record			
	4.4. If Formal Investigation:  Submit Notice of Hearing to concerned parties	None	7 days	<i>Committee on Justice or Committee en banc</i>  Office of the Sangguniang Bayan
	4.5. Hearings are to be conducted following procedural due process and then jump to the Rendition of the Decision	None	10 days	<i>Committee on Justice or Committee en banc</i>  Office of the Sangguniang Bayan
	4.6. Failure of the respondent to appear for three consecutive scheduled hearings despite due notice, the investigation shall proceed ex parte, and the respondent if deemed to have waived his right to be present and to submit evidence in his favor	None	14 days	<i>Committee on Justice or Committee en banc</i>  Office of the Sangguniang Bayan
	4.7. Rendition of Decision through a Resolution	None	10 days	<i>Committee on Justice or Committee en banc</i>



				Office of the Sangguniang Bayan
5. Proceed to the Office of the Sangguniang Bayan when notified and claim the resolution	5.1. Notify the Client of the result of the case	None	5 minutes	<i>Administrative Aide VI</i> <i>or</i> <i>Computer Operator II</i> <i>or</i> <i>Secretary to the Sanggunian</i>  Office of the Sangguniang Bayan
	5.2. Record and release the document	None	5 minutes	<i>Administrative Aide VI</i> <i>or</i> <i>Computer Operator II</i> <i>or</i> <i>Secretary to the Sanggunian</i>  Office of the Sangguniang Bayan
Total		₱ 200	85 days from the receipt therein	



## 158. REQUEST FOR REVIEW OF APPROPRIATION ORDINANCES OF COMPONENT BARANGAYS OF THE MUNICIPALITY

This service involves the Sangguniang Bayan's review of appropriation ordinances submitted by component barangays within the municipality, including the Sangguniang Kabataan. These ordinances authorize the annual and supplemental budgets for each barangay and their Sangguniang Kabataan.

<b>Office or Division</b>	Office of the Sangguniang Bayan	
<b>Classification</b>	Highly Technical	
<b>Type of Transaction</b>	G2G Government to Government	
<b>Who may avail</b>	Component Barangay Government Units	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>COMMON REQUIREMENTS</b>		
Transmittal Letter of the Appropriation Ordinance <i>(2 Original Copies)</i>		Municipal Budget Office (MBO)
<b>For Barangay Appropriations</b>		
Appropriation Ordinance <i>(2 Original Copies)</i>		Barangay Government Unit Concerned
<b>Attachments:</b> <ul style="list-style-type: none"> <li>• <i>Technical Review Analysis Sheet from the Local Finance Committee</i></li> <li>• <i>Budget Message</i></li> <li>• <i>Certification of Availability of Funds from the Barangay Treasurer</i></li> <li>• <i>BBP Form No. 1 - Budget of Expenditures and Sources of Financing</i></li> <li>• <i>BBP Form No. 2 - Programmed Appropriation by PPA, Expense Class, Object of Expenditure, and Expected Results</i></li> <li>• <i>BBP Form No. 2A - List of Projects Chargeable Against the 20% Development Fund</i></li> <li>• <i>BBP Form No. 3 - Plantilla of Personnel</i></li> <li>• <i>BBP Form No. 4 - Statement of Indebtedness, if any</i></li> <li>• <i>BBP Form No. 5 - Barangay Expenditures Program</i></li> </ul>		



<ul style="list-style-type: none"> <li>• 5% BDRRMF Plan and Budget with BDRRM Council Resolution and Sangguniang Barangay Resolution</li> <li>• 20% Local Development Fund Plan and Budget with BDC Resolution and Sangguniang Barangay Resolution</li> <li>• 10% SK Fund with Annual Barangay Youth Investment Plan, SK Resolution and Sangguniang Barangay Resolution</li> <li>• Gender and Development (GAD) Plan and Budget with BGFPS Resolution and Sangguniang Barangay Resolution</li> <li>• Project Procurement Management Plan (PPMP)</li> <li>• Barangay Nutrition Action Plan and Budget with Sangguniang Barangay Resolution</li> <li>• Barangay Council for the Protection of Children Fund plan and Budget with BCPC Resolution and Sangguniang Barangay Resolution</li> <li>• Senior Citizen and Person with Disabilities (PWD) Plan and Budget with SCA and PWD Council Resolution and Sangguniang Barangay Resolution</li> </ul>	
<p>Annual Investment Plan approved through BDC Resolution and duly approved and adopted by the Sangguniang Barangay through Resolution with a list of PPAs. (2 Original Copies)</p>	<p>Barangay Government Unit Concerned</p>
<b>For Sangguniang Kabataan Appropriations</b>	
<p>Sangguniang Kabataan Appropriation Ordinance approved by the Sangguniang Barangay (2 Original Copies)</p> <p><i>Attachments:</i></p> <ul style="list-style-type: none"> <li>• Technical Review Analysis Sheet from the Local Finance Committee</li> <li>• Mission and Vision of the Sangguniang Kabataan</li> <li>• Certification of Availability of Funds signed by the Barangay Treasurer and Sangguniang Kabataan Treasurer</li> </ul>	<p>Sangguniang Kabataan of Barangay Government Unit Concerned</p>

<ul style="list-style-type: none"> <li>• <i>Sangguniang Kabataan Resolution approving the Sangguniang Kabataan Budget</i></li> <li>• <i>Object of Expenditure</i></li> <li>• <i>Project Procurement Management Plan (PPMP)</i></li> <li>• <i>SKBP Form No. 1 - Plantilla of Personnel</i></li> </ul>				
<i>Comprehensive Barangay Youth Development Plan (CBYDP) and Sangguniang Kabataan Resolution</i> <i>(2 Original Copies)</i>		Sangguniang Kabataan of Barangay Government Unit Concerned		
<i>Annual Barangay Youth Investment Plan (ABYIP) and Sangguniang Kabataan Resolution</i> <i>(2 Original Copies)</i>		Sangguniang Kabataan of Barangay Government Unit Concerned		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Submit all the required documents to the Office of the Sangguniang Bayan	1.1. Check and receive the completeness of the documents	None	10 minutes	<i>Administrative Aide VI or Computer Operator II or Secretary to the Sanggunian</i>  Office of the Sangguniang Bayan
	1.2. Include the matter in the Calendar of Business of the Regular Session and refer the application to the concerned committee  (1 <sup>st</sup> Reading)	None	1 session day	<i>Secretary to the Sanggunian</i>  Office of the Sangguniang Bayan
2. Concerned Sanggunian attend committee meeting/hearing	2.1. Conduct committee meeting/hearing	None	2 hours	<i>Committee on Accounts and Appropriations</i>



				Office of the Sangguniang Bayan
	2.2. Renders committee report with the inclusion of the proposed measure for 2 <sup>nd</sup> Reading	None	1 session day	<i>Committee on Accounts and Appropriations</i>  Office of the Sangguniang Bayan
	2.3. Include measure for 3 <sup>rd</sup> and Final Reading	None	1 session day	<i>Sangguniang Bayan</i>  Office of the Sangguniang Bayan
	2.4. Finalization of the approved resolution	None	2 hours	<i>Secretary to the Sanggunian</i>  Office of the Sangguniang Bayan
	2.5. Signing of approved resolution	None	2 days	<i>Secretary to the Sanggunian, Presiding Officer</i>  Office of the Sangguniang Bayan
	2.6. Notify the Client of the result of the review	None	5 minutes	<i>Administrative Aide VI or Computer Operator II or Secretary to the Sanggunian</i>  Office of the Sangguniang Bayan



<p>3. Proceed to the Office of the Sangguniang Bayan when notified and claim the approved resolution</p>	<p>3. Record and the release document</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Administrative Aide VI or Computer Operator II or Secretary to the Sanggunian</i></p> <p>Office of the Sangguniang Bayan</p>
<p>Total</p>		<p>None</p>	<p>45 days from the receipt therein</p>	

## 159. REQUEST FOR REVIEW OF BARANGAY ORDINANCES

This service empowers barangays to enact strong and legally sound ordinances. This is according to Section 57 of Republic Act No. 7160, or the Local Government Code of 1991.

<b>Office or Division</b>	Office of the Sangguniang Bayan			
<b>Classification</b>	Highly Technical			
<b>Type of Transaction</b>	G2G - Government to Government			
<b>Who may avail</b>	Component barangays of the municipality			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Approved Barangay Ordinance (1 original copy)			Punong Barangay/Barangay Secretary	
Minutes of the Public Hearing (1 original copy)			Punong Barangay/Barangay Secretary	
Attendance of the Public Hearing (1 original copy)			Punong Barangay/Barangay Secretary	
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Submit all the required documents to the Office of the Sangguniang Bayan	1.1. Check and receive the completeness of the documents	None	10 minutes	<i>Administrative Aide VI or Computer Operator II or Secretary to the Sanggunian</i>  Office of the Sangguniang Bayan
	1.2. Include the matter in the Calendar of Business of the Regular Session and refer the request to the concerned committee  (1 <sup>st</sup> Reading)	None	1 session day	<i>Secretary to the Sanggunian</i>  Office of the Sangguniang Bayan

2. Client attend committee meeting/hearing	2.1. Conduct committee meeting/hearing	None	2 hours	<i>Concerned Committee</i>  Office of the Sangguniang Bayan
	2.2. Renders committee report with the inclusion of the proposed measure for 2nd Reading	None	1 session day	<i>Concerned Committee</i>  Office of the Sangguniang Bayan
	2.3. Include measure for 3rd and Final Reading	None	1 session day	<i>Sangguniang Bayan</i>  Office of the Sangguniang Bayan
	2.4. Finalization of the approved resolution	None	2 hours	<i>Secretary to the Sanggunian</i>  Office of the Sangguniang Bayan
	2.5. Signing of approved resolution	None	2 days	<i>Secretary to the Sanggunian, Presiding Officer</i>  Office of the Sangguniang Bayan
	2.6. Notify the Client of the result of the review	None	5 minutes	<i>Administrative Aide VI</i> <i>or</i> <i>Computer Operator II</i> <i>or</i> <i>Secretary to the Sanggunian</i>

				Office of the Sangguniang Bayan
3. Proceed to the Office of the Sangguniang Bayan when notified and claim the approved resolution	3.1. Record and release the document	None	5 minutes	<i>Administrative Aide VI or Computer Operator II or Secretary to the Sanggunian</i>  Office of the Sangguniang Bayan
Total		None	45 days from the receipt therein	



## 160. REQUEST FOR SANGGUNIANG BAYAN DOCUMENTS

This service allows the client to obtain certified copies of official documents from the Sangguniang Bayan, the municipal legislative body. These documents can include Ordinances, Resolutions, Minutes of Deliberations, Committee Reports and Recommendations, and Certifications.

<b>Office or Division</b>	Office of the Sangguniang Bayan			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C - Government to Citizen			
<b>Who may avail</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
A written request stating the type of document needed and its purpose <i>(1 original copy)</i>		Requesting Party		
Proper endorsement by concerned authorities or officers if needed <i>(1 original copy)</i>		Concerned Authorities or officers		
Justification for request <i>(1 original copy)</i>		Requesting Party		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Submit a written request stating the type of document needed and its purpose	1.1. Receives written request & record in the logbook	None	5 minutes	<i>Admin. Aide VI or Computer Operator II</i>
	1.2. Retrieves documents from files and photocopy or search from tracking system & print	None	15 minutes	<i>Secretary to the Sanggunian  Office of the Sangguniang Bayan</i>
2. Receive document/s and sign the logbook	2. Release the document/s	None	5 minutes	<i>Administrative Aide VI or Computer Operator II</i>



				Office of the Sangguniang Bayan
		Total	None	25 minutes

## VI. FEEDBACK AND COMPLAINTS

<b>FEEDBACK MECHANISM</b>	
<p>How to send feedback?</p>	<p>Answer the Client Feedback Form and drop it at the designated drop box in front of the Public Assistance and Complaints Desk (PACD)</p> <p>Contact Number : 0923 082 3151 or Email @ munlibona@gmail.com</p>
<p>How feedback is processed?</p>	<p>Every Friday, the Public Assistance and Complaints Desk (PACD) In charge opens the drop box and compiles and records all feedback submitted</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen</p> <p>For inquiries and follow-ups, clients may contact Cell Phone Number 0923 082 3151</p>

## COMPLAINTS MECHANISM

<p>How to file a complaint?</p>	<p>Answer the Client Complaint Form and Drop it at the designated drop box in front of the Public Assistance and Complaints Desk</p> <p>Complaints can also be filed via Cell phone. Make sure to provide the following information:</p> <p>Name of person being complained Incident Evidence</p> <p>For inquiries and follow-ups clients may contact the following Cellphone Number</p>
<p>How complaints are processed?</p>	<p>The Public Assistance and Complaints Desk (PACD) In charge opens the complaints drop box on a daily basis and evaluate each complaint</p> <p>Upon evaluation, the CART shall start the investigation and forward the complaints to the relevant office for their explanation.</p> <p>The CART will create a report after the investigation and shall submit it to the Head of Agency for appropriate action</p> <p>The CART will give the feedback to the client.</p> <p>For inquiries and follow-ups clients may contact the following cellphone no. 0923 082 3151</p>
<p>Contact Information of CCB, PCC, ARTA</p>	<p>ARTA: <a href="mailto:complaint@arta.gov.ph">complaint@arta.gov.ph</a> 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565</p>

## VII. LIST OF OFFICES

Office	Address	Contact Information
Municipal Accounting and Internal Audit Office (MAIAO)	Ground Floor- Executive Building Poblacion, Libona, Bukidnon	0963 732 1315
Municipal Agriculture Office (MAO)	Ground Floor- Executive Building Poblacion, Libona, Bukidnon	0951 596 5022
Municipal Assessment Office (MASSO)	Ground Floor- Executive Building Poblacion, Libona, Bukidnon	0910 487 0032
Municipal Budget Office (MBO)	2 <sup>nd</sup> Floor Executive Building Poblacion, Libona, Bukidnon	0938 661 9862
Municipal Civil Registration Office (MCRO)	Ground Floor- Executive Building Poblacion, Libona, Bukidnon	0917 147 2896
Municipal Disaster Risk Reduction and Management Office (MDRRMO)	MDRRMO ( Multi Purpose) Building Purok 1, Poblacion, Libona, Bukidnon	0967 605 5989
Municipal Environment and Natural Resources Office (MENRO)	MENRO Building Purok 1, Poblacion Libona, Bukidnon	0991 742 1941
Municipal Engineering Office (MEO)	Ground Floor New Municipal Multi Purpose Building, Purok 1 ,Poblacion, Libona, Bukidnon	0950 186 7049
Municipal General Services Office (MGSO)	GSO Building Purok 1, Poblacion, Libona, Bukidnon	0921 340 7202
Municipal Health Office (MHO)	MHO Building Purok 1, Poblacion, Libona, Bukidnon	0919 993 7603
Municipal Human Resource & Management Office (MHRMO)	2 <sup>nd</sup> Floor Executive Building Poblacion, Libona, Bukidnon	0933 989 2908
Municipal Planning and Development Office (MPDO)	2 <sup>nd</sup> Floor Executive Building Poblacion, Libona, Bukidnon	0999 400 6923
Municipal Social Welfare and Development Office (MSWDO)	Ground Floor Executive Building Poblacion, Libona, Bukidnon	0912 181 2212
Municipal Treasury	Ground Floor Executive Building Poblacion, Libona, Bukidnon	0942 292 3577
Office of the Municipal Mayor (OMM)	2 <sup>nd</sup> Floor Executive Building Poblacion, Libona, Bukidnon	0923 082 3151

Office of the Municipal Mayor Business Permit and Licensing Office (BPLO)	Ground Floor Executive Building Poblacion, Libona, Bukidnon	0999 843 1612
Office of the Municipal Mayor Community Affairs Office (CAO)	2 <sup>nd</sup> Floor Executive Building Poblacion, Libona, Bukidnon	0936 100 4363
Office of the Municipal Mayor Information and Technology Office	2 <sup>nd</sup> Floor Executive Building Poblacion, Libona, Bukidnon	0930 899 1245
Office of the Municipal Mayor Local Youth Development Office (LYDO)	LYDO Building, Old Mun Government Compound Poblacion, Libona, Bukidnon	0951 809 2932
Office of the Municipal Mayor Motorpool Services	Motorpool ,Old Mun Government Compound Poblacion, Libona, Bukidnon	0997 927 9911
Office of the Municipal Mayor Office of the Senior Citizens Affairs (OSCA)	Ground Floor, Executive Building Poblacion, Libona, Bukidnon	0923 082 3150
Office of the Municipal Mayor Persons with Disability Affairs Office (PDAO)	Ground Floor, Executive Building Poblacion, Libona, Bukidnon	0938 834 5882
Office of the Municipal Mayor Public Employment Service Office (PESO) &Community Training and Employment	2 <sup>nd</sup> Floor Executive Building Poblacion, Libona, Bukidnon	0926 224 2282
Office of the Municipal Mayor Public Welfare and Development (PWD)	Ground Floor, Executive Building Poblacion, Libona, Bukidnon	0912 181 2212
Office of the Municipal Mayor Sigmatan Water Works	Sigmatan Waterworks Building, Old Municipal Government Compound, Poblacion, Libona, Bukidnon	0968 770 4094
Office of the Municipal Mayor Municipal Sports Development Office	MDRRMO ( Multi Purpose ) Building, Poblacion, Libona, Bukidnon	0938 400 6708
Office of the Municipal Mayor Municipal Tourism Development Office	2 <sup>nd</sup> Floor Executive Building Poblacion, Libona, Bukidnon	0906 926 8390
Office of the Sangguniang Bayan	Legislative Building, Old Municipal Government Compound, Poblacion Libona, Bukidnon	0933 810 9848
Liga ng Mga Barangay	ABC Hall , Old Municipal Government Compound, Poblacion, Libona, Bukidnon	0967 617 5049
Indigenous Person Mandatory Representative	Bahay Tulogan Building, Purok 1, Poblacion, Libona, Bukidnon	0965 400 0275

Bureau of Fire Protection Libona	Old Municipal Government Compound, Poblacion, Libona, Bukidnon	0932 584 672
Bureau of Internal Revenue (BIR) Libona	2 <sup>nd</sup> Floor Executive Building , Poblacion, Libona, Bukidnon	0994 853 7875
Commission on Elections (COMELEC) Libona	Old Municipal Hall , Poblacion, Libona, Bukidnon	0915 727 4215
Department of Agrarian Reform (DAR)	Legislative Compound , Poblacion, Libona, Bukidnon	0930 608 6962
Department of the Interior and Local Government (DILG) Libona	2 <sup>nd</sup> Floor Executive Building , Poblacion, Libona, Bukidnon	0991 293 8478
Philippine National Police PNP Libona	PNP Station, Poblacion, Libona, Bukidnon	0946 270 8796
Post Office	Legislative Compound , Poblacion, Libona, Bukidnon	0998 968 8427

