



LOCAL GOVERNMENT UNIT OF ALABEL

CITIZEN'S CHARTER
1st Edition (2021)

MANDATE

Local Government Unit of Alabel derived its mandate from the Local Government Code of 1991 (RA 7160) with emphasis of the People's General Welfare under section sixteen (16), to wit;

General Welfare. Every Local Government Unit shall exercise the powers expressly granted, those necessarily implied therefrom, as well as powers necessary, appropriate or incidental for its efficient and effective governance and those which are essential to the promotion of 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 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.

VISION

A progressive center of administration, commerce and industry of Sarangani Province with climate resilient, peaceful, investment and child friendly community, well managed resources and sustainable agriculture through God centered and accountable governance.

MISSION

Alabel will accelerate socio-economic development through:

- Empowerment of communities
- Viable investments
- Provision of Basic Services

TABLE OF CONTENTS
LIST OF SERVICES

OFFICE OF THE MUNICIPAL MAYOR

Issuance of Mayor's Clearance	01
Issuance of Special Permit	02
Issuance of Certification for Quarry	05
Issuance of Working Permit	06
Issuance of Employment Recommendation	08
Issuance of Permit to use Government Facilities	09
Appointment with Municipal Mayor	11
Securing Schedule of Wedding	12
Issuance of Approved Endorsement Slip for Assistance to Individual in Crisis Situation (AICS).....	13

INTERNAL

Issuance of Travel Order to Employees	14
Approval of Driver's trip Ticket (outside Sarangani and Genera Santos City)	15

OFFICE OF THE MUNICIPAL VICE MAYOR, SANGGUNIANG BAYAN AND SB SECRETARIAT

Reclassification of Land	17
Review of Enacted Barangay Ordinance (General, Special and Tax Ordinance)	20
Review of Barangay Annual and Supplemental Budgets (Appropriation Ordinance)	21
Accreditation of Civil Society and Non-Government Organizations	24
Application for Preliminary Subdivision Development Plan (PSDP)	26
Application for Development Permit (DP)	29
Issuance of Original/Certified True Copies of Legislative Documents (Resolutions, Ordinances, Minutes of Sessions, Journal of Proceedings, and Committee Report)	32
Municipal Library Research Services	33
Authorizing the Setting of Construction of Cell Sites by Telecommunication Providers	34

OFFICE OF THE MUNICIPAL ADMINISTRATOR

Issuance of Certificate of Employment (COE), Service Records and other Personnel Records	37
Job Application	38
Issuance of Leave Application	41
Issuance of Appointment	42

GSIS Loan Processing and Confirmation	44
Checking of Daily Time Record (DTR)	46
Reviewed/Evaluated/Controlled and Encoded Pass Slips and Trip Tickets	47
Submission of Statement of Assets, Liabilities and Networth (SALN) for Government Officials and Employees	48
Processing of Terminal Leave Benefits	49
Assistance to GSIS Claims	51
Processing of Request for the Approval of Attendance to Outside Training	52
Rewards and Recognition (R&R) Services: Recognition of Exemplary Performance of Officials and Employees	54
Submission of OPCR and IPCR	55

OFFICE OF MUNICIPAL PLANNING AND DEVELOPMENT COORDINATOR

Securing Zoning Certification	58
Approval of Zoning Clearance for Business Permit	59
Securing of Locational Clearance	61
Processing of Application for Preliminary Subdivision Development Plan (PSDP) of Project under BP 220 and PD 957	64
Processing of Application for Subdivision Development Permit and/or Building Permit of Project under BP 220 and PD 95	66
Securing Data from Municipal Planning and Development Office	68
Evaluation of Submitted Annual Investment Plan Proposal	69
Quarterly Monitoring Report on Government Projects/ Programs/ Activities	71
Processing of Various Documents	72

OFFICE OF THE MUNICIPAL CIVIL REGISTRAR

EXTERNAL

Application for Marriage License	74
Application for Marriage License	76
Registration of Marriage Certificate (Timely)	78
Application for Delayed Registration/ Reconstruction of Marriage Certificate	79
Registration of Death Certificate (Timely)	81
Application for Delayed Registration of Death Certificate	82
Registration of Birth Certificate of Legitimate Child (Timely)	83
Registration of Birth Certificate of Illegitimate Child (Timely)	84
Application for Delayed Registration of Birth Certificate	86
Registration and Annotation of Legal Instrument	

(Affidavit of Acknowledgement of Paternity)	89
Registration and Annotation of Legal Instrument (Affidavit of Legitimation)	90
Registration and Annotation of Legal Instrument (Affidavit to use the Surname of the Father)	92
Petition for Change of First Name, Change Sex, Correction of Day and Month of Birth (R.A. 9048-Cfn/R.A. 10172)	93
Petition for Correction of Clerical Error (R.A. 9048)	96
Registration and Annotation of Court Decree	99
Endorsement of Available Registry Records but with Negative Certification from the Philippine Statistics Authority (PSA)	101
Issuance of Birth/ Death/ Marriage Certificate (Certified Photocopy/ Form 1A / 2A / 3A)	103
Annotation and Endorsement of Supplemental Report	104

OFFICE OF THE MUNICIPAL GENERAL SERVICES OFFICER

EXTERNAL

Canvassing Activity – under Small Value, Emergency and Shopping	106
Inspection of Deliveries of Goods and Services	107

INTERNAL

Property for Return – Waste Materials and Unusable Items, Expendable Items, Equipment Spare parts and IT Hard wares	108
Disposal of Unserviceable Items	110

OFFICE OF THE MUNICIPAL BUDGET OFFICER

EXTERNAL

Review of Barangay Budget	113
Review of SK Resolution/ Budget	114

INTERNAL

Issuance of Office Certification	115
Processing of Obligation Request (OBR)	116
Processing of Payroll	118
Processing of Program Design/Program of Works.....	119
Quarterly Release of Allotment	120
Processing of Inspection Report	122

OFFICE OF THE MUNICIPAL ACCOUNTANT

EXTERNAL

Submission of Disbursement Vouchers	
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(Barangay Monthly Reports)	124
Pre-Audit Services	126
Issuance of Accountant's Advice per batch of Check Issuances	129
Issuance of Certifications	131

OFFICE OF THE MUNICIPAL TREASURER

Payment of Docking Fees, Market Stall and Rental Fees	133
Issuance of Certificate of RPT Payment	133
Issuance of the Community Tax Certificate	136
Issuance of Business/Mayor's Permit (Renewal)	137
Issuance of Business/Mayor's Permit (New)	140
Issuance of Accountable Form 51, BIR Form 0016 and Cash Tickets to Barangay Treasurers	143
Issuance of Official Receipt for Payment	
Rentals for Heavy Equipment	143
Branding of Large Cattle	144
Issuance of Checks and Disbursement of Various Claims	145
Issuance of Certification for the Closure and Retirement of Business	147
Issuance of Receipt for Level III Water System Service Connection and Payment of Bill	148
Imposition of Slaughter and Corral Fees	149
Payment of Individual Mayor's Permit Fee	150
Payment of Burial Permit Fee and Tomb Construction Fees	151
Collection of Fines and Penalties	152
Collection of Fees and Other Imposition	152
Payment of Mayor's Clearance	154
Payment of Motorized Tricycle Operators Permit	155

OFFICE OF THE MUNICIPAL ASSESSOR

Issuance of Certifications for No Assessment/ Total Land Holdings, No Improvement, and Assessor's Clearance	157
Issuance of Certified True Copy/ Photocopy of Tax Declaration and Field Appraisal and Assessment Sheet (FAAS)	158
Verification of Real Property Location and/or Issuance of Vicinity Map	159
Issuance of Assessment History of Real Property	161
Application for Transfer of Ownership of Real Property	162
Application for Subdivision or Consolidation of Real Property	165
Preparation for Notice of Cancellation of Assessment for Land, Building and Machinery	168
Application of Assessment/ Re-Assessment of Real Property Due to Dispute, Correction,	

Change in Actual Use, Physical Change, Etc.	170
Application for Reclassification of Real Property	172
Application for Assessment of New Discovered Land, Buildings, and Machineries	174

OFFICE OF THE MUNICIPAL HEALTH OFFICER

Provision of Prenatal Procedure	178
Provision of Delivery And Post Partum Care Services	179
Provision of Family Planning Services	182
Provision of Newborn Services	183
Provision of Immunization Services for Infants	186
Provision Of Delivery and Post-Partum Care Services	187
Provision of Family Planning Services	190
Provision of newborn services	191
Issuance of Medical Referral	194
Issuance of Medical Certificate	194
Issuance Of Medico-Legal Certificate	196
Provision Of Post Mortem Examination (Autopsy)	197
Issuance Of Permit To Transfer Cadaver	198
Provision Of General Laboratory Services	199
Tuberculosis Prevention and Control Services	200
Maternal Laboratory Services	201
Covid-19 Rapid Antigen Testing	203
Sexually Transmissible Infections Prevention And Control Services	204
Provision Of Dental Health Services	205

MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE

Medical and Mortuary Assistance	207
Financial Assistance	209
Referral to Other Agencies	210
Center-Based and Home-Based ECCD Services	211
Provision of Monetary Incentives to the Octogenarians, Nonagenarians and Centenarians	213
Mortuary and Rice Assistance to the Family of the Bereaved Senior Citizens	215
Registration and Issuance of PWD ID	217
Referral to Other Agencies	218
Solo Parent Registration and Issuance of ID.....	220
Counseling Service	221
Case Management of Violence Against Women and Children Cases	222
Case Management of Children in Conflict	

with the Law (if the Child is Below 15 Years Old)	224
Case Management of Children in Conflict with the Law (above 15 Years Old but acted without Discernment)	227

OFFICE OF THE MUNICIPAL AGRICULTURIST

Issuance of Certifications and Permits	229
Issuance of Livestock and Poultry Inspection Certificate	230
Provision of Artificial Insemination (AI)	231
Provision of Castration of Livestock	231
Provision of Consultation and Treatment of Livestock and Poultry Services	232
Provision of Deworming Services	233
Provision of Livestock Dispersal and Re-Dispersal	234
Provision of Livestock and Poultry Vaccination Services and Anti-Rabies Vaccination of Dogs	235
Provision of Technical/Extension Services (Farmer's Class/Training)	236
Provision of Technical/Extension Services (Farmer's Meeting/Dialogues)	238
Provision of Technical/Extension Services (Farm and Home Visit)	239
Provision of Technical/Extension Services (Attending to Office Callers)	241
Provision of PCIC Crop Insurance for Rice, Cord, and HVC Farmers and Livestock Insurance for Livestock Raisers	242
Provision of PCIC Claims for Indemnity for Farmers and Livestock Raisers	243
Distribution of Rice, Corn, Vegetable Seeds, Fertilizers, and other farm inputs	244
Enrollment in Registry System for Basic Sectors in Agriculture (RSBSA)	245
Conduct of Skills or Technology Trainings	246
Issuance of License to Operate Fishing Banca	248

OFFICE OF THE MUNICIPAL ENVIRONMENT AND NATURAL RESOURCES OFFICER

Enforcement Services on Environmental and Natural Resources Conservation	250
Enforcement Services on Waste Management and Pollution Control Services	252
Issuance of MENRO Certification for Social Activities/ Event Organizers	253
Conduct of Orientation/ Briefings/ Workshops	254
Issuance of Certification for Proposed	

Mariculture and Coastal Projects	257
Garbage (Solid Wastes) Collection Service	259
Garbage Disposal Service	261
Septage Treatment Service (for Private Desludgers)	263
Septage Desludging and Treatment Service.....	264
Issuance of MENRO Certification for DENR/ Permit to Cut and Permit to Transport Application	268
Issuance of Certification for Quarry Permit	270

OFFICE OF THE MUNICIPAL ENGINEER

Issuance of Building Permit	273
Issuance of Fencing Permit	275
Issuance of Occupancy Permit and Final Electrical Inspection/ Completion	276
Issuance of Temporary Electrical Permit	280
Issuance of Sand and Gravel Extraction Certification	282
Issuance of Business Permit	283
Processing of 15% Mobilization Payment	285
Processing of First Partial Billing	286
Processing of Progressive Billing	289
Processing of Final Billing (100%)	292
Processing the Withdrawal of 10% Retention.....	295
Issuance of Pouring Permit	296

OFFICE OF THE MUNICIPAL MOTORPOOL

Repair of Small Engine Machineries	298
Repair of Light Service Vehicle	299
Repair and Maintenance of Heavy Equipment	301
Rental of Heavy Equipment	302
Vehicular Assistance or Utilization of Heavy Equipment for a Particular Activity/Request	303

OFFICE OF THE MUNICIPAL DISASTER RISK REDUCTION AND MANAGEMENT OFFICER

Request for Basic DRRM Training (BLS, SFA, Basic Water Safety, Etc.)	305
Information Education and Campaign (IEC) on Various Hazards in the Municipality (Geological and Hydro Meteorological)	306
Conduct of Earthquake Drill	307
Request for Formulation of DRRM Related Plans (LDRRMP, BDRRMP, Contingency Plan per Hazard and other DRRM Related Plans)	308

Formulation of DRRM Related Plans (LDRRMP, BDRRMP, Contingency Plan per Hazard and other DRRM Related Plans)	309
Request for Availability of Database on Vulnerability and Risk Assessment (VRA) and other Baseline Data	310
Rapid Damage Assessment and Needs Analysis (RDANA) Team Deployment	311
Transportation of Client/ Patient to Medical Facilities	312
Transportation of ROFs and RRS	312
Search and Rescue Operations	314
Assessment/ Incident Report	314
CoViD-19 Related Responses	315
Ambulance Station for Major Activities/ Events	316
Request for Decontamination	317
Deliver Aid/ Food Packs for Close Contacts of CoViD-19 Patient/ Affected	318
Programs, Projects, Activities Project/Program/Activity Proposal/ Design Process	319

OFFICE OF THE LEVEL III WATER SYSTEM

Application for New Water Service Connection	320
Transfer Site of Tapping	322
Change of Account Name	323
Reconnection of Service Line	324
Request for Repairs, Maintenance, and Technical Assistance	325
Issuance of Official Receipt for Payment of Water Bill	326
Request of Temporary Disconnection	327
Issuance of Promissory Note	328
Service Complaints	329

OFFICE OF THE ECONOMIC ENTERPRISE – MARKET ADMINISTRATION

Transfer of Lessee in Case of Death of the Lessee	331
Transfer of Lessee in Case of Transfer of Privilege and Rights	334
Application for Vacancy of Stall/Both and Adjudication to Applicants	336
Request for Approval for Change/ Addition of Business	340
Issuance of Certificate of Policy Compliance (Market Clearance)	342
Request for Improvement of Stall	344
Request for Issuance of Special Permit for Public Market Space or Billboard	345

OFFICE OF THE SLAUGHTERHOUSE OPERATION

Hog Slaughtering Process and Issuance of Meat Certificate	347
Cattle Slaughtering Process and Issuance of Meat Certificate	348

BUSINESS PERMIT AND LICENSING OFFICE

Application for Business Permit (New and Renewal) for Online Application	351
Application for Business Permit (New and Renewal) for Walk-in Application	353
Issuance of Certification for No Business	354

PUBLIC EMPLOYMENT SERVICE OFFICE (PESO)

Issuance of PESO Referral for Employment (Private Companies)	356
Issuance of Employment Certification (PESO)	357
Facilitation of Application for DOLE and OWWA Livelihood Programs and TESDA Skills Trainings	358

OFFICE OF THE BAC SECRETARIAT

Sale of Bidding Documents	359
Issuance of Notice of Post-Qualification	360
Issuance of Notice of Award	361
Issuance of Notice to Proceed	362
Issuance of Purchase Order (P.O.)	363
Dropping/ Submission of Request for Quotation	364

ALABEL MUNICIPAL POLICE STATION

Issuance of Extract of Blotter	365
Issuance of National Police Clearance	367

ALABEL MUNICIPAL FIRE STATION

Fire Safety Evaluation Clearance (FSEC) Application – Regular (Simple)	368
Fire Safety Evaluation Clearance (FSEC) Application – Regular (Complex)	372
Fire Safety Evaluation Clearance (FSEC) Application – Process at OSCP	377

Fire Safety Inspection Certificate (FSIC) Application for Certificate of Occupancy – Regular (Simple)	383
Fire Safety Inspection Certificate (FSIC) Application for Certificate of Occupancy – Regular (Complex)	387
Fire Safety Inspection Certificate (FSIC) Application for Certificate of Occupancy – Process at OSCP	392
Fire Safety Inspection Certificate (FSIC) Application for New Business Permit with Valid FSIC issued during Occupancy Permit Stage	397
Fire Safety Inspection Certificate (FSIC) for New Business Permit without Valid FSIC for Occupancy Issued and with Occupancy Certificate Not Filed After Nine (9) Months from Issuance	401
Fire Safety Inspection Certificate (FSIC) Application for Renewal of Business	406
Fire Safety Inspection Certificate (FSIC) Application for Renewal of Business Without Valid FSIC or Expired FSIC/ With Existing Violation of the Fire Code/ Included in the Negative List	412
Issuance and Service of Notice To Comply (NTC) Procedure	416
Issuance and Service of Notice to Correct Violation (NTCV) Procedure	419
Issuance and Service of Abatement Order (AO) Procedure	424
Issuance and Service of Closure Order (Due to Non-Payment of Administrative Fine) Procedure	428
Issuance and Service of Closure Order (Due to Expiration of Abatement Order) Procedure	431
Implementation of Closure Order Procedure	434



a. OFFICE OF THE MUNICIPAL MAYOR

i. Issuance of Mayor’s Clearance

			TYPE OF SERVICE	
			External	
TITLE OF SERVICE: Issuance of Mayor’s Clearance				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: The Office of the Municipal Mayor issues Mayor’s Clearance to individuals residing in the municipality for local employment, firearms licensing and PNP/AFP requirements.				
Office or Division		Office of the Municipal Mayor		
Classification		Simple Transaction		
Type of Transaction		Government to Citizen (G2C)		
Who May Avail		All bonafide residents of the Municipality		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Barangay Clearance (1 original)			Office of the Sangguniang Barangay where the client resides	
2. Police Clearance with Official Receipt (OR) (1 original)			Alabel Municipal Police Station	
3. Community Tax Certificate (1 original)			Municipal Treasurer’s Office	
4. Official Receipt (OR)			Municipal Treasurer’s Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the frontline personnel of his/her intent of securing Mayor's Clearance.	• Note the client's complete name, address and purpose in securing Mayor's Clearance. Advise client to pay corresponding fee at the Municipal Treasurer's Office. • Advise the client to proceed to the MTO	none	3 minutes	ABIGAIL DE DIOS Administrative Aide III SHARA MAE MANTUA Admin Aide IV
2. Present the OR to the Receiving Officer for the processing of the clearance				Revenue Collection Clerk



3. Return to the Office of the Municipal Mayor and present the complete documentary requirements.	Receive the OR and review the submitted documentary requirements for verification and check for completeness.	none	2 minutes	ABIGAIL DE DIOS Administrative Aide III SHARA MAE MANTUA Admin Aide IV
4. Sit at the Waiting Area while frontline personnel prepare the requested document.	Prepare the requested document and endorse the same to the Municipal Mayor for approval and signature.	none	5 minutes	ABIGAIL DE DIOS Administrative Aide III SHARA MAE MANTUA Admin Aide IV
5. Sit at the Waiting Area while the requested document is being signed.	Check and sign the document	none	1 minute	HON. VIC PAUL M. SALARDA, MPA Municipal Mayor
6. Receive copy of the requested document	Issue Mayor's Clearance to client and secure office copy.	none	1 minute	ABIGAIL DE DIOS Administrative Aide III SHARA MAE MANTUA Admin Aide IV
TOTAL NUMBER OF MINUTES			15 minutes	

ii. Issuance of Special Permit

		TYPE OF SERVICE
		External
TITLE OF SERVICE: Issuance of Special Permit		
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: The Office of the Municipal Mayor issues Special Permit to promote and support individuals/entities intending to conduct various activities for socio-economic development.		
Office or Division	Office of the Municipal Mayor	
Classification	Simple Transaction	
Type of Transaction	Government to Citizen (G2C)	



Who May Avail		Individuals/ Entities intending to conduct various socio-economic activities		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter Request			Applicant	
2. Endorsement from the Sangguniang Kabataan, if the activity is youth or sports related			Office of the Sangguniang Kabataan	
3. Official Receipt			Municipal Treasurer's Office	
4. MENRO Certificate			Municipal Environment and Natural Resources Office (MENRO)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the frontline personnel of his/her intent of securing Special Permit and present the required documents.	Note the client's complete name, address and purpose in securing a Special Permit. Advise client to pay corresponding fee at the MTO.	none	2 minutes	MARGIE MALANA Admin Aide IV (Regular) SHARA MAE MANTUA Admin Aide IV
2. Proceed to the Municipal Treasurer's Office for payment of the required fees	Staff of the Municipal Treasurer's Office receives the payment and issues Official Receipt (OR).	Minimum of ₱100.00 to ₱500.00 per day	3 minutes	Revenue Collection Clerk
3. After payment, proceed to MENRO for orientation and issuance of certificate	Conduct orientation and issue MENRO Certification	none	10 minutes	JULIETH MALOMPONG Admin Asst. III (Regular) JAYCEE TOLENTINO Admin Aide III
4. Go back to the Office of the Municipal Mayor and present the OR and other	Receive the OR and review the submitted documentary requirements	none	2 minutes	MARGIE MALANA Admin Aide IV (Regular)



documentary requirements	for verification and check for completeness.			SHARA MAE MANTUA Admin Aide IV
5. Sit at the Waiting Area while frontline personnel prepare the requested document.	Prepare the requested document. Provide copy of the same to client and advise the latter to proceed to MTO and Alabel Municipal Police Station (MPS) for document approval.	none	5 minutes	MARGIE MALANA Admin Aide IV (Regular) SHARA MAE MANTUA Admin Aide IV
6. Receive copy of the requested document and proceed to MTO and Alabel MPS for approval	Municipal Treasurer and Alabel MPS Chief of Police (COP) signs the document.	none	10 minutes	VIOLETA B. FEROLINO Municipal Treasurer PMAJ WESLEY MATILLANO Alabel MPS Chief of Police
7. Go back to the Office of the Municipal Mayor and submit the signed document to the attending frontline personnel.	Endorse document to Municipal Mayor for approval and signature.	none	2 minutes	MARGIE MALANA Admin Aide IV (Regular) SHARA MAE MANTUA Admin Aide IV
8. Sit at the Waiting Area while the requested document is being signed.	Check and sign the document	none	1 minute	HON. VIC PAUL M. SALARDA, MPA Municipal Mayor
9. Receive copy of the requested document	Issue the Special Permit to client and secure office copy.	none	1 minute	MARGIE MALANA Admin Aide IV (Regular) SHARA MAE MANTUA Admin Aide IV
TOTAL NUMBER OF MINUTES			36 minutes	



iii. Issuance of Certification for Quarry

				TYPE OF SERVICE
				External
TITLE OF SERVICE: Issuance of Certification for Quarry				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: To give on-time and responsive services to the people of Alabel.				
Office or Division	Office of the Municipal Mayor			
Classification	Simple Transaction			
Type of Transaction	Government to Citizen (G2C)			
Who May Avail	Quarry Operators			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Barangay Certification (1 original copy)			Office of the Sangguniang Barangay	
2. Mayor's Permit (1 original)			Business Permit and Licensing Office (BPLO)	
3. MENRO Certification (1 original copy)			Municipal Environment and Natural Resources Office (MENRO)	
4. MEO Certification (1 original copy)			Municipal Engineering Office	
5. Official Receipt			Municipal Treasurer's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the frontline personnel of the intent of securing Quarry Certification and present the required documents.	Evaluates and assesses the submitted requirements. Advise client to pay corresponding fee at the MTO.	none	3 minutes	MARGIE MALANA Admin Aide IV (Regular) SHARA MAE MANTUA Admin Aide IV
2. Proceed to the Municipal Treasurer's Office for payment of the required fees	Staff of the Municipal Treasurer's Office receives the payment and issues Official Receipt (OR).	₱80.00	3 minutes	Revenue Collection Clerk
3. Go back to the Office of the Municipal Mayor and present the complete documentary requirements.	Receive the OR and review the submitted documentary requirements for verification	none	3 minutes	MARGIE MALANA Admin Aide IV (Regular)



	and check for completeness.			SHARA MAE MANTUA Admin Aide IV
4. Sit at the Waiting Area while front line personnel prepare the requested document.	Prepare the requested document and endorse the same to the Municipal Mayor for approval and signature.	none	5 minutes	MARGIE MALANA Admin Aide IV (Regular) SHARA MAE MANTUA Admin Aide IV
5. Sit at the Waiting Area while the Municipal Mayor signs the /requested document.	Check and sign the document	none	1 minute	HON. VIC PAUL M. SALARDA, MPA Municipal Mayor
6. Receive copy of the requested document	Issue Quarry Certification to client and secure office copy.	none	1 minute	MARGIE MALANA Admin Aide IV (Regular) SHARA MAE MANTUA Admin Aide IV
TOTAL NUMBER OF MINUTES			16 minutes	

iv. Issuance of Working Permit

		TYPE OF SERVICE
		External
TITLE OF SERVICE: Issuance of Working Permit		
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: To provide faster frontline services to the local constituents.		
Office or Division	Office of the Municipal Mayor	
Classification	Simple Transaction	
Type of Transaction	Government to Citizen (G2C)	
Who May Avail	All persons/individuals who are bonafide residents of the Municipality	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Barangay Certification (1 original copy)		Office of the Sangguniang Barangay
2. Police Clearance with Official Receipt (OR) (1 original)		Alabel Municipal Police Station
3. Community Tax Certificate (1 original)		Municipal Treasurer’s Office



4. Official Receipt (OR)			Municipal Treasurer's Office	
5. Health Card			Municipal Health Office/ City Health Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the frontline personnel of the intent of securing working permit and present the required documents.	Evaluates and assesses the submitted requirements.	none	2 minutes	JONABELLE VALDERAMA Admin Aide III (Casual) SHARA MAE MANTUA Admin Aide IV
2. Receive copy of the application form and proceed to MTO and MHO for approval	Issue application form for filling up of important data by the applicant. Advise client to pay corresponding fee at the Municipal Treasurer's Office (MTO).	none	2 minutes	Revenue Collection Clerk VIOLETA B. FEROLINO Mun. Treasurer DR. HONORATO B. FABIO Mun. Health Officer DR. DONNA LABANIEGO Medical Officer IV
	Staff of the Municipal Treasurer's Office receives the payment and issues Official Receipt (OR). Municipal Treasurer and Mun. Health Officer signs the document	Please refer to the Revenue Code	15 minutes	
3. Go back to the Office of the Municipal Mayor and present the complete documentary requirements.	Prepare the requested document and endorse the same to the Municipal Mayor for approval and signature.	none	5 minutes	JONABELLE VALDERAMA Admin Aide III (Casual) SHARA MAE MANTUA Admin Aide IV



4. Sit at the Waiting Area while frontline personnel prepare the requested document.	Check and sign the document	none	1 minute	HON. VIC PAUL M. SALARDA, MPA Municipal Mayor
5. Receive copy of the requested document	Issue Working Permit to client and secure office copy.	none	1 minute	JONABELLE VALDERAMA Admin Aide III (Casual) SHARA MAE MANTUA Admin Aide IV
TOTAL NUMBER OF MINUTES			26 minutes	

v. Issuance of Employment Recommendation

		TYPE OF SERVICE
		External
TITLE OF SERVICE: Issuance of Employment Recommendation		
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: The Office of the Municipal Mayor issues Employment Recommendation to create and promote gainful employment among its municipal residents.		
Office or Division	Office of the Municipal Mayor	
Classification	Simple Transaction	
Type of Transaction	Government to Citizen (G2C)	
Who May Avail	All job seekers in the Municipality	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Application Letter (1 original)		Applicant
2. Biodata/Resume/Personal Data Sheet (PDS) (1 original)		Applicant
3. Transcript of Records (TOR) (1 original copy)		School
4. Certificate of Trainings (if applicable) (1 original)		Applicant
5. Certificate of Seminars (if applicable) (1 original)		Applicant
6. Barangay Certification (1 original)		Office of the Sangguniang Barangay
7. Community Tax Certificate (1 original)		Municipal Treasurer's Office
8. COMELEC Identification Card / Voter's Certification (1 photocopy)		COMELEC-Alabel



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach and inform the frontline personnel of the intent of securing a Letter of Recommendation for Employment and present complete requirements/ credentials.	Receive and review the submitted documentary requirements/ credentials for verification and check for completeness.	none	3 minutes	JONABELLE VALDERAMA Admin Aide III (Casual) SHARA MAE MANTUA Admin Aide IV
2. Sit and relax at the waiting area while the frontline personnel prepare the recommendation letter for approval of the Municipal Mayor.	Prepare the document requested and endorse the same to the Municipal Mayor for approval and signature.	none	3 minutes	JONABELLE VALDERAMA Admin Aide III (Casual) SHARA MAE MANTUA Admin Aide IV
3. Sit at the Waiting Area while the document is being signed.	Check and sign the document	none	1 minute	HON. VIC PAUL M. SALARDA, MPA Municipal Mayor
4. Receive copy of the requested document	Issue the approved Employment Recommendation to client and secure office copy.	none	1 minute	JONABELLE VALDERAMA Admin Aide III (Casual) SHARA MAE MANTUA Admin Aide IV
TOTAL NUMBER OF MINUTES			8 minutes	

vi. Issuance of Permit to use Government Facilities

		TYPE OF SERVICE
		External
TITLE OF SERVICE: Issuance of Permit to use Government Facilities		
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: To provide faster frontline services to the local constituents of the Municipality.		
Office or Division	Office of the Municipal Mayor	
Classification	Simple Transaction	



Type of Transaction		Government to Citizen (G2C)		
Who May Avail		Individuals/ Business Entity and Organizations		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter Request			Applicant	
2. Endorsement from the Sangguniang Kabataan, if the activity is youth or sports related			Office of the Sangguniang Kabataan	
3. Official Receipt (OR)			Municipal Treasurer's Office	
4. MENRO Certificate			Municipal Environment and Natural Resources Office (MENRO)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the frontline personnel of the intent of securing permit to use government facility and present the required documents.	Evaluates and assesses the submitted requirements. Advise client to pay corresponding fee at the Municipal Treasurer's Office (MTO).	none	2 minutes	MARGIE MALANA Admin Aide IV (Regular) ABIGAIL DE DIOS Administrative Aide III
2. Proceed to the Municipal Treasurer's Office for payment	Staff of the Municipal Treasurer's Office receives the payment and issues Official Receipt (OR).	₱500.00 (7am to 5pm) •₱800.00 (beyond 5pm)	3 minutes	Revenue Collection Clerk
3. After payment, proceed to MENRO for orientation and issuance of certificate	Issue MENRO Certification	none	10 minutes	JULIETH MALOMPONG Admin Asst. III (Regular) JAYCEE TOLENTINO Admin Aide III
4. Go back to the Office of the Municipal Mayor and present the complete documentary requirements.	Prepare the requested document. Advise the latter to proceed to Gymnasium caretaker	none	3 minutes	MARGIE MALANA Admin Aide IV (Regular) ABIGAIL DE DIOS Administrative Aide III



5. Receive copy of the requested document and proceed to Gymnasium	The caretaker booked the facility	none	3 minutes	RONIE S. OBIDA Admin Aide IV
TOTAL NUMBER OF MINUTES			21 minutes	
6. After the activity, Go back to the Gymnasium caretaker for issuance of clearance certificate	Evaluate the usage of the facility and Issue clearance cert	none	2 minutes	RONIE S. OBIDA Admin Aide IV
7. Receive copy of the requested document, forward copy at MENRO	Keep Clearance Form	none	1 minute	JULIETH MALOMPONG Admin Asst. III (Regular) JAYCEE TOLENTINO Admin Aide III
TOTAL NUMBER OF MINUTES			3 minutes	

vii. Appointment with Municipal Mayor

			TYPE OF SERVICE	
			External	
TITLE OF SERVICE: Appointment with Municipal Mayor				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: To give immediate frontline services in seeking appointment to the Local Chief Executive.				
Office or Division		Office of the Municipal Mayor		
Classification		Simple Transaction		
Type of Transaction		Government to Citizen (G2C)		
Who May Avail		Any person who wants to see the Local Chief Executive of this Municipality		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter Request duly endorsed by the Punong Barangay			Office of the Sangguniang Barangay	
2. Letter Request			Company/ Organization/ School	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the frontline personnel of the intent of securing an appointment with the	Evaluate the purpose of the appointment	none	5 minutes	ABIGAIL MANGAMPO Admin Officer V (Regular)



LCE and present available requirement				MARGIE MALANA Admin Aide IV (Regular)
2. Sit and relax while waiting for the advise of the secretary to confirm the schedule of day, time and venue of the appointment	The secretary refers the concern to the LCE and confirms the requested date or time of appointment.	none	5 minutes	JAH FAITH PRAISE MEJIA Admin Aide VI (Casual) FRANCESCA LIM Admin Aide IV HON. VIC PAUL M. SALARDA, MPA Municipal Mayor
TOTAL NUMBER OF MINUTES			10 minutes	

viii. Securing Schedule of Wedding

			TYPE OF SERVICE	
			External	
TITLE OF SERVICE: Securing Schedule of Wedding				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: To facilitate civil wedding after complying the needed requirements.				
Office or Division		Office of the Municipal Mayor		
Classification		Simple Transaction		
Type of Transaction		Government to Citizen (G2C)		
Who May Avail		Couples who desires to avail civil wedding		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Marriage License			Local Civil Registrar	
2. Affidavit of Cohabitation (If living together for more than 5yrs with child)			Notary Public	
3. CENOMAR or Certificate of No Marriage			PSA or Philippine Statistic Authority	
4. Community Tax Certificate (1 original)			Municipal Treasurer’s Office	
5. Birth Certificate (husband, wife, child)			PSA or Philippine Statistic Authority	
6. Presence of at least 2 witnesses			Family	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach frontline personnel for information gathering and interview of the couple	Evaluates and assesses the submitted requirements. Advise client to pay corresponding	none	5 minutes	MARGIE MALANA Admin Aide IV (Regular)



	fee at the Municipal Treasurer's Office (MTO).			
2. Proceed to the Municipal Treasurer's Office for payment	Staff of the Municipal Treasurer's Office receives the payment and issues Official Receipt (OR).	₱100.00	5 minutes	Revenue Collection Clerk
3. Go back to the office of the Municipal Mayor and present the Official Receipt to the frontline personnel for the schedule/ date of the wedding	schedule date of wedding (every Wednesday is the schedule of wedding)	none	3 minutes	MARGIE MALANA Admin Aide IV (Regular)
TOTAL NUMBER OF MINUTES			13 minutes	

ix. Issuance of Approved Endorsement Slip for Assistance to Individual in Crisis Situation (AICS)

		TYPE OF SERVICE		
		External		
TITLE OF SERVICE: Issuance of Approved Endorsement Slip for Assistant to Individual in Crisis Situation (AICS)				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: To promptly assist customers in giving financial support to individual in crisis situation.				
Office or Division		Office of the Municipal Mayor		
Classification		Simple Transaction		
Type of Transaction		Government to Citizen (G2C)		
Who May Avail		Individual who are asking for assistance (Burial/ Financial)		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Social Case Study			Municipal Social Welfare and Development Office (MSWDO)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach frontline personnel for information and present requirements	Evaluates and assesses the	none	3 minutes	JONABELLE VALDERAMA



to the office of the Municipal Mayor	submitted requirements			Admin Aide III (Casual) ABIGAIL DE DIOS Administrative Aide III
2. Sit and relax while the frontline personnel prepare the endorsement slip	Prepare the requested document and endorse the same to the Acting Municipal Administrator for approval and signature.	none	5 minutes	JONABELLE VALDERAMA Admin Aide III (Casual) ABIGAIL DE DIOS Administrative Aide III LILIBETH J. SALARDA, MPA Acting Municipal Administrator
3. Receive copy of the requested document and forward the same to MSWD	Issue endorsement slip to client and Advice the same to forward documents at MSWD	none	1 minute	JONABELLE VALDERAMA Admin Aide III (Casual) ABIGAIL DE DIOS Administrative Aide III
TOTAL NUMBER OF MINUTES			9 minutes	

x. Issuance of Travel Order to Employees

		TYPE OF SERVICE	
		Internal	
TITLE OF SERVICE: Issuance of Travel Order to Employees			
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: The Office of the Municipal Mayor issues Travel Order to keep track of the travel records of employees and the corresponding office charges of the expenses that might be incurred in relation thereto.			
Office or Division	Office of the Municipal Mayor		
Classification	Simple Transaction		
Type of Transaction	Government to Government (G2G)		
Who May Avail	Employees of the Local Government Unit		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Letter of Invitation		National Agency/ LGUs/ Organizations	
2. Request Letter for the appearance of certain employee		Department Head	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach and inform the frontline personnel of the intent of securing a Travel Order and present available requirement.	Receive and review the submitted requirements	none	3 minutes	MARGIE MALANA Admin Aide IV (Regular)
	Prepare the document requested and endorse the same to the Municipal Mayor for approval and signature.	none	5 minutes	MARGIE MALANA Admin Aide IV (Regular) SHARA MAE MANTUA Admin Aide IV JAH FAITH PRAISE MEJIA Admin Aide VI (Casual)
2. Sit and relax at the Waiting Area	Check and sign the document	none	1 minute	HON. VIC PAUL M. SALARDA, MPA Municipal Mayor
3. Receive copy of the requested document	Issue the approved Travel order to employee and secure office copy.	none	1 minute	MARGIE MALANA Admin Aide IV (Regular)
TOTAL NUMBER OF MINUTES			10 minutes	

xi. Approval of Driver’s trip Ticket (outside Sarangani Province and Genera Santos City)

		TYPE OF SERVICE
		Internal
TITLE OF SERVICE: Approval of Driver’s Trip Ticket (outside Sarangani Province and General Santos City)		
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: The Office of the Municipal Mayor issues Travel Order to keep track of the travel records of employees and the corresponding office charges of the expenses that might be incurred in relation thereto.		
Office or Division	Office of the Municipal Mayor	
Classification	Simple Transaction	
Type of Transaction	Government to Government (G2G)	
Who May Avail	Employees of the Local Government Unit	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE



1. Driver's Trip Ticket			Offices	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach and inform the frontline personnel of the intent of securing an approval of Driver's Trip Ticket duly signed by immediate supervisor	Received and review drivers trip ticket	none	1 minute	MARGIE MALANA Admin Aide IV (Regular)
	Endorse the same to the Municipal Mayor for approval and signature.	none	1 minute	JAH FAITH PRAISE MEJIA Admin Aide VI (Casual)
2. Sit and relax at the Waiting Area	Check and sign the document	none	1 minute	HON. VIC PAUL M. SALARDA, MPA Municipal Mayor
3. Receive copy of the requested document	Return the approved Trip ticket and advice the latter to have it controlled by the HRMO.	none	1 minute	MARGIE MALANA Admin Aide IV (Regular)
TOTAL NUMBER OF MINUTES			4 minutes	



**b. OFFICE OF THE MUNICIPAL VICE MAYOR, SANGGUNANG BAYAN AND
SB SECRETARIAT**

i. Reclassification of Land

			TYPE OF SERVICE	
			External	
TITLE OF SERVICE: Reclassification of Lands				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: As provided for under RA No. 7160, otherwise known as the Local Government Code of 1991, the Sangguniang Bayan is authorized to reclassify lands under its territorial jurisdiction. The reclassification of land is necessary to reflect the actual utilization of said land and to determine proper imposition of taxes, fees and charges.				
Office or Division		Sangguniang Bayan		
Classification		Highly Technical		
Type of Transaction		Government to Citizen (G2C)		
Who May Avail		Resident or Business Entity		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Application Form duly notarized (3 original copies)			Municipal Planning and Development Office	
2. Proof of Ownership (3 certified true copies)			Land Registration Authority	
3. Certification			Department of Agrarian Reform	
4. Locational Clearance (3 original copies)			Municipal Planning and Development Office	
5. Latest Tax Declaration			Municipal Assessor's Office	
6. Court Clearance (3 original copies)			Clerk of Court	
7. Certification as to completeness of the requirements			Municipal Planning and Development Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the application for reclassification of land to the Sangguniang Bayan.	Review the completeness submitted documents.	none	3 minutes	Receiving Officer
	If the documents are complete, the receiving Officer	none	1 minute	Receiving Officer



	will receive the documents.			
	If the documents are incomplete, the receiving officer will return the document to the applicant.	none	1 minute	Receiving Officer
2. The Receiving Officer will forward the document to the Municipal Vice Mayor for action.	Check the necessary action on the Routing Slip.	none	5 minutes	Municipal Vice Mayor
3. Upon the action of the Vice Mayor, the Receiving Officer will forward the documents to the Secretariat for inclusion in the Order of Business.	Forward	none	2 minutes	Receiving Officer
4. The Secretariat, in close coordination with the Committee on Rules, will include this item in the Order of Business.	Inclusion in the Order of Business	none	3 minutes	Administrative Assistant III
5. The Vice Mayor will refer this measure to the Committee during session.	Referral	none	1 minute	Vice Mayor/ Presiding Officer
6. The Committee will hold a committee meeting within 5 working days from the date of referral to review and scrutinize the documents.	Preliminary assessment of the documents	none	1 hour	Committee on Subdivision
7. The Committee will render a Committee Report within 3 working days after the completion of the meeting regarding the result of the preliminary review and scrutiny of the submitted Documents.	Adoption of the Adoption of Committee's recommendation/s.	none	10 minutes	Sanggunian <i>En Banc</i>



8. The committee will conduct committee hearing and on-site inspection within 5 working days from the date of the adoption of the Committee Report.	Finalization of Committee's action.	none	4 hours	Committee on Subdivision
9. The Committee will render a final Committee Report	Adoption of Committee's recommendation/s for approval or disapproval	none	10 minutes	Sanggunian <i>En Banc</i>
10. If for approval, the measure will be subjected for debate and necessary amendment.	Amendment accepted, if any	none	10 minutes	Sanggunian <i>En Banc</i>
11. If for approval, the measure will be calendared for Third and Final Reading next session after 5 working days.	Final approval	none	2 minutes	Sanggunian <i>En Banc</i>
12. Reproduction of final output with a minimum of 15 copies.	Printed Copy	none	3 working days	SB Secretariat
13. Submission of the approved ordinance to the LCE for approval or veto.	Transmittal of the approved Ordinance	none	1 working day	SB Secretariat
14. If for disapproval, the measure will be shelved. (The SB Secretariat will communicate to the applicant as to the status of his/her request.)	The application together with all attachments will be returned to the applicant	none	3 hours	SB Secretariat
TOTAL NUMBER OF DAYS, HOURS AND MINUTES			20 days, 8 hours and 48 minutes	



ii. Review of Enacted Barangay Ordinance (General, Special and Tax Ordinance)

			TYPE OF SERVICE	
			External	
TITLE OF SERVICE: Review of Enacted Barangay Ordinance (General, Special and Tax Ordinance)				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: Section 57 of the Local Government Code of 1991 provides that within ten (10) days after its enactment, the Sangguniang Barangay shall furnish copies of all barangay ordinances to the Sangguniang Panlungsod or Sangguniang Bayan concerned for review as to whether the ordinance is consistent with law and city or municipal ordinance.				
Office or Division		Sangguniang Bayan		
Classification		Highly Technical		
Type of Transaction		Government to Government (G2G)		
Who May Avail		Barangay Government		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Indorsement Letter (3-original copies)			Sangguniang Barangay	
2. Barangay Ordinance (3-original copies)			Sangguniang Barangay	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Barangay Ordinance to the Sangguniang Bayan for review.	Receive the documents	none	3 minutes	Receiving Officer
2. The Receiving Officer will forward the document to the Municipal Vice Mayor.	Approval of the Routing Slip	none	5 minutes	Municipal Vice Mayor
3. Upon action of the Vice Mayor, the Receiving Officer will forward the documents to the Secretariat for inclusion in the Order of Business.	Forward	none	2 minutes	Receiving Officer
4. The Secretariat, in close coordination with the Committee on Rules, will	Inclusion in the Order of Business	none	3 minutes	Administrative Assistant III



include this item in the Order of Business.				
5. The Vice Mayor will refer this Barangay Ordinance to the Committee concerned during session.	Referral to the Committee concerned	none	1 minute	Municipal Vice Mayor/ Presiding Officer
6. The Committee will hold a committee meeting within 5 working days from the date of referral.	Review the Barangay Ordinance in the Committee level	none	1 hour	Appropriate Committee
7. The Committee will render a Committee Report within 3 working days after the completion of the meeting regarding the result of the preliminary review of the submitted Barangay Ordinance.	Adoption of the Committee's recommendation/s whether to declare the Barangay Ordinance valid or invalid.	none	10 minutes	Sanggunian <i>En Banc</i>
8. Finalization, reproduction and releasing of Resolution with a minimum of 10 copies.	Distribution of printed copy	none	2 days	SB Secretariat
TOTAL NUMBER OF DAYS, HOURS AND MINUTES			8 days, 1 hour and 24 minutes	

iii. Review of Barangay Annual and Supplemental Budgets (Appropriation Ordinance)

	TYPE OF SERVICE
	External
TITLE OF SERVICE: Review of Barangay Annual and Supplemental Budgets (Appropriation Ordinance)	
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: Section 333 of the Local Government Code of 1991 authorizes the Sangguniang Bayan to review the appropriation ordinances of the barangay within its territorial jurisdiction to ensure compliance of the budgetary and statutory requirements through the Municipal Budget Office.	



Office or Division	Sangguniang Bayan			
Classification	Highly Technical			
Type of Transaction	Government to Government (G2G)			
Who May Avail	Barangay Governments			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Transmittal			Municipal Budget Office	
2. Appropriation Ordinance (<i>Date of Enactment, Assigned Number, Title or Caption, Amount, Certification and Approval</i>)			Sangguniang Barangay	
3. Budget Message			Punong Barangay	
4. Barangay Budget Preparation Form No. 01 (Certified Statement of Income)			Municipal Treasurer's Office or Office of the Municipal Accountant	
5. Barangay Budget Preparation Form No. 02 (Actual Income and Expenditure for the past year)			Office of the Municipal Budget Officer	
6. Barangay Budget Preparation Form No. 03 (Actual and Estimated Income and Expenditure for the current year)			Office of the Municipal Accountant	
7. Barangay Budget Preparation Form No. 04 (Income and Expenditure estimates for Budget year)			Office of the Municipal Accountant	
8. Barangay Budget Preparation Form No. 05 (Actual and Estimated Output)			Sangguniang Barangay	
9. Sangguniang Barangay/Personnel Schedule			Barangay Secretary	
10.Barangay Annual Investment Program			Barangay Development Council	
11.Barangay 20% Development Plan			Barangay Development Council	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The MBO will transmit the Barangay Annual and Supplemental Budgets to the Sangguniang Bayan.	Receive the documents	none	3 minutes	Receiving Officer
2. The Receiving Officer will forward the document to the Vice Mayor for action.	Indorsement using Routing Slip	none	5 minutes	Municipal Vice Mayor
3. Upon action of the Vice Mayor, the Receiving Officer will forward the	Forward	none	2 minutes	Receiving Officer



Budget to the Secretariat.				
4. The Secretariat will include this item in the Order of Business.	Inclusion in the Order of Business	none	3 minutes	Administrative Assistant III
5. The Vice Mayor will refer this measure to the Committee during session.	Referral	none	1 minute	Municipal Vice Mayor/ Presiding Officer
6. The Committee will hold a committee meeting within 5 working days from the date of referral to review the budget.	Review the budget in the Committee level	none	1 hour	Committee on Finance
7. The Committee will render a Committee Report within 3 working days after the completion of the meeting regarding the result of the review.	Adoption of the Committee's recommendation/s whether to declare the Barangay Budget operative or inoperative.	none	10 minutes	Sanggunian <i>En Banc</i>
8. If for approval, the measure will be calendared under business for the day for debate and approval.	Approval	none	10 minutes	Sanggunian <i>En Banc</i>
9. Finalization, reproduction and releasing of Resolution with a minimum of 10 copies.	Distribution of Printed Copy	none	2 working days	SB Secretariat
TOTAL NUMBER OF DAYS, HOURS AND MINUTES			10 days, 12 hour and 33 minutes	



iv. Accreditation of Civil Society and Non-Government Organizations

			TYPE OF SERVICE		
			External		
TITLE OF SERVICE: Accreditation of Civil Society and Non-Government Organizations					
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: Article of 64 of the IRR of RA No. 7160 provides the procedures and guidelines for the accreditation and selection of representatives in the local special bodies of POs, NGOs and private sectors to ensure viability to local autonomy as an alternative strategy for sustainable development.					
Office or Division		Sangguniang Bayan			
Classification		Highly Technical			
Type of Transaction		Government to Citizen (G2C)			
Who May Avail		Association/Organizations			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Duly Accomplished Application Form for Accreditation			Sangguniang Bayan		
2. Board Resolution			Requesting Party		
3. Certificate of Registration issued by Registering National Government Agencies			Registering National Government Agencies		
4. List of Current Members and Officers			Requesting Party		
5. Original Sworn Statement stating that the CSO is an independent, non-partisan organization.			Notary Public		
6. Annual Accomplishment Report (Current and Succeeding Year)			Requesting Party		
7. Financial Statement (Current and Succeeding Year)			Requesting Party		
8. Profile indicating the purposes and objectives of the organization			Requesting Party		
9. Copy of the Minutes of the latest meeting of the organization			Requesting Party		
10. For CSOs applying to be members of the Local School Board or Health Board; photocopy of profiles of at least three (3) individuals in the organization that will verify their involvement in the health or education sector			Requesting Party		
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Application for Accreditation (2-		Receive the documents	none	3 minutes	Receiving Officer



sets) of original or authenticated documents to the Office of the Sangguniang Bayan.				
	If the documents are complete, the Receiving Officer will receive the documents.	none	1 minute	Receiving Officer
	If the documents are incomplete, the Receiving Officer will return the documents to the applicant.	none	1 minute	Receiving Officer
2. The Receiving Officer will forward the document to the Vice Mayor for initial action.	Approval of the Routing Slip	none	5 minutes	Municipal Vice Mayor
3. Upon approval of the Vice Mayor, the Receiving Officer will forward the documents to the Secretariat.	Forward	none	2 minutes	Receiving Officer
4. The Secretariat, in close coordination with the Committee on Rules, will include this item in the Order of Business.	Inclusion in the Order of Business	none	3 minutes	Administrative Assistant III
5. The Vice Mayor will refer this measure to the Committee during session.	Referral	none	1 minute	Municipal Vice Mayor/ Presiding Officer
6. The Committee will hold a committee hearing within 5 working days from the date of referral to review and scrutinize the documents with the presence of the applicant to answer all inquiries by the	Preliminary Assessment of the Documents	none	1 hour	Concerned Committee



members of the Committee.				
7. The Committee will render a Committee Report within 3 working days after the completion of the hearing.	Adoption of the Committee's recommendation/s for approval or disapproval.	none	10 minutes	Sanggunian <i>En Banc</i>
8. If for approval, the measure will be calendared under business for the day for debate and approval.	Approval	none	10 minutes	Sanggunian <i>En Banc</i>
9. Finalization, reproduction and distribution of final output with a minimum of 10 copies.	Distribution of Printed Copy	none	2 working days	SB Secretariat
TOTAL NUMBER OF DAYS, HOURS AND MINUTES			10 days, 1 hour and 36 minutes	

v. Application for Preliminary Subdivision Development Plan (PSDP)

		TYPE OF SERVICE
		External
TITLE OF SERVICE: Application for Preliminary Subdivision Development Plan (PSDP)		
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: An approval granted to a proponent applying for the development of economic and socialized housing projects in urban and rural areas as defined in Section 2 of BP 220. Likewise, approval of Subdivisions projects with high-end subdivision and condominium buyer's protective decree and other related laws is defined in PD-957.		
Office or Division	Sangguniang Bayan	
Classification	Highly Technical	
Type of Transaction	Government to Citizen (G2C)	
Who May Avail	Resident or Business Entity	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Site Development Plan (Schematic Plan) showing the proposed lay-out.		Licensed Architect or Engineer



2. Vicinity Map with a minimum of 2 km radius from the periphery of the project showing the relationship of the proposed project to existing community facilities and infrastructure.			Licensed Architect or Engineer	
3. Survey Plan of the lot/s as described in TCT/s.			Licensed Architect or Engineer	
4. Certified True Copy of Title/s, Latest Tax Declaration/s and Tax Clearance.				
5. If Agricultural Land, secure Conversion and/or Exemption Clearance.			Department of Agrarian Reform	
6. Zoning Certification as to site zoning classification.			Municipal Planning and Development Office	
7. Certificate of Non-Tenancy or an affidavit of waiver of tenants if the land is an agricultural/pasture land planted to rice and corn plus MARO team/field inspection.			Department of Agrarian Reform (DAR)	
8. Easement of Right-of-Way to the nearest Public Market (for interior subdivision).				
9. Clearance from the court that subject area is not under court litigation.			Clerk of Court	
10. Right to Use or Deed of Sale of Right-of-Way for access road and other utilities when applicable.				
11. Certification as to completeness of the requirements			Municipal Planning and Development Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive from the MPDO application for Preliminary Subdivision Development Plan (PSDP).	Review the submitted documents	none	3 minutes	Receiving Officer
	If the documents are complete, the receiving Officer will receive the documents.	none	1 minute	Receiving Officer
	If the documents are incomplete, the receiving officer will return	none	1 minute	Receiving Officer



	the document to the applicant.			
2. The Receiving Officer will forward the document to the Municipal Vice Mayor.	Approval of the Routing Slip	none	5 minutes	Municipal Vice Mayor
3. Upon the action of the Vice Mayor, the Receiving Officer will forward the documents to the Secretariat.	The Secretariat will include this item in the Order of Business, in close coordination with the Committee on Rules.	none	3 minutes	Receiving Officer
4. The Vice Mayor will refer this measure to the Committee during session.	Referral	none	1 minute	Vice Mayor/ Presiding Officer
5. The Committee will hold a committee meeting within 5 working days from the date of referral.	Preliminary assessment of the documents	none	1 hour	Committee on Subdivision
6. The Committee will render a Committee Report within 3 working days after the completion of the meeting.	Adoption of the Committee's recommendation/s	none	10 minutes	Sanggunian En Banc
7. The committee will conduct committee hearing and on-site inspection within 5 working days from the date of the adoption of Committee Report.	Finalization of Committee's action	none	4 hours	Committee on Subdivision
8. The Committee will render a final Committee Report	Adoption of Committee's recommendation/s for approval or disapproval	none	10 minutes	Sanggunian <i>En Banc</i>
9. If for approval, the measure will be calendared under business for the day for debate and approval.	Amendment accepted, if any	none	10 minutes	Sanggunian <i>En Banc</i>



10.Reproduction of final output with a minimum of 10 copies	Printed Copy	none	2 working days	SB Secretariat
11.If for disapproval, the measure will be shelved. <i>(The SB Secretariat will communicate to the applicant as to the status of his/her request)</i>	The application together with all attachments will be returned to the applicant	none	3 hours	SB Secretariat
TOTAL NUMBER OF DAYS, HOURS AND MINUTES			15 days, 8 hours and 44 minutes	

vi. Application for Development Permit (DP)

		TYPE OF SERVICE
		External
TITLE OF SERVICE: Application for Development Permit (DP)		
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: A permit issued to every registered owner or developer of a parcel of land who wishes to convert the same into a subdivision project applied with the LGU under BP 220 and PD 957.		
Office or Division	Sangguniang Bayan	
Classification	Highly Technical	
Type of Transaction	Government to Citizen (G2C)	
Who May Avail	Resident or Business Entity	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Application for Development Permit	MPDO	
2. Preliminary Subdivision Development Plan	Licensed Geodetic Engineer	
3. Certified True Copy of Title	Registry of Deeds (ROD)	
4. Memorandum of Agreement between Land Owner and Community Association	Notary Public	
5. Zoning Certification	MPDO	
6. Certification of Road-Right-of-Way		
7. Tax Clearance	MTO	
8. Tax Declaration	MASSO	
9. Certification from SOCOTECO II	SOCOTECO II	



10. Barangay Resolution Interposing no Objection			Sangguniang Barangay		
11. Subdivision Development Plan/Vicinity Map			Licensed Professional		
12. Road Network Layout			Licensed Professional		
13. Topographic Plan			Licensed Professional		
14. Topographic Layout Plan			Licensed Professional		
15. Drainage Layout			Licensed Professional		
16. Water Distribution System Plan			Licensed Professional		
17. Water Treatment Facility Plan			Licensed Professional		
18. Power Layout Plan			Licensed Professional		
19. Certification as to completeness of the requirements			Municipal Planning and Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Receive the application for Development Permit (DP) from the MPDO.	Review the completeness of the submitted documents	none	3 minutes	Receiving Officer	
	If the documents are complete, the receiving Officer will receive the documents.	none	1 minute	Receiving Officer	
	If the documents are incomplete, the receiving officer will return the document to the applicant.	none	1 minute	Receiving Officer	
2. The Receiving Officer will forward the document to the Municipal Vice Mayor.	Approval of the Routing Slip	none	5 minutes	Municipal Vice Mayor	
3. Upon the approval of the Vice Mayor, the Receiving Officer will forward the documents to the Secretariat for inclusion in the Order of Business.	Forward	none	2 minutes	Receiving Officer	



4. The Secretariat, in close coordination with the Committee on Rules, will include this item in the Order of Business.	Inclusion in the Order of Business	none	3 minutes	Administrative Assistant III
5. The Vice Mayor will refer this measure to the Committee during session.	Referral	none	1 minute	Vice Mayor/ Presiding Officer
6. The Committee will hold a committee meeting within 5 working days from the date of referral.	Preliminary assessment of the documents	none	1 hour	Committee on Subdivision
7. The Committee will render a Committee Report within 3 working days after the completion of the meeting.	Adoption of the Committee's recommendation/s	none	10 minutes	Sanggunian En Banc
8. The committee will conduct committee hearing and on-site inspection within 5 working days from the date of adoption of the Committee Report.	Finalization of Committee's action	none	4 hours	Committee on Subdivision
9. The Committee will render a final Committee Report	Adoption of Committee's recommendation/s for approval or disapproval	none	10 minutes	Sanggunian <i>En Banc</i>
10.If for approval, the measure will be calendared under business for the day for debate and approval.	Amendment accepted, if any	none	10 minutes	Sanggunian <i>En Banc</i>
11.Finalization, reproduction and distribution of Resolution with a minimum of 10 copies	Distribution of Printed Copy	none	2 working days	SB Secretariat
12.If for disapproval, the measure will be	The application together with all	none	3 hours	SB Secretariat



shelved. <i>(The SB Secretariat will communicate to the applicant as to the status of his/her request.</i>	attachments will be returned to the applicant			
TOTAL NUMBER OF DAYS, HOURS AND MINUTES			15 days, 8 hours and 46 minutes	

vii. Issuance of Original/Certified True Copies of Legislative Documents (Resolutions, Ordinances, Minutes of Sessions, Journal of Proceedings, and Committee Report)

				TYPE OF SERVICE
				External
TITLE OF SERVICE: Issuance of Original/Certified True Copies of Legislative Documents (Resolutions, Ordinances, Minutes of Sessions, Journal of Proceedings, and Committee Reports)				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: The Local Government Code of 1991 provides that the SB Secretariat shall furnish, upon request of any interested party, certified copies of records of public character in his or her custody, upon payment to the treasurer of such fees as may be prescribed by ordinance and keep in his or her office all non-confidential records therein open to the public during the usual business hours.				
Office or Division		Sangguniang Bayan		
Classification		Simple Transaction		
Type of Transaction		Government to Citizen (G2C)		
Who May Avail		Resident or Business Entity		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of request addressed to the Municipal Vice Mayor, if any			Requesting Party	
2. Duly filled-up Request Slip Form			Front Desk Officer	
3. Official Receipt (OR) paid from the Municipal Treasurer's Office			Municipal Treasurer's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit written/verbal request specifying the documents to be requested and its assigned number, if any.	Receive the request	none	1 minute	Receiving Officer



2. Evaluation of the request, if the documents are available, fill-up the Request Slip and present to the Vice Mayor.	Check the availability of the requested documents	none	2 minutes	Receiving Officer
3. Upon approval, advice the client to pay the Secretary's Fee at the Municipal Treasurer's Office. <i>(If the request is for the consumption of the LGU or its offices, no Secretary's Fee or other charges will be collected)</i>	Inform the client	₱50.00	5 minutes	Receiving Officer
4. Reproduction of requested documents.	Printing	none	3 minutes	Administrative Assistant III
5. Release copy/ies of the requested document/s.	Releasing	none	1 minute	Administrative Assistant III
TOTAL NUMBER OF MINUTES			11 minutes	

viii. Municipal Library Research Services

			TYPE OF SERVICE	
			External	
TITLE OF SERVICE: Municipal Library Research Services				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: Section 2 of RA No. 7743 provides that the National Library, in coordination with the DILG, shall undertake the establishment of additional public libraries to serve all congressional districts cities and municipalities in the Philippines and reading centers in every barangay.				
Office or Division		Sangguniang Bayan		
Classification		Simple Transaction		
Type of Transaction		Government to Citizen (G2C)		
Who May Avail		Resident or Business Entity		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Library Card or any valid ID				
CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING TIME	PERSON RESPONSIBLE



		BE PAID		
1. Inquire availability of the material from the library-In-Charge.	Issue priority number	none	2 minutes	Library In-Charge
2. After the completion of research, the client will be required to sign the log book provided for the purpose.	Collection of the Priority Number	none	3 minutes	Library In-Charge
TOTAL NUMBER OF MINUTES			5 minutes	

ix. Authorizing the Setting of Construction of Cell Sites by Telecommunication Providers

		TYPE OF SERVICE
		External
TITLE OF SERVICE: Authorizing the Setting/Construction of Cell Sites by Telecommunication Providers		
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: Under the Local Government Code of 1991, the Sangguniang Bayan is empowered to authorize the construction of cell sites by telecommunications providers subject to existing rules and regulations. The authorization of the Sangguniang Bayan is necessary to enable the telecommunications providers to operate their cell sites in the locality.		
Office or Division	Sangguniang Bayan	
Classification	Simple Transaction	
Type of Transaction	Government to Business (G2B)	
Who May Avail	Information and Telecommunication Providers	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Land Title and Tax Declaration for the proposed site (1 original, 1 photocopy)		Office of the Municipal Assessor
2. Affidavit of Undertaking (1 original, 1 photocopy)		Notary Public
3. Structural Blue Print of the antenna (1 original, 1 photocopy)		Licensed Engineer
4. Certification (1 original, 1 photocopy)		Department of Health
5. Air Transportation Office Clearance (1 original, 1 photocopy)		Air Transportation Office
6. Barangay Resolution interposing no objection (1 original, 1 photocopy)		Sangguniang Barangay



7. Neighbors Consent within 50 meters radius from the proposed site (1 original, 1 photocopy)			Barangay Hall	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request with requirements to the Sangguniang Bayan for review and assessment.	<p>Receive the documents and assess as to its completeness.</p> <p>If complete, then it will be received with the receiving stamp.</p> <p>If incomplete, the Receiving Officer will return the document to the applicant.</p>	none	5 minutes	Receiving Officer
2. The Receiving Officer will endorse the application to the Vice Mayor for action.	Approval of the Routing Slip and endorse the same to the Secretariat for inclusion in the Order of Business.	none	3 minutes	<p>Municipal Vice Mayor</p> <p>SB Secretariat</p>
3. Referral and other legislative actions.	Referral, Conduct of Committee Meeting and Committee Hearing.	none		<p>Municipal Vice Mayor</p> <p>Committee Concerned</p>
4. The Committee will render a Committee Report within 3 working days after the completion of the meeting.	Adoption of the Committee's recommendation/s	none	10 minutes	Sanggunian En Banc
5. The applicant is invited to attend the public hearing.	The Committee conducts public hearing and invites parties concerned		5 days after the adoption of the Committee Report	Committee Concerned



6. The Committee will render a final Committee Report	Adoption of Committee's recommendation/s for approval or disapproval	none	10 minutes	Sanggunian <i>En Banc</i>
7. If for approval, the measure will be calendared under business for the day for debate and approval.	Amendment accepted, if any	none	10 minutes	Sanggunian <i>En Banc</i>
8. Finalization, reproduction and distribution of Resolution with a minimum of 10 copies	Distribution of Printed Copy	None	2 working days	SB Secretariat
9. If for disapproval, the measure will be shelved. <i>(The SB Secretariat will communicate to the applicant as to the status of his/her request.</i>	The application together with all attachments will be returned to the applicant	none	3 hours	SB Secretariat
TOTAL NUMBER OF DAYS, HOURS AND MINUTES			10 days, 3 hours and 28 minutes	



c. OFFICE OF THE MUNICIPAL ADMINISTRATOR

i. Issuance of Certificate of Employment (COE), Service Records and other Personnel Records

			TYPE OF SERVICE	
			External	
TITLE OF SERVICE: Issuance of Certification of Employment (COE), Service Records and other Personnel Records				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: The Certificate of employment is used to employees who are connected and separated from the service in the municipal government of Alabel regardless of the employment status. This certification shows the position, salary, compensation and benefits and period of employment for any legal purposes.				
Office or Division		Municipal Administrator’s Office/ HRMO		
Classification		Simple Transaction		
Type of Transaction		Government to Citizen (G2C) Government to Government (G2G)		
Who May Avail		All Municipal Government Officials and Employees (Connected and Separated from Service)		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Official Receipt to the frontline desk.	Receive the OR forward it to the assigned personnel	₱80.00	10 minutes	Mailyn B. Moy Administrative Aide IV (Receiving)
	Retrieve the service card	none		Rawiya S. Saula Administrative Officer IV (HRMO II)
	Prepare the requested document	none		
	Have the HR Head review and sign the requested document	none		Jocelyn L. Tenchavez, MPA Administrative Officer V (HRMO III)
2. Claim the requested document in the information desk.	Release the requested document.	none	1 minute	Mailyn B. Moy Administrative Aide IV (Receiving)
TOTAL NUMBER OF MINUTES			11 minutes	



ii. Job Application

			TYPE OF SERVICE	
			External	
TITLE OF SERVICE: Job Application				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: •Application for work with the Municipal Government of Alabel is open to all provided that there is a vacant position. Applicants for vacant positions should meet the minimum qualifications required of the position applied for. •Vacancies are posted in the Municipal bulletin board, Mega Public Market Bulletin Board of the municipality, Primasia College, Alabel Information Office Facebook page, and at the Civil Service Commission Field Office bulletin and published.				
Office or Division		Municipal Administrator’s Office/ HRMO		
Classification		Simple Transaction		
Type of Transaction		Government to Citizen (G2C) Government to Government (G2G)		
Who May Avail		General Public		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Application letter addressed to the Municipal Mayor (if executive branch) or Municipal Vice Mayor (if legislative branch) thru HRMO			Applicant	
2. Duly accomplished Personal Data Sheet (PDS) with recent passport - sized picture (CS Form No. 212, Revised 2017(which can be downloaded at www.csc.goc.ph (1 original copy)			Applicant/CSC Website	
3. Updated Work Experience Sheet (Attachment to CS Form No. 212) which can be downloaded atwww.csc.goc.ph (1 original copy)			Applicant/CSC Website	
4. Photocopy of supporting documents such as TOR, eligibility/ies, trainings, etc. (if applicable)			Applicant/PRC/CSC/Educational Institution attended by the applicant to earn the relevant course/degree	
5. IPCR (if applicable)				
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE
1. Submit application letter specifying the position desired and other requirements either walk-in or through email at	Receive and check the application letter and complete requirements. In case of online	none	1 day	Mailyn B. Moy Administrative Aide IV Receiving Joselito D. Reoja Administrative Assistant II (IT)



alabel.hrmd@gmail.com	submission, print within one (1) working day upon the receipt of application and put stamp on said documents. The same recording and treatment shall be applied. Applicants with incomplete requirements submitted shall not be entertained.			
	Encode applicant's data to HRIS and prepare shortlist	none		Joselito D. Reoja Administrative Assistant II (IT) Sharmaine J. Torres Administrative Assistant II
	Forward applicant's shortlist to HRMO for pre - screening as per QS and other CSC issuances.	none		Rawiya S. Saula Administrative Officer IV (HRMO II)
	Conduct pre-assessment of applicant's qualification vs. QS and other CSC issuances based on submitted documents.	none		Jocelyn L. Tenchavez, MPA Administrative Officer V (HRMO III) Rawiya S. Saula Administrative Officer IV (HRMO II)
2. a. For not qualified applicants: Receive the letter to not qualified applicants as	Issue letter to not qualified applicants as per QS and	none	3 minutes	Joselito D. Reoja Administrative Assistant II



per QS and other CSC issuances.	other CSC issuances.			Rhea Mae L. Torrecampo License Inspector II
b. For qualified applicants: Receive the invitation and participate in the recruitment processes/evaluation	Issue letter to the qualified applicants	none	3 minutes	
3. Attend the online or face to face examination.	Facilitate examination day, check and record results of examination.	none	2 hours	Jocelyn L. Tenchavez, MPA Administrative Officer V (HRMO III) Rhea Mae L. Torrecampo License Inspector II
4. Receive notice of interview via email	Inform the qualified applicants for interview who passed the examination.	none	3 minutes	Rawiya S. Saula Administrative Officer IV (HRMO II) Rhea Mae L. Torrecampo License Inspector II
	Conduct of HRMPSB deliberation	none	1 day	HRMPSB
	Prepare the result of the deliberation or comparative assessment and minutes of meeting.	none		Rawiya S. Saula Administrative Officer IV (HRMO II)
	Submit the Top 5 comparative assessment, Background Investigation and resolution to the appointing authority (LCE).	none	2 minutes	Rawiya S. Saula Administrative Officer IV (HRMO II) Rhea Mae L. Torrecampo License Inspector II
	The Appointing Officer will select the	none		Appointing Officer



	applicant to be appointed.			
5. Received letter (Thank you Letter) for those who unlucky applicants	Prepare/send Thank you Letter	none	3 minutes	
	Inform the appointee and require other documents for appointment.	none		Appointing Officer
TOTAL NUMBER OF HOURS AND MINUTES			18 hours and 14 minutes	

iii. Issuance of Leave Application

			TYPE OF SERVICE	
			Internal	
TITLE OF SERVICE: Issuance of Leave Application				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: All regular plantilla and personnel and casual employees may avail and apply for leave of absence. For vacation, force, MC 6 (Special) leave, employees must apply for leave of absences 5 days prior to availment of leave. for sick leave, can apply upon returning to work. employees must secure a medical certificate from his doctor for sick leave that is more than 5 days.				
Office or Division		Municipal Administrator's Office/ HRMO		
Classification		Simple Transaction		
Type of Transaction		Government to Government (G2G)		
Who May Avail		All Municipal Officials, Permanent, Temporary, Coterminous, and Casual Employees of the Municipality		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Medical Certificate (for sick leave more than 5 days) (1 original copy)			Attending Physician/Hospital	
2. Clearance from money and/or property and accountability if leave will last for 30 days or more if leave will be spent outside of the Philippines				
3. Fully Signed Clearance Form for Maternity			GSO, Mun. Accounting Office, MTO, and ALGEA	
4. ID (For SOLO Parent Leave)			MSWDO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Request for Leave Application (Sick, Vacation, Force, Special, Maternity, Magna Carta)	Computation and updating of leave ledger	none	2 minutes	Rowena C. Tan Administrative Aide IV
	Prepare and print Leave application (CS Form 6) from the HRIS	none	2 minutes	
	Forward to the HRMO for signature	none	30 seconds	Jocelyn L. Tenchavez, MPA Administrative Officer V (HRMO III)
2. Receive printed Leave application and signed the application form	Release to the employee concerned for signature and department head's approval	none	30 seconds	Rowena C. Tan Administrative Aide IV
3. Proceed to their respective office and have it approved/disapproved by their department head		none		
4. Submit the signed document	Forward to the Municipal Mayor for signature	none	3 minutes	Rowena C. Tan Administrative Aide IV
5. Received duly signed Leave application form	Release approved leave application for employees owned copy	none	30 seconds	
TOTAL NUMBER OF MINUTES AND SECONDS			8 minutes and 30 seconds	

iv. Issuance of Appointment

	TYPE OF SERVICE
	Internal
TITLE OF SERVICE: Issuance of Appointment	



OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: An appointment is issued to the newly hired, appointed and promoted employees of the Local Government Unit of Alabel.				
Office or Division		Municipal Administrator's Office/ HRMO		
Classification		Highly Technical		
Type of Transaction		Government to Government (G2G)		
Who May Avail		Walk-in Applicants and Active Employees		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Duly accomplished Personal Data Sheet (PDS) with recent passport - sized picture (CS Form No. 212, Revised 2017(which can be downloaded at www.csc.gov.ph (1 original copy			CSC Website	
2. Updated Work Experience Sheet (Attachment to CS Form No. 212) which can be downloaded at www.csc.gov.ph (1 original copy)			CSC Website	
3. Photocopy of supporting documents such as TOR, eligibility/ies (Authenticated with dry seal), trainings, etc. (if applicable)			Employee's concern	
4. Original copy of NBI Clearance, and Medical with attachments.			Employee's concern	
5. IPCR (For promotion)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit additional requirements	Receive and review documents submitted.	none	5 minutes	Maily B. Moy Administrative Aide IV Rawiya S. Saula Administrative Officer IV (HRMO II)
	Prepare and process appointment papers	none	10 minutes	
	Forward appointment to the Municipal Accountant as to the availability of funds and for signature.	none	3 minutes	Rawiya S. Saula Administrative Officer IV (HRMO II)
	Forward appointment papers to the LCE for approval and signature.	none		Maily B. Moy Administrative Aide IV



2. Received Appointment papers and other documents.	Released appointment and other documents to the appointee.	none	3 minutes	Jocelyn L. Tenchavez, MPA Administrative Officer V (HRMO III)
	Forward the appointment to the Civil Service Commission	none	20 minutes	Rawiya S. Saula Administrative Officer IV (HRMO II) Jocelyn L. Tenchavez, MPA Administrative Officer V (HRMO III)
3. Attend orientation/briefing	Conduct orientation/briefing	none	4 hours	Maily B. Moy Administrative Aide IV Joselito D. Reoja Administrative Assistant II
4. Register at the Face Scanner	Assist the appointee in registering at the face scanner.	none	3 minutes	Rawiya S. Saula Administrative Officer IV (HRMO II) Jocelyn L. Tenchavez, MPA Administrative Officer V (HRMO III)
5. Onboarding	Assist and endorse the appointee for Onboarding.	none	40 hours	Joselito D. Reoja Administrative Assistant II
	Endorse the appointee to the department head.	none	3 minutes	Rawiya S. Saula Administrative Officer IV (HRMO II) Jocelyn L. Tenchavez, MPA Administrative Officer V (HRMO III)
TOTAL NUMBER OF HOURS AND MINUTES			44 hours and 47 minutes	

v. GSIS Loan Processing and Confirmation

	TYPE OF SERVICE
	Internal
TITLE OF SERVICE: GSIS Loan Processing and Confirmation	
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: Process of approving GSIS Loans such as Consol Loan, Policy Loan, Multi-Purpose Loan and Emergency Loan.	



Office or Division		Municipal Administrator's Office/ HRMO		
Classification		Simple Transaction		
Type of Transaction		Government to Government (G2G)		
Who May Avail		Active Officials and Employees		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Loan Application Form				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the filled-out loan application to HRMD	Receive and review the doc.	none	1 minute	Rawiya S. Saula Administrative Officer IV (HRMO II)
	Forward to the LCE for signature	none	3 minutes	
	Scanned documents and take photo for the concerned employees and emailed to the GSIS	none	8 minutes	
	Return the documents to concerned employees	none	30 seconds	
2. Receive the documents and submit to the GSIS	Check online loan for confirmation	none	10 minutes	Engr. Cesar P. Gingoyon Department Head I (Municipal Civil Registrar)
	Approving officer prints detail of the loan	none		
	Forward the detail of the loan to the accounting department	none	3 minutes	
3. Receive the loan approval reply <i>Note: clients will be notified through text or call.</i>	Approve/Disapprove the loan and write the remarks in the loan approval loan. Give copies of loan approval form to employee	none	5 minutes	
TOTAL NUMBER OF MINUTES AND SECONDS			26 minutes and 30 seconds	



vi. **Checking of Daily Time Record (DTR)**

			TYPE OF SERVICE	
			Internal	
TITLE OF SERVICE: Checking of Daily Time Record (DTR)				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: All employees of the Local Government of Alabel are required to submit their Daily Time Record (DTR) to track their daily attendance.				
Office or Division		Municipal Administrator’s Office/ HRMO		
Classification		Simple Transaction		
Type of Transaction		Government to Government (G2G)		
Who May Avail		All Municipal Government Employees		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request Form for DTR			HRMO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach any Mun. Admin. Staff for a copy of DTR.	Download and upload DTR from the eDTR system.	none	20 minutes	Joselito D. Reoja Administrative Assistant II
	Print DTR and record in the logbook	none	3 minutes	Mailyn B. Moy Administrative Aide IV Benjie Malagante Administrative Aide III
2. Received the printed DTR to be filled up.	Release the DTR	none	30 seconds	Jan Benedict Dela Cruz Administrative Aide IV
3. Submit filled up DTR with complete attachment/s needed and fully signed by the Department Head.	Review and check the DTR	none	5 minutes	Rawiya S. Saula Administrative Officer IV (HRMO II) Mailyn B. Moy Rowena C. Tan Administrative Aide IV
	Forward the DTR to HRMO for signature	none	30 seconds	Jocelyn L. Tenchavez, MPA Administrative Officer V (HRMO III) Rawiya S. Saula Administrative Officer IV (HRMO II)



4. Received the checked and signed DTR and forward to the accounting office.	Released the DTR to the concerned employee	none	30 seconds	Benjie Y. Malagante Administrative Aide III
TOTAL NUMBER OF MINUTES AND SECONDS			29 minutes and 30 seconds	

vii. Reviewed/Evaluated/Controlled and Encoded Pass Slips and Trip Tickets

				TYPE OF SERVICE
				Internal
TITLE OF SERVICE: Reviewed/Evaluated/Controlled and Encoded Pass Slips and Trip Tickets				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: Trip Ticket from different offices of Local Government Unit of Alabel are fully checked, controlled, and reviewed upon signing of the Municipal Administrator.				
Office or Division	Municipal Administrator’s Office/ HRMO			
Classification	Simple Transaction			
Type of Transaction	Government to Government (G2G)			
Who May Avail	All Municipal Government Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Fully Filled-up Pass Slip and Trip Ticket duly signed by the respective Department Head			Requesting Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. 1. Submit fully filled-up pass slip and trip ticket with signature of the Department Head	Review, Evaluate, and Control pass slip and trip ticket	none	1 minute	Benjie Y. Malagante Jan Benedict Dela Cruz Administrative Aide III
	Forward to the Municipal Administrator for signature			
2. Received the fully signed documents	Release the documents		30 seconds	
TOTAL NUMBER OF MINUTES AND SECONDS			1 minutes and 30 seconds	



viii. Submission of Statement of Assets, Liabilities and Net worth (SALN) for Government Officials and Employees

			TYPE OF SERVICE	
			Internal	
TITLE OF SERVICE: Submission of Statement of Assets, Liabilities and Networth (SALN) for Government Officials and Employees				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: Republic Act No. 6713 otherwise known as the Code of Conduct and Ethical Standards for Public Officials and Employees. This process involves all Government Officials and employees including GOCC's are required to submit SALN annually.				
Office or Division		Municipal Administrator's Office/ HRMO		
Classification		Complex Transaction		
Type of Transaction		Government to Government (G2G)		
Who May Avail		All Municipal Government Officials and Employees		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Fully Filled-up Pass Slip and Trip Ticket duly signed by the respective Department Head			Requesting Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare and submit SALN	Initially review the SALN	none	2 minutes	Ma. Imelda M. Español Administrative Assistant II
	Review and evaluation by the SALN Committee	none	1 day	SALN Committee
	Submit SALN for notarization	none		
	Forward SALN to the LCE for signature	none	30 seconds	Ma. Imelda M. Español Administrative Assistant II
	Scan/e-copies in PDF format of all notarized SALN and other supporting documents.	none	3 days	
	Prepare summary	none	4 hours	



	report to be submitted to the Office of the Ombudsman			
	Review/Check the prepared summary report	none	1 hour	Jocelyn L. Tenchavez, MPA Administrative Officer V (HRMO III)
	Forward the summary report and transmittal to the LCE for signature	none	3 minutes	Ma. Imelda M. Español Administrative Assistant II
	Submission of original copies and e-copies in PDF format of Notarized SALN to Ombudsman for Mindanao, Davao City. (Section 5, CSC Resolution no. 060231, transmittal SALNs to all concerned agencies.)	none	1 day	
2. Receive SALN	Release SALN for employees copy	none	30 seconds	Ma. Imelda M. Español Administrative Assistant II
TOTAL NUMBER OF DAYS, HOURS AND MINUTES			5 days and 6 minutes	

ix. Processing of Terminal Leave Benefits

	TYPE OF SERVICE
	Internal
TITLE OF SERVICE: Processing of Terminal Leave Benefits	
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: All Regular Plantilla and Casual employees of the Municipal Government of Alabel are entitled to receive the terminal leave benefits.	



Office or Division	Municipal Administrator's Office/ HRMO			
Classification	Simple Transaction			
Type of Transaction	Government to Government (G2G)			
Who May Avail	All Regular Plantilla Personnel and Casual Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Fully filled-up and accomplished clearance form			HRMO	
2. Service Records			HRMO	
3. SALN			Employee	
4. Photocopy of Leave Ledger (3 Copies)			HRMO	
5. Latest appointment/NOSA or NOSI			Employee	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the fully filled-up and accomplished clearance form	Check and review the filled-up form	none	2 minutes	Benjie Y. Malagante Jan Benedict Dela Cruz Administrative Aide III
	Retrieve and Compute earned leave and prepare terminal leave application	none	3 minutes	Rowena C. Tan Administrative Aide IV Rawiya S. Saula Administrative Officer IV (HRMO II)
	Forward to HRMO for evaluation and signature	none	1 minute	Rowena C. Tan Administrative Aide IV Jocelyn L. Tenchavez, MPA Administrative Officer V (HRMO III)
2. Receive the application form for signature and approval of the department head	Released the application form and advise the requesting employee to return the application form after the approval of Dept. Head.	none	30 seconds	Rowena C. Tan Administrative Aide IV



3. Submit the signed application form and photocopy of leave ledger	Prepare OBR, Voucher, and Service record and for to HRMO and LCE for signature	none	20 minutes	Rawiya S. Saula Administrative Officer IV (HRMO II)
4. Follow - up the documents	Forward to Municipal Budget, Accounting, Treasury Office.	none	3 minutes	Mailyn B. Moy Administrative Aide IV
TOTAL NUMBER OF MINUTES AND SECONDS			6 minutes and 30 seconds	

x. Assistance to GSIS Claims

				TYPE OF SERVICE
				Internal
TITLE OF SERVICE: Assistance to GSIS Claims				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: All Regular Plantilla and Casual employees of the Municipal Government of Alabel are entitled to claim their GSIS claims.				
Office or Division		Municipal Administrator's Office/ HRMO		
Classification		Simple Transaction		
Type of Transaction		Government to Government (G2G)		
Who May Avail		All Regular Plantilla Personnel and Casual Employees		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Fully filled-up GSIS forms			GSIS downloadable form at gsis.gov.ph	
2. Service Records duly signed by the LCE			HRMD	
3. Photocopy of 2 valid ID's (with 3 specimen signature)			Employee	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach Authorized Agency Officer and submit all fully filled-up documents	Receive/review all documents	none	1 minute	Rawiya S. Saula Administrative Officer IV (HRMO II) Engr. Cesar P. Gingoyon Jr.
	Forward the documents to	none	3 minutes	



	the LCE for signature and approval			MCR/ Agency Authorized Officer
	Take photo for employee and scan all documents needed.	none	20 minutes	Joselito D. Reoja Administrative Assistant II
	Email all scanned and pictures to GSIS for initial assessment	none	3 minutes	Rawiya S. Saula Administrative Officer IV (HRMO II)
2. Receive all documents and submit all documents to GSIS Office. <i>Note: Clients will receive text/call from GSIS for an update.</i>	Return all documents and advise the requesting employee to submit the document to GSIS Office.	none	30 seconds	
TOTAL NUMBER OF MINUTES AND SECONDS			27 minutes and 30 seconds	

xi. Processing of Request for the Approval of Attendance to Outside Training

				TYPE OF SERVICE	
				Internal	
TITLE OF SERVICE: Processing of Request for the Approval of Attendance to Outside Training					
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: Outside Training is sending employees out of the office to learn a new technical skill; improve their management ability or performance and develop innovative ideas. It is an opportunity for employees to interact with other people and gain an external perspective and return with new ideas and enthusiasm.					
Office or Division		Municipal Administrator’s Office/ HRMO			
Classification		Simple Transaction			
Type of Transaction		Government to Government (G2G)			
Who May Avail		Municipal Government Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. HRDC Training Nomination Form			Requesting Office		
2. Training Invitation			Inviting Organization		
CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING TIME	PERSON RESPONSIBLE	



		BE PAID		
1. Submit the HRDC Training nomination form with the training invitation to HR information desk	Receive the HRDC Training nomination form and check for completeness and record into the logbook	none	5 minutes	Sharmaine J. Torres Administrative Assistant II
	Forward the HRDC Training nomination form to HRDC secretariat	none	1 minute	
	Forward the HRDC nomination form to HRMO for review	none	5 minutes	
	Conduct HRDC Meeting deliberate on the request	none	4 hours	HRDC
	Prepare HRDC Resolution and encode in the HRIS	none		
2. Receive Travel Order	Prepare and issue Travel Order	none	10 minutes	Mayor's Office
TOTAL NUMBER OF HOURS AND MINUTES			4 hours and 21 minutes	



xii. Rewards and Recognition (R&R) Services: Recognition of Exemplary Performance of Officials and Employees

			TYPE OF SERVICE	
			Internal	
TITLE OF SERVICE: Rewards and Recognition (R&R) Services: Recognition of Exemplary Performance of Officials and Employees				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: To be able to recognize the exemplary performance of the officials and employees of LGU-Alabel to boost the morale of deserving officials and employees, per approved PRAISE Manual of LGU-Alabel.				
Office or Division		Municipal Administrator’s Office/ HRMO		
Classification		Highly Technical Transaction		
Type of Transaction		Government to Government (G2G)		
Who May Avail		All Qualified and Deserving Officials and Employees		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Personal Data Sheet of the nominee			Requesting Office	
2. Fully filled-up nomination form of the nominee			Inviting Organization	
3. Recommendation Letter from the nominator: would be official or Rank and File Employee				
4. Executive Summary				
5. Write-up				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished Nomination form and other documents	Receive and review the submitted document.	none	3 minutes	Mailyn B. Moy Administrative Aide IV
	Pre-screen the submitted documents	none	5 minutes	Jocelyn L. Tenchavez, MPA Administrative Officer V (HRMO III)
	Consolidate and Encode nominees to the HRIS	none	3 minutes/ folder	Joselito D. Reoja Administrative Assistant II



	Conducts validation/Background Investigation (BI)	none	4 hours	Jocelyn L. Tenchavez, MPA Administrative Officer V (HRMO III)
	Preparation/distribution of Office Memorandum for scheduled PRAISE Meeting and evaluation	none	5 minutes	PRAISE Secretariat
	Conduct of evaluation by the PRAISE Committee	none	1 day	PRAISE Committee
	Comparative result and minutes of meetings and Resolution	none		PRAISE Secretariat
	Submission of PRAISE resolution to the Head of Agency for approval	none	3 minutes	Jocelyn L. Tenchavez, MPA Administrative Officer V (HRMO III)
	Approval of Final List of Awardees	none		LCE
	Preparation for the Awarding Ceremony (Monetary and Non - monetary Awards)	none	3 days	PRAISE/Admin Personnel
2. Received the Notice of Awarding	Notify the nominees on the schedule of awarding through Memorandum	none	5 minutes	
	Conduct Awarding Ceremony	none	1 day	
TOTAL NUMBER OF DAYS, HOURS AND MINUTES			2 days, 4 hours and 24 minutes	

xiii. Submission of OPCR and IPCR

	TYPE OF SERVICE
	Internal
TITLE OF SERVICE: Submission of OPCR and IPCR	
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: All permanent and Casual employees of the Local Government Unit of Alabel are mandated by the Civil Service Commission to submit their Office Performance Commitment Review (OPCR) per department and Individual Performance Commitment Review (IPCR) every semester; Submission: 1 st semester – January - June – on or before the 15 th day of July 2 nd semester –July - December – on or before the 15 th day of July.	



Office or Division		Municipal Administrator's Office/ HRMO		
Classification		Simple Transaction		
Type of Transaction		Government to Government (G2G)		
Who May Avail		Permanent, Temporary, Coterminous and Casual Employees		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. IPCR and OPCR (3 original copies)			Employees	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits complete and signed IPCR and OPCR with ratings and recommendation from the department head	Receives and forwards submitted IPCR and OPCR to the reviewing officer and/or HRMO	none	1 minute	Mailyn B. Moy Administrative Aide IV
	Review of submitted IPCR and OPCR, stamp received if it is duly accomplished and return if forms are incomplete	none	3 minutes	Rhea Mae L. Torrecampo License Inspector II/Jocelyn L. Tenchavez HRMO III
	Return incomplete forms to the employee	none		Rhea Mae L. Torrecampo License Inspector II
	Retrieve returned incomplete forms to the employee/official concerned and checked if it is already complete	none		Mailyn B. Moy Administrative Aide IV
	Review, calibrate and validate OPCR by the Performance Management Team and IPCR by the HRMO	none		PMT members
	Forwards the validated OPCR and IPCR to the Office of the Municipal Mayor for signature	none		Rhea Mae L. Torrecampo License Inspector II



	Encode summary of ratings per department	none		Rawiya S. Saula HRMO II
	Scan copy of the IPCR and OPCE and upload to the HRIS	none		Rhea Mae L. Torrecampo License Inspector II/Joselito Reoja Admin Asst. II
2. Received copy/ duplicate of IPCR and OPCR	Release copy of IPCR and OPCR to the concerned office and employee	none		Rhea Mae L. Torrecampo License Inspector II
TOTAL NUMBER OF DAYS, HOURS, MINUTES AND SECONDS			2 days, 19 minutes and 30 seconds	



d. OFFICE OF MUNICIPAL PLANNING AND DEVELOPMENT COORDINATOR

i. Securing Zoning Certification

			TYPE OF SERVICE	
			External	
TITLE OF SERVICE: Securing Zoning Certification				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: Zoning Certification is requested for record and reference purposes, based on the Comprehensive Land Use Plan of the municipality. The Zoning Officer will certify as to the use of the subject property/land as reflected from the approved Comprehensive Land use Plan and Zoning Ordinance of the municipality.				
Office or Division		Municipal Planning and Development Office (MPDO)		
Classification		Simple Transaction		
Type of Transaction		Government to Business (G2B)		
Who May Avail		Lot Owners		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Proof of Ownership such as Land Title, Transfer of Rights, Deed of Sale			Owner	
2. Sketch Plan with Vicinity Map drawn to scale signed by a Geodetic Engineer			Geodetic Engineer	
3. Real Property Tax Declaration			Municipal Assessor's Office	
4. Certificate of Real Property Tax Payment or Latest Tax Clearance			Municipal Treasurer's Office	
5. Official Receipt issued by the Municipal Treasurer's Office			Municipal Treasurer's Office	
6. If applicant is not the owner: Special Power of Attorney (SPA) of land owner's authorized representative			Notary Public	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Request Letter together with the required document	Receives the letter and check the submitted documents as per Checklist.	none	2 minutes	GENALYN P. AMADOR Admin. Asst. II ANGELE MAE A. TADURAN Bookbinder /JO
2. Wait while the documents are being reviewed and verified.	Person-in-charge reviews and verify documents submitted	none	3 minutes	MR. ARJAY D. HIJARA Zoning Insp. II ROXANNE C. BELINARIO



				Admin. Aide VI
3. Secure Order of Payment from the person-in-charge. Proceed to the Treasurer's Office for payment.	Issue order of payment to the client for payment	₱150.00 Below 600 sq.m. ₱500.00/ ha. (Refer to Tax Ord.)	5 minutes	
4. Guide the inspector to conduct site inspection. (optional)	Accompany the applicants in the conduct of site inspection (optional)	none	1 hour	
5. Submit Original Receipt of payment to the person-in- charge.	Prepares/Prints the Zoning Certificate. Records Certificate for filing (Database)	none	7 minutes	
	The Zoning Officer approves and signs the Zoning Certificate	none	5 minutes	ENGR. TOMAS G. MONTEFALCON MPDC / Zoning Administrator
6. Receives the approved Zoning Certificate	The person in charge issues the Zoning Certificate to the client.	none	2 minutes	ANGELE MAE A. TADURAN Bookbinder /JO
TOTAL NUMBER OF HOURS AND MINUTES			1 hour and 24 minutes	

ii. Approval of Zoning Clearance for Business Permit

		TYPE OF SERVICE
		External
TITLE OF SERVICE: Approval of Zoning Clearance for Business Permit		
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: Business Enterprises are required to secure a Zoning Clearance upon application for Business Permit to ensure that the enterprise is allowed in the chosen location as per the Comprehensive Land Use Plan of the Municipality and other relevant zoning and land use ordinances.		
Office or Division	Municipal Planning and Development Office (MPDO)	
Classification	Simple Transaction	
Type of Transaction	Government to Business (G2B)	



Who May Avail		Business Establishment		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Business License Application and Assessment Form		Business and License Division		
2. Barangay Clearance		Office of the Sangguniang Barangay		
3. Official Receipt issued by the Municipal Treasurer's Office		Municipal Treasurer's Office		
4. For other uses:				
<ul style="list-style-type: none"> • Environmental Compliance Certificate (ECC) from DENR 				
<ul style="list-style-type: none"> • Affidavit of Undertaking 				
<ul style="list-style-type: none"> • Ordinance of Reclassification or Conversion Order from DAR 				
<ul style="list-style-type: none"> • Additional requirements are needed for Special Uses/ Projects such as Funeral, Establishments, Cell Site, Industrial Projects, Gasoline Stations, Slaughterhouse, Poultry, Piggery, etc. 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit business license form and complete documents	Receives application form for proper recording and reviews the documents attached	none	5 minutes	GENALYN P. AMADOR Admin. Asst. II ANGELE MAE A. TADURAN Bookbinder /JO
2. Secure Order of Payment from the person-in-charge. Proceed to the Treasurer's Office for payment.	<ul style="list-style-type: none"> • Determine the conformity of the location of the proposed/ existing business establishment in the land use and zoning plan. • Issue Order of Payment to the client for payment 	₱150.00 Below 600 sq.m. ₱500.00 per ha. (refer to Tax Ord.)	5 minutes	ROXANNE C. BELINARIO Admin. Aide IV MR. ARJAY D. HIJARA Zoning Insp. II



3. Guide the inspector to conduct inspection.	<ul style="list-style-type: none"> • Conduct Site Inspection (optional) • Site Inspection is usually conducted for new business establishment. 	none	1 hour	MR. ARJAY D. HIJARA Zoning Insp. II ROXANNE C. BELINARIO Admin. Aide VI
4. Present the Original Official Receipt of payment to the person-in-charge.	<ul style="list-style-type: none"> • Approved application form, by the MPDC • Recording of the transaction 	none	10 minutes	MR. ARJAY D. HIJARA Zoning Insp. II ENGR. JULLIE B. REYES Planning Officer-IV ENGR. TOMAS G. MONTEFALCON MPDC / Zoning Administrator
5. Client receives the business permit form with its approved Zoning Clearance portion.	Release business permit form with approved Zoning Clearance portion.	none	2 minutes	ANGELE MAE A. TADURAN Bookbinder/JO
TOTAL NUMBER OF HOURS AND MINUTES			1 hour and 22 minutes	

iii. **Securing of Locational Clearance**

		TYPE OF SERVICE
		External
TITLE OF SERVICE: Securing of Locational Clearance		
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: All enterprises of public and private persons constructing new buildings or applying for expansion/renovation are required to secure Zoning Clearance upon application for Building Permit. This should be done before the start of the construction to ensure that the building to be constructed or activity to be undertaken is allowed in the area as per Comprehensive Land Use Plan of the municipality.		
Office or Division	Municipal Planning and Development Office (MPDO)	
Classification	Simple Transaction	
Type of Transaction	Government to Business (G2B) Government to Government (G2G)	
Who May Avail	Undergoing Constructions/ Private Owners	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE



1. Duly Notarized Application Form for Zoning Clearance		MPDO/ Notary Public		
2. Preliminary Subdivision and Development Plan (PSDP) on Subdivided Lots, if applicable		Private Engineers		
3. Zoning Certification				
4. Building Plans duly signed by Civil Engineer				
5. Sketch Plan duly signed and sealed by Geodetic Engineer				
6. Bill of Materials and Cost Estimates				
7. Project Specifications				
8. Transfer Certificate of Title (TCT) or Deed of Sale		ROD		
9. Real Property Tax Declaration		Municipal Assessor's Office		
10. Certificate of Real Property Tax Payment		Municipal Treasurer's Office		
11. Environmental Clearance Certificate (optional)				
12. Contract of Lease of Authorization to Occupy the Lot				
13. Special Power of Attorney of the land owner's representative				
14. Official Receipt issued by the Municipal Treasurer's Office		Municipal Treasurer's Office		
15. Note: Additional Requirements for Special Use, Industrial and Agro-Industrial Projects (2-copies per document).				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure an Application Form for Zoning/ Locational Clearance and have it notarized by a Notary Public. Secure also required documents.	Validate and assess the impact of the project and inform checklist of required documents	none	5 minutes	ROXANNE C. BELINARIO Admin. Aide VI ANGELE MAE A. TADURAN Bookbinder/JO
2. Present the duly Notarized Application Form to the frontline personnel for the assessment and computation of fees.	Assist the client on how to accomplish the form and explain the need for other documents.	none	3 minutes	MR. ARJAY D. HIJARA Zoning Insp. II ROXANNE C. BELINARIO Admin. Aide VI ENGR. STANLEY CAVAN ENGR. II



3. Secure Order of Payment from the person-in-charge. Proceed to the Treasurer's Office for payment	Issue order of payment to the client for payment at the MTO	Refer to Tax Ord. 2005-010	3 minutes	MR. ARJAY D. HIJARA Zoning Insp. II ROXANNE C. BELINARIO Admin. Aide VI
4. Submission of Notarized Application Form with complete documents together with the receipt of payments.	Review and validate documents submitted as per checklist. Review and assessment of the Bill of Materials.	none	4 minutes	MR. ARJAY D. HIJARA Zoning Insp. II ROXANNE C. BELINARIO Admin. Aide VI ENGR. STANLEY CAVAN ENGR. II/JO
5. Guide the inspector for the conduct of Site Inspection	Accompany the applicant to the site for the conduct of site inspection.	none	1 hour	MR. ARJAY D. HIJARA Zoning Insp. II ROXANNE C. BELINARIO Admin. Aide VI
	Preparation of Locational/ Zoning Clearance. Records Locational Clearance.	none	10 minutes	MR. ARJAY D. HIJARA Zoning Insp. II ROXANNE C. BELINARIO Admin. Aide VI
	Signature of the MPDC/ Zoning Administrator for approval	none	3 minutes	ENGR. TOMAS G. MONTEFALCON MPDC / Zoning Administrator
	Secure verified signature from the LCE.	none	5 minutes	
6. The client receives the approved Locational/ Zoning Clearance decision.	The person in charge issues the Local/ Zoning Clearance to the client.	none	2 minutes	ANGELE MAE A. TADURAN Bookbinder HONEY GLACE C. SOMBLINGO Admin. Aide II/JO
TOTAL NUMBER OF HOURS AND MINUTES			1 hour and 35 minutes	



iv. Processing of Application for Preliminary Subdivision Development Plan (PSDP) of Project under BP 220 and PD 957

				TYPE OF SERVICE	
				External	
TITLE OF SERVICE: Processing of Application for Preliminary Subdivision Development Plan (PSDP) of project under BP 220 and PD 957					
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: Description of the Service: An approval granted to a proponent applying for the development of economic and socialized housing projects in urban and rural areas as defined in Section 2 of BP 220. Likewise, approval of Subdivisions projects with high-end subdivision and condominium buyer's protective decree and other related laws is defined in PD-957.					
Office or Division		Municipal Planning and Development Office (MPDO)			
Classification		Highly Technical			
Type of Transaction		Government to Citizen (G2C)			
Who May Avail		Land Developers for Subdivision Development			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Notarized Application for Preliminary Subdivision Development Permit of Project under BP 220 or PD-957			Municipal Planning and Development Office		
2. Site Development Plan (Schematic) (4-sets)			Licensed Professional		
3. Vicinity Map (4-sets)			Licensed Professional Geodetic Engineer		
4. Topographic Plan (4-sets)			Licensed Professional Geodetic Engineer		
5. Survey Plan (4-sets)			Licensed Professional Geodetic Engineer		
6. Certified True Copy (CTC) of Land Title (4-sets)			Registry of Deeds		
7. Tax Certification/ Declaration (4-sets)			Municipal Treasurer's Office		
8. Right to Use or Deed of Sale of Right-of-Way for access roads and other utilities (when applicable subject to just compensation) (4-sets)			Notary Public		
9. Zoning Certification (4-sets)			Municipal Planning and Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Secure PSDP form and inquire for	• Hand-in forms and	none	5 minutes	MR. ARJAY D. HIJARA	



requirements for Subdivision Application.	require the client to record the name, address, contact number and purpose using logbook • Provide checklist of the requirements needed for the application and • Provide needed technical information.				Zoning Insp. II /ENGR. TOMAS G. MONTEFALCON MPDC/Zoning Administrator
2. Comply and submit complete documents for Subdivision Application	Evaluate the requirements as to completeness of the application.	none	10 minutes		MR. ARJAY D. HIJARA Zoning Insp. II
3. Secure order of payment and proceed to Treasurer's office.	Compute the order of payment	Refer to Tax Ord. 2005-010	5 minutes		MR. ARJAY D. HIJARA Zoning Insp. II
4. Guide the inspector to conduct site inspection (optional).	Conduct site inspection	none	1 hour		MR. ARJAY D. HIJARA Zoning Insp. II ENGR. TOMAS G. MONTEFALCON MPDC /Zoning Administrator
5. Submit original receipt.	•Acknowledge receipt for the completeness of the documents and payment to the clients. •Prepare endorsement letter and have it signed by the LCE	none	20 minutes		Sangguniang Bayan



	•Indorse documents to Sangguniang Bayan			
TOTAL NUMBER OF HOURS AND MINUTES			1 hour 40 minutes	

v. Processing of Application for Subdivision Development Permit and/or Building Permit of Project under BP 220 and PD 957

		TYPE OF SERVICE
		External
TITLE OF SERVICE: Processing of Application for Subdivision Development Permit and/or Building Permit of Project under BP 220 and PD 957		
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: Description of the Service: A permit issued to every registered owner or developer of a parcel of land who wishes to convert the same into a subdivision project applied with the LGU under BP 220 and PD 957.		
Office or Division	Municipal Planning and Development Office (MPDO)	
Classification	Highly Technical	
Type of Transaction	Government to Citizen (G2C)	
Who May Avail	Land Developers for Subdivision Development	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Approved Preliminary Subdivision Development Plan		Municipal Planning and Development Office
2. Notarized Application for Subdivision Development Permit of Project under BP 220 or PD 957		Notary Public
3. Subdivision Development Plan showing site development plan		Licensed Professional
4. 2 copies of Road Design Plan		Licensed Professional
5. 2 copies of Storm Drainage and Sanitary Sewer System		Licensed Professional
6. 2 copies of Site Grading Plan		Licensed Professional
7. 2 copies of Water system lay-out and details		Licensed Professional
8. Certified True Copy of Tax Declaration		Municipal Assessor's Office
9. Certified True Copy of DAR Conversion Clearance		Department of Agrarian Reform
10. Certified True Copy of ECC		DENR
11. 2 copies of Project Description		Licensed Professional



12. Plans specifications, bill of materials and cost estimates			Licensed Professional	
13. Permit to drill and certification for potable water supply			National Water Resources Board (NWRB)	
14. Traffic impact assessment (If Applicable)			Licensed Professional	
15. List of names of duly licensed professionals who signed the plans			Licensed Professional	
For Housing Construction: <ul style="list-style-type: none"> • 2-sets of Housing Plans with Sanitary, Electrical, Structural Plans, Specifications and Cost Estimates • Sworn Statement as to soundness of designs and specifications 			Licensed Professional	
16. Lot Plan drawn to a minimum scale of 1:100 meters with Vicinity Map drawn and duly signed by Licensed Geodetic Engineer			Licensed Geodetic Engineer	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in the client's information	Require the client to record the name, address, contact number and purpose using logbook	none	5 minutes	
2. Comply documents/ requirements	Evaluate the requirements as to completeness of the application	none	10 minutes	
3. Guide the team for site inspection	Conduct site inspection	Refer to Tax Ord. 2005-010	1 hour	
4. Wait for the order of payment. Proceed to MTO for payment.	Compute order of payment	none	5 minutes	
5. Submit Official Receipt (OR)	Received OR and prepares indorsement letter and	none	30 minutes	P



	secure signature to the LCE			
	Indorse to the Sangguniang Bayan	none	5 minutes	
TOTAL NUMBER OF HOURS AND MINUTES			1 hour 55 minutes	

vi. **Securing Data from Municipal Planning and Development Office**

			TYPE OF SERVICE	
			External	
TITLE OF SERVICE: Securing Data from Municipal Planning and Development Office				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: Information about the Municipality and its development thrust, plans, programs and projects are available at the MPDO which includes: a. Socio-Economic Profile b. Land Use Plan c. Economic Development Data d. Development Plans e. Municipal statistics f. Municipal and Barangay Maps				
Office or Division		Municipal Planning and Development Office (MPDO)		
Classification		Simple		
Type of Transaction		Government to Business (G2B)		
Who May Avail		Public Individuals		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter Request to LCE stating the date/ information needed, the purpose or why such data is needed.				
2. Identification Card of the requesting part				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the letter with approval from the LCE and approach the person in charge and request the data needed. Present ID for verification.	Verify availability of data. If available, information is given to client, otherwise makes	none	5 minutes	GENALYN P. AMADOR Admin. Asst. II ENGR. STANLEY CAVAN ENGR. II/JO



	referral /endorsement to other office.			
2. Proceed to the Municipal Treasurer's Office for payment of the required fees and secure an Official Receipt.	Issue order of payment to the client for payment at the MTO	₱150.00	5 minutes	ROXANNE C. BELINARIO Admin. Aide IV
3. Present the Official Receipt to the frontline personnel	Receive official Receipt and proceed to preparation, evaluation and approval of the requested document	none	5 minutes	ROXANNE C. BELINARIO Administrative Aide VI GENALYN P. AMADOR Admin Asst II
	Gather needed data.	none	10 minutes	ENGR. JULLIE B. REYES PO IV MR. ARJAY D. HIJARA Zoning Insp. II
4. Receives document and signs in the logbook.	Issues needed data/information to client.	none	2 minutes	ANGELE MAE A. TADURAN Bookbinder/JO
TOTAL NUMBER OF MINUTES			27 minutes	

vii. Evaluation of Submitted Annual Investment Plan Proposal

		TYPE OF SERVICE
		Internal
TITLE OF SERVICE: Evaluation of Submitted Annual Investment Plan Proposal		
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: A work and financial plan that strengthens the planning-budgeting linkage through provision of basis of the Annual Budget.		
Office or Division	Municipal Planning and Development Office (MPDO)	
Classification	Technical	
Type of Transaction	Government to Government (G2G)	
Who May Avail	All Offices of the LGU	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Prescribed Template		Municipal Planning and Development Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit PPAs proposals for AIP consolidation	Consolidate copies of proposed projects, programs and activities from all departments for the inclusion in the AIP.	none	10 minutes	ROSE ANN C. CACHUELA PDO1 ENGR. JULLLIE B. REYES Planning Officer IV
	<ul style="list-style-type: none"> • Review and Evaluation of Office AIPs. • Evaluate proposed AIP based on required format and guidelines; • If okay, return to the concerned office for final printing and signature of the department head • If NOT okay, return to the concerned office for revision and resubmission to the CPDO for consolidation. 	none	10 minutes	ROSE ANN C. CACHUELA PDO1 ENGR. JULLLIE B. REYES Planning Officer IV
	<ul style="list-style-type: none"> • Final Consolidation and Merging of Office AIPs • Consolidate final AIPs with signature of the department 	none	10 minutes	ENGR. TOMAS G. MONTEFALCON MPDC



	heads; • Merge all office AIPs into one document.			
TOTAL NUMBER OF MINUTES			30 minutes	

viii. Quarterly Monitoring Report on Government Projects/ Programs/ Activities

			TYPE OF SERVICE	
			Internal	
TITLE OF SERVICE: Quarterly Monitoring Report on Government Projects/ Programs/ Activities				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: Monitoring report that shows both financial utilization, physical accomplishment and remarks on the status of projects/ program/ activities implemented by different offices of the municipality.				
Office or Division		Municipal Planning and Development Office (MPDO)		
Classification		Technical		
Type of Transaction		Government to Government (G2G)		
Who May Avail		Public Individuals		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Prescribe Template of Quarterly Report on Government Projects/ Program/ Activities			Municipal Planning Development Office	
2. Statement of Appropriation, Allotment and Obligation (SAAO)			Municipal Budget Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Quarterly Monitoring Report	Receive quarterly monitoring report	none	5 minutes	GENALYN P. AMADOR Admin. Asst. II MR. ARJAY D. HIJARA Zoning Insp. II ENGR. STANLEY CAVAN ENGR. II ANGELE MAE A. TADURAN Bookbinder/JO
	Encode Financial Utilization Information	none	1 day	ROSE ANN C. CACHUELA PDO1



	Consolidation of office reports	none	2 days	ROSE ANN C. CACHUELA PDO1
	Review of Quarterly Report	none	1 day	ROSE ANN C. CACHUELA PDO1 ENGR. JULLIE B. REYES Planning Officer IV
	Approval of the Quarterly Report	none	1 day	ENGR. TOMAS G. MONTEFALCON MPDC
	Submission of Quarterly Report on Government Projects/ Programs/Activities to client	none	10 minutes	ROSE ANN C. CACHUELA PDO1
TOTAL NUMBER OF DAYS, HOURS AND MINUTES			5 days and 15 minutes	

ix. **Processing of Various Documents.** Daily operational transaction of LGU will undergo evaluation of the office as one of the internal control being the member of the Local Finance Committee

			TYPE OF SERVICE	
			Internal	
TITLE OF SERVICE: Processing of Various Documents. Daily operational transaction of LGU will undergo evaluation of the office as one of the internal control being the member of the Local Finance Committee				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: Local Government Code, RA No. 7160				
Office or Division		Municipal Planning and Development Office (MPDO)		
Classification		Simple Transaction		
Type of Transaction		Government to Government (G2G)		
Who May Avail		All Offices		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit project design, inspection report, program of	Receive documents and	none	2 minutes	



works, abstract of canvass and BAC resolution	fill out routing slip.			
	Control documents through assigning control numbers. Record details and amount in the logbook.	none	2 minutes	
	Pre-evaluation of documents	none	2 minutes	
	Final Evaluation of documents *if errors are found, return to the concerned office for corrections Recommendation Sign/approve the documents	none	2 minutes	
2. Receive signed/approved documents	Release signed/approved documents to the concerned office	none	2 minutes	
TOTAL NUMBER OF MINUTES			10 minutes	



e. OFFICE OF THE MUNICIPAL CIVIL REGISTRAR

i. Application for Marriage License

		TYPE OF SERVICE
		External
TITLE OF SERVICE: Application for Marriage License		
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: All couples (either one or both resident of Alabel) of legal age intending to get married must apply for marriage license at the OMCR. Marriage License is valid any part of the Philippines for a period of 120 days from the date of issue. Rule 47 – Reglementary period and place of registration Rule 48 – Requisites of Application of Marriage License Rule 47 – Number of copies to be accomplished for distribution		
Office or Division	Office of the Municipal Civil Registrar	
Classification	Simple Transaction	
Type of Transaction	Government to Citizen (G2C)	
Who May Avail	All couples where one or both are residents in the Municipality who intend to get married	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. For Couples who are both Filipino:		
1. Birth Certificate of both (1 original, 2 photocopies)	Philippine Statistics Authority	
2. Certificate of No Marriage of both (1 original, 2 photocopies)	Philippine Statistics Authority	
3. Tree Planting Certificate (1 original, 2 photocopies)	Office of the Barangay Captain of Residency	
4. Cedula of both (1 photocopy)	Municipal Treasurer's Office	
B. If one is a Foreigner:		
1. Legal Capacity to Contract Marriage (1-original, 2-photocopies)	Embassy	
2. Passsport (2-photocopies)	Department of Foreign Affairs (DFA)	
C. If one or both are 18-21 Years Old:		
1. Parent/s Consent (3 copies all original)	Office of the Municipal Civil Registrar	
2. Valid I.D. of Parent/s (1-original)	Client, BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-Ibig, Voter's I.D., 4P's I.D.	
3. Cedula	Municipal Treasurer's Office	
D. If one or both are 22-24 Years Old:		
1. Parent/s Consent (3 copies all original)	Office of the Municipal Civil Registrar	



2. Valid I.D. of Parent/s (1-original)		Client, BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-Ibig, Voter's I.D., 4P's I.D.		
3. Cedula		Municipal Treasurer's Office		
E. If one or both are Widow/Widower:				
1. Death Certificate of Spouse (2-Certified Photocopies)		PSA MCR/CCR Place of Death		
F. If one or both are Divorced/Annulled:				
1. Annotated Marriage Certificate of First Marriage (2 certified photocopies)		PSA MCR/CCR Place of Death		
2. Certified photocopy of Registration of Court Decree (2 photocopies)		MCR where he/she registered		
3. Decree of Nullity (2 certified photocopies)		Regional Trial Court		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents to MCR Staff	Receive and verify submitted documents	none	15 minutes	Irem Y. Dumpa Administrative Aide V
2. Give required information	Interview the applicants and prepare three (3) original copies of application form	none	20 minutes	
3. Check correctness of entries in the AML and sign	<ul style="list-style-type: none"> • Print and let applicants review and sign the forms; give order of payment. • Issue order of payment 	none	10 minutes	
4. Pay required fee to MTO	Issues official receipt upon payment of the required fees	₱480.00		Revenue Collection Clerk Mun. Treasurer's Office
5. Present OR to MCR Staff	Receive O.R. and record	none	1 minute	



6. For applicants aged 18-24, parents to sign in consent or advice form, present Cedula/ valid I.D. of parents to MCR Staff	Prepare consent or advice form	none	2 minutes	Irem Y. Dumpa Administrative Aide V
	Verify and sign application form and advice or consent if available	none	10 minutes	
	Advise the client to proceed to Population Officer for schedule of Pre-Marriage Counseling and come back with Certificate of Compliance and start of required posting period	none	2 minutes	
TOTAL NUMBER OF HOUR			1 hour	

ii. Issuance of Marriage License

		TYPE OF SERVICE
		External
TITLE OF SERVICE: Issuance of Marriage License		
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: All couples (either one or both resident of Alabel) of legal age intending to get married must apply for marriage license at the OMCR. Marriage License is valid any part of the Philippines for a period of 120 days from the date of issue. Rule 47 – Reglementary period and place of registration Rule 48 – Requisites of Application of Marriage License Rule 47 – Number of copies to be accomplished for distribution		
Office or Division	Office of the Municipal Civil Registrar	
Classification	Simple Transaction	
Type of Transaction	Government to Citizen (G2C)	
Who May Avail	All would be couples applying for marriage license	



CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Duly Accomplished Application for Marriage License Form (1-original)			Office of the Municipal Civil Registrar	
2. Certified of Compliance/ PMC (1-original)			MHO, MSWDO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the MCR Staff and inform release of Marriage License	Give the application form to check the correctness of the entries	none	5 minutes	Irem Y. Dumpa Administrative Aide V
2. Check entries in the application form	Prepare the documents to secure Marriage License	none	5 minutes	
3. Check entries in the application form	Issues Marriage License Form upon payment of the required fees	₱2.00		Revenue Collection Clerk Mun. Treasurer's Office
4. Present Marriage License Form to MCR Staff	Receive Marriage License and prepare for signature	none	1 minute	Irem Y. Dumpa Administrative Aide V
	Sign Marriage License and the attached documents	none	3 minutes	Engr. Cesar P. Gingoyon, Jr. Municipal Civil Registrar
5. Receive the Application for Marriage License with the attached Marriage License for submission to Solemnizing Officer	Issue Application Form and Marriage License	none	1 minute	Irem Y. Dumpa Administrative Aide V
TOTAL NUMBER OF MINUTES			15 minutes	



iii. Registration of Marriage Certificate (Timely)

					TYPE OF SERVICE
					External
TITLE OF SERVICE: Registration of Marriage Certificate (Timely)					
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: Marriage Registration shall be done with 15 days following the solemnization of marriage while for those availed under Article 34 of the Family Code, registration shall be done within 30 days following the solemnization rites.					
Office or Division		Office of the Municipal Civil Registrar			
Classification		Simple Transaction			
Type of Transaction		Government to Citizen (G2C)			
Who May Avail		All couples who were married in the municipality			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Duly Accomplished Certificate of Marriage (4 copies all original)			Church, Trial Court, MMO		
2. In case of marriages exempt for ML, respective affidavits (2 original copies, 2 photocopies)			Notary Public		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit document for review to MCR Staff	Receive and review correctness of entries	none	5 minutes	Ronald F. Linao Registration Officer II	
	Check completeness of signatures	none			
	Assign Registry Number, enter date receive and sign	none			
	Review and sign the documents	none	3 minutes	Engr. Cesar P. Gingoyon, Jr. Municipal Civil Registrar	
2. Receive duly signed and registered Certificate of Marriage and sign in the receiving logbook: 1 original copy for Solemnizing Officer and 1 original copy for couple	Release duly signed and registered Certificate of Marriage: 1 original copy for Solemnizing Officer and 1	none	1 minute	Ronald F. Linao Registration Officer II	



	original copy for couple			
TOTAL NUMBER OF MINUTES			9 minutes	

iv. Application for Delayed Registration/ Reconstruction of Marriage Certificate

			TYPE OF SERVICE	
			External	
TITLE OF SERVICE: Application for Delayed Registration/ Reconstruction of Marriage Certificate				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: <ul style="list-style-type: none">• Late registration applies to events that are not yet registered after 30-day reglementary period after the occurrence of the event. A ten day posting period must be observed before the document applied for will be released.• Rule 12 - Delayed Registration - Administrative Order No. 1 Series of 1993 and other Laws on Civil Registration-A report of vital event made beyond the reglementary period is considered delayed.• Rule 13 - Administrative Order 1 Series of 1993 - Implementing Rule and Regulations of Act 3735 and other Laws on Civil Registration.• Posting of Pending Application - a notice to the public on the pending application for delayed registration shall be posted in the bulletin board of the city/municipality for a period of not less than ten (10) days which begin in a regular working day.				
Office or Division		Office of the Municipal Civil Registrar		
Classification		Simple Transaction		
Type of Transaction		Government to Citizen (G2C)		
Who May Avail		All couples who were married in the municipality		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Negative Certification of Marriage Certificate (1 original copy, 4 photocopies)			Philippine Statistics Authority	
2. Affidavit of two (2) disinterested persons attesting facts of marriage (2 original copies, 3 photocopies)			Notary Public	
3. Old copy of Marriage Certificate issued by Solemnizing Officer (1 original copy, 4 photocopies)			Owner of the document	
4. Affidavit of contracting parties attested by two witnesses (1 original copy, 4 photocopies)			Notary Public	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Negative Certification secured from PSA together	Receive and verify	none	10 minutes	



with other required documents	submitted documents			
2. Give information to be supplied in the Certificate of Marriage	Interview client for the information to be supplied in the Certificate of Marriage	none	20 minutes	Minarlene P. Arnado Administrative Aide IV
3. Check correctness of entries in the Certificate of Marriage and sign	Prepare the Certificate of Marriage and print one copy for checking, print additional 3 copies after checking	none	15 minutes	
	Issue order of payment	none		
4. Pay required fee to MTO	Issues official receipt upon payment of the required fees	₱200.00		Revenue Collection Clerk Mun. Treasurer's Office
5. Present O.R. to MCR Staff	Receive O.R. and advise the client to return after 10 days posting period	none	2 minutes	Minarlene P. Arnado Administrative Aide IV
6. Wait for ten days posting period	After posting period, record and assign Registry Number and sign	none	3 minutes	
	Review and sign the documents	none	3 minutes	Engr. Cesar P. Gingoyon, Jr. Municipal Civil Registrar
7. Return after posting period and receive personal copy of Certificate of Marriage	Issue duly registered Certificate of Marriage	none	1 minutes	Minarlene P. Arnado Administrative Aide IV
TOTAL NUMBER OF MINUTES			54 minutes	



v. Registration of Death Certificate (Timely)

			TYPE OF SERVICE	
			External	
TITLE OF SERVICE: Registration of Death Certificate (Timely)				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: The registration of Death Certificate shall be made at the place of occurrence with the MCR within 30 days and is mandatory.				
Office or Division		Office of the Municipal Civil Registrar		
Classification		Simple Transaction		
Type of Transaction		Government to Citizen (G2C)		
Who May Avail		All individuals whose family member's death occurred in the Municipality		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Duly Accomplished Certificate of Death (4 original copies)			Hospital, MHO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit document for review to MCR Staff	Receive and review correctness of entries	none	5 minutes	Ronald F. Linao Registration Officer II
	Check completeness of signatures	none		
	Assign Registry Number, enter date receive and sign	none		
	Review and sign the documents	none	3 minutes	Engr. Cesar P. Gingoyon, Jr. Municipal Civil Registrar
2. Receive duly signed and registered Certificate of Death and sign in the receiving logbook: 1 original copy for Hospital and 1 original for personal copy	Release duly signed and registered Certificate of Death: 1 original copy for Hospital and 1 original for personal copy	none	1 minute	Ronald F. Linao Registration Officer II
TOTAL NUMBER OF MINUTES			9 minutes	



vi. Application for Delayed Registration of Death Certificate

			TYPE OF SERVICE		
			External		
TITLE OF SERVICE: Application for Delayed Registration of Death Certificate					
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: •Late registration applies to events that are not yet registered after 30-day reglementary period after the occurrence of the event. A ten-day posting period must be observed before the document applied will be released. •Rule 12 - Delayed Registration - Administrative Order No. 1 Series of 1993 and other Laws on Civil Registration-A report of vital event made beyond the reglementary period is considered delayed. •Rule 13 - Administrative Order 1 Series of 1993 - Implementing Rule and Regulations of Act 3735 and other Laws on Civil Registration. •Posting of Pending Application - a notice to the public on the pending application for delayed registration shall be posted in the bulletin board of the city/municipality for a period of not less than ten (10) days which begin in a regular working day.					
Office or Division		Office of the Municipal Civil Registrar			
Classification		Simple Transaction			
Type of Transaction		Government to Citizen (G2C)			
Who May Avail		All individuals whose deceased family member is resident of the Municipality			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Negative Certification of Death Certificate (1 original copy, 4 photocopies)			Philippine Statistics Authority		
2. Affidavit of two (2) disinterested persons attesting facts of death (2 original copies, 3 photocopies)			Notary Public		
3. Certificate of burial rites (1 original copy, 4 photocopies) (optional)			Church		
4. Barangay Certification (1 original copy, 4 photocopies) (optional)			Office of the Barangay Captain		
5. Duly Accomplished Certificate of Death (3 original copies, 1 photocopy)			Hospital, MHO		
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Negative Certification from PSA with other documents	secured together required	Receive and verify submitted documents	none	5 minutes	Ronald F. Linao Registration Officer II



	Advise the client to return after 10 days posting period	none		
2. Wait for ten days posting period	After posting period, record and assign Registry Number and sign	none	2 minutes	
	Review and sign the documents	none	3 minutes	Engr. Cesar P. Gingoyon, Jr. Municipal Civil Registrar
3. Return after posting period and receive personal copy of Certificate of Death	Issue duly registered Certificate of Death	none	1 minute	Ronald F. Linao Registration Officer II
TOTAL NUMBER OF MINUTES			11 minutes	

vii. Registration of Birth Certificate of Legitimate Child (Timely)

				TYPE OF SERVICE	
				External	
TITLE OF SERVICE: Registration of Birth Certificate of Legitimate Child (Timely)					
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: Birth Registration is the permanent and official recording of the child's existence. The birth of child shall be registered within 30 days from the time of birth, otherwise it is considered late.					
Office or Division		Office of the Municipal Civil Registrar			
Classification		Simple Transaction			
Type of Transaction		Government to Citizen (G2C)			
Who May Avail		Parents of Newborn Child and Municipal Health Office and Birthing Clinic in the Municipality			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Duly Accomplished Certificate of Live Birth (4 copies all original)			Hospital, MHO, Birthing Clinic in the Municipality		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit document for review to MCR Staff	Receive and review correctness of entries	none	6 minutes		



	Check completeness of signatures	none		Michael P. Quinon Administrative Assistant I
	Assign Registry Number and enter date receive	none		
	Issue order of payment	none		
2. Pay required fee to MTO	Issues official receipt upon payment of the required fees	₱50.00		Revenue Collection Clerk Mun. Treasurer's Office
3. Present OR to MCR Staff	Receive O.R. and sign documents	none	1 minute	Michael P. Quinon Administrative Assistant I
	Review and sign the documents	none	2 minutes	Engr. Cesar P. Gingoyon, Jr. Municipal Civil Registrar
4. Receive duly signed and registered Certificate of Live Birth and sign in the receiving logbook: 1 original copy for Hospital/Birthing Clinic and 1 original copy for parents of child	Release duly signed and registered Certificate of Live Birth: 1 original copy for Hospital/Birthing Clinic and 1 original copy for parents of child	none	1 minute	Michael P. Quinon Administrative Assistant I
TOTAL NUMBER OF MINUTES			10 minutes	

viii. **Registration of Birth Certificate of Illegitimate Child (Timely)**

		TYPE OF SERVICE
		External
TITLE OF SERVICE: Registration of Birth Certificate of Legitimate Child (Timely)		
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: Birth Registration is the permanent and official recording of the child's existence. The birth of child shall be registered within 30 days from the time of birth, otherwise it is considered late.		
Office or Division	Office of the Municipal Civil Registrar	
Classification	Simple Transaction	
Type of Transaction	Government to Citizen (G2C)	
Who May Avail	Parents of Newborn Child and Municipal Health Office and Birthing Clinic in the Municipality	



CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Duly Accomplished Certificate of Live Birth (4 copies all original)			Hospital, MHO, Birthing Clinic in the municipality	
2. Affidavit to Use the Surname of the Father, executed by the mother (2 original copies, 2 photocopies)			MCR, Notary Public	
3. Cedula (1 original copy)			Municipal Treasurer's Office	
4. Valid I.D. of Parents (original/photocopy)			Client, COMELEC, Philhealth, SSS, TIN, Pag-ibig, PRC, Driver's License, Senior Citizen's I.D., Postal I.D.	
5. Affidavit of Acknowledgement of Paternity (In case of absence of father but entry on father's data were supplied)			Notary Public	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit document for review to MCR Staff	Receive and review correctness of entries	none	10 minutes	Michael P. Quinon Administrative Assistant I
	Check completeness of signatures	none		
	Check validity of Cedula	none		
	Show the father where to sign in the back page of Certificate of Live Birth for Acknowledgement	none		
2. Father signs in the back page of Certificate of Live Birth	Receives signed Certificate of Live Birth and issue order of payment	none		
3. Pay required fee to MTO	Issues official receipt upon payment of the required fees	₱150.00		Revenue Collection Clerk Mun. Treasurer's Office
4. Present O.R. to MCR Staff	Receive O.R. and prepare Affidavit to Use the Surname of the Father	none	15 minutes	Michael P. Quinon Administrative Assistant I
	Give the Affidavit to the mother and let her check the	none	2 minutes	



	correctness of entries			
5. Mother checks correctness of entries and signs the Affidavit	Advise the mother to go to Notary Public for notarization of the Affidavit	none	1 minute	
6. Return the notarized AUSF	Receive, check, assign Registry Number and attach the AUSF to Certificate of Live Birth	none	2 minutes	
	Assign Registry Number, enter date receive and sign the Certificate of Live Birth	none	2 minutes	
	Review and sign the documents	none	2 minutes	Engr. Cesar P. Gingoyon, Jr. Municipal Civil Registrar
7. Receive duly signed and registered Certificate of Live Birth and sign in the receiving logbook: 1 original copy for Hospital/Birthing Clinic and 1 original copy for parents of child	Release duly signed and registered Certificate of Live Birth: 1 original copy for Hospital/Birthing Clinic and 1 original copy for parents of child	none	1 minute	Michael P. Quinon Administrative Assistant I
TOTAL NUMBER OF MINUTES			35 minutes	

ix. Application for Delayed Registration of Birth Certificate

	TYPE OF SERVICE
	External
TITLE OF SERVICE: Application for Delayed Registration of Birth Certificate	
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: <ul style="list-style-type: none"> •Late registration applies to events that are not yet registered after 30-day reglementary period after the occurrence of the event. A ten day posting period must be observed before the document applied for will be released. •Rule 12 - Delayed Registration - Administrative Order No. 1 Series of 1993 and other Laws on Civil Registration-A report of vital event made beyond the reglementary period is considered delayed. 	



<ul style="list-style-type: none"> •Rule 13 - Administrative Order 1 Series of 1993 - Implementing Rule and Regulations of Act 3735 and other Laws on Civil Registration. •Posting of Pending Application - a notice to the public on the pending application for delayed registration shall be posted in the bulletin board of the city/municipality for a period of not less than ten (10) days which begin in a regular working day. 				
Office or Division	Office of the Municipal Civil Registrar			
Classification	Simple Transaction			
Type of Transaction	Government to Citizen (G2C)			
Who May Avail	All individuals who were born in the Municipality			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Negative Certification of Birth Certificate (1 original copy, 4 photocopies)			Philippine Statistics Authority	
2. Affidavit of two (2) disinterested persons attesting facts of birth (2 original copies, 3 photocopies)			Notary Public	
3. Marriage Certificate of the document owner if already married (1 original copy, 4 photocopies)			PSA/MCR of place of marriage	
4. Marriage Certificate of parents, if legitimate child (1 original copy, 4 photocopies)			PSA/MCR of place of marriage	
5. At least 2 valid I.D./ documents (3 photocopies)			Client, Church, COMELEC, Philhealth, SSS, TIN, Pag-ibig, PRC, Driver's License, Senior Citizen's I.D., Postal I.D.	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Negative Certification secured from PSA together with other required documents	Receive and verify submitted documents	none	10 minutes	Irem Y. Dumpa Administrative Aide V
2. Give information to be supplied in the Certificate of Live Birth	Interview client for the information to be supplied in the Certificate of Live Birth	none	20 minutes	
3. Check correctness of entries in the Certificate of Live Birth and sign	Prepare the Certificate of Live Birth and print one copy for checking, print additional 3	none	15 minutes	



	copies after checking			
4. Receive Certificate of Live Birth and bring to attendant at birth for signature	If attendant at birth is still available, give the Certificate of Live Birth and instruct them for signature of attendant at birth	none	5 minutes	
5. Return Certificate of Live Birth to MCR Staff	Receive, check Certificate of Live Birth and issue order of payment	none	5 minutes	
6. Pay required fee to MTO	Issues official receipt upon payment of the required fees	₱200.00		Revenue Collection Clerk Mun. Treasurer's Office
7. Present O.R. to MCR Staff	Receive O.R. and advise the client to return after 10 days posting period	none	3 minutes	Irem Y. Dumpa Administrative Aide V
8. Wait for ten days posting period	After posting period, assign Registry Number and sign	none	5 minutes	
	Review and sign the documents	none	3 minutes	Engr. Cesar P. Gingoyon, Jr. Municipal Civil Registrar
9. Return after posting period and receive personal copy of Certificate of Live Birth	Issue duly registered Certificate of Live Birth	none	1 minute	Irem Y. Dumpa Administrative Aide V
TOTAL NUMBER OF HOURS AND MINUTES			1 hour 7 minutes	



x. Registration and Annotation of Legal Instrument (Affidavit of Acknowledgement of Paternity)

			TYPE OF SERVICE	
			External	
TITLE OF SERVICE: Registration and Annotation of Legal Instrument (Affidavit of Acknowledgement of Paternity)				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: As general rule, Legal Instrument shall be registered in the Civil Registrar Office of the place where the event was registered.				
Office or Division		Office of the Municipal Civil Registrar		
Classification		Simple Transaction		
Type of Transaction		Government to Citizen (G2C)		
Who May Avail		All persons/ individuals who were born in the Municipality who were not acknowledged by the father at the time of birth		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Birth Certificate of the Child (1 original, 4 photocopies)			Philippine Statistics Authority	
2. Affidavit of Acknowledgement of Paternity (1 original, 4 photocopies)			Notary Public	
At Least Two (2) Proof of Affinity:				
3. Baptismal Certificate of Child with entry on father's name (1 original, 4 photocopies)			Church	
4. PhilHealth Member Data Record of father with entry showing child as one of his dependent/s			PhilHealth	
5. Elementary School Record with name of father (1 original, 4 photocopies)			School Attended	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit document for review to MCR Staff	Receive and review submitted documents	none	5 minutes	Michael P. Quinon Administrative Assistant I
	Issue order of payment	none		
2. Pay required fee to MTO	Issues official receipt upon payment of the required fees	₱300.00		Revenue Collection Clerk Mun. Treasurer's Office
3. Present O.R. to MCR Staff	Receive O.R. and prepare Certificate of Registration, Endorsement letter and	none	20 minutes	Michael P. Quinon Administrative Assistant I



	annotated document			
	Review and sign Certificate of Registration, Endorsement letter and annotated document	none	3 minutes	Engr. Cesar P. Gingoyon, Jr. Municipal Civil Registrar
4. Receive 2 sets of Endorsement for Legal Instrument: 1 set for mailing to PSA-OCRG and another set for personal copy	Issue 2 sets of Endorsement for Legal Instrument: 1 set for mailing to PSA-OCRG and another set for personal copy	none	1 minute	Michael P. Quinon Administrative Assistant I
TOTAL NUMBER OF MINUTES			29 minutes	

xi. Registration and Annotation of Legal Instrument (Affidavit of Legitimation)

		TYPE OF SERVICE
		External
TITLE OF SERVICE: Registration and Annotation of Legal Instrument (Affidavit of Legitimation)		
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: As general rule, Legal Instrument shall be registered in the Civil Registrar Office of the place where the event was registered.		
Office or Division	Office of the Municipal Civil Registrar	
Classification	Simple Transaction	
Type of Transaction	Government to Citizen (G2C)	
Who May Avail	All persons/ individuals who were born in the Municipality whose parents were not yet married at the time of birth	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. Primary		
1. Birth Certificate of the Child (1 original, 4 photocopies)		Philippine Statistics Authority
2. Joint Affidavit of Legitimation state minority of parent/s if necessary (1 original, 4 photocopies)		Notary Public
3. Marriage Certificate of parents		PSA/MCR



4. Certificate of No Marriage (CENOMAR) of both parents (1 original, 4 photocopies)			Philippine Statistics Authority	
5. Register Acknowledgement of Paternity if child is not acknowledged (1 original, 4 photocopies)			MCR	
B. Secondary				
6. Death Certificate of first spouse if one/both parents have previous marriage. Prior to the conception of the child (4 photocopies)			PSA/MCR/CCR of place of death	
7. Annotated Marriage Certificate of previous marriage (1 original) (optional)			Philippine Statistics Authority	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit document for review to MCR Staff	Receive and review submitted documents	none	10 minutes	Juliet P. Conejos Administrative Aide III
	Issue order of payment	none		
2. Pay required fee to MTO	Issues official receipt upon payment of the required fees	₱300.00		Revenue Collection Clerk Mun. Treasurer's Office
3. Present O.R. to MCR Staff	Receive O.R. and prepare Certificate of Registration, Endorsement letter and annotated document	none	20 minutes	Juliet P. Conejos Administrative Aide III
	Review and sign Certificate of Registration, Endorsement letter and annotated document	none	3 minutes	Engr. Cesar P. Gingoyon, Jr. Municipal Civil Registrar
4. Receive 2 sets of Endorsement for Legal Instrument: 1 set for mailing to PSA-OCRG and another set for personal copy	Issue 2 sets of Endorsement for Legal Instrument: 1 set for mailing to PSA-OCRG and another set for	none	2 minutes	Juliet P. Conejos Administrative Aide III



	personal copy			
TOTAL NUMBER OF MINUTES			35 minutes	

xii. Registration and Annotation of Legal Instrument (Affidavit to use the Surname of the Father)

			TYPE OF SERVICE	
			External	
TITLE OF SERVICE:				
Registration and Annotation of Legal Instrument (Affidavit to use the Surname of the Father)				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT:				
As general rule, Legal Instrument shall be registered in the Civil Registrar Office of the place where the event was registered.				
Office or Division		Office of the Municipal Civil Registrar		
Classification		Simple Transaction		
Type of Transaction		Government to Citizen (G2C)		
Who May Avail		All persons/ individuals who were born in the Municipality whose parents were not married		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Birth Certificate of the Child (1 original, 4 photocopies)			Philippine Statistics Authority	
2. Affidavit to Use the Surname of the Father (1 original, 4 photocopies)			Notary Public	
3. If the child is below 7 years old, the mother will execute			Notary Public	
4. If child is 7 to 17 years old, child will execute but with sworn attestation of the mother			Notary Public	
5. If child is 18 years old or above, child will execute			Notary Public	
6. Register Acknowledgement of paternity if child is not acknowledged (1 original, 4 photocopies)			MCR	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit document for review to MCR Staff	Receive and review submitted documents	none	10 minutes	Michael P. Quinon Administrative Assistant I
	Issue order of payment	none		
2. Pay required fee to MTO	Issues official receipt upon payment of	₱3350.00		Revenue Collection Clerk Mun. Treasurer's Office



	the required fees			
3. Present O.R. to MCR Staff	Receive O.R. and prepare Certificate of Registration, Endorsement letter and annotated document	none	20 minutes	Michael P. Quinon Administrative Assistant I
	Review and sign Certificate of Registration, Endorsement letter and annotated document	none	3 minutes	Engr. Cesar P. Gingoyon, Jr. Municipal Civil Registrar
4. Receive 2 sets of Endorsement for Legal Instrument: 1 set for mailing to PSA-OCRG and another set for personal copy	Issue 2 sets of Endorsement for Legal Instrument: 1 set for mailing to PSA-OCRG and another set for personal copy	none	2 minutes	Michael P. Quinon Administrative Assistant I
TOTAL NUMBER OF MINUTES		P 3, 350	35 minutes	

xiii. Petition for Change of First Name, Change Sex, Correction of Day and Month of Birth (R.A. 9048-Cfn/R.A. 10172)

		TYPE OF SERVICE
		External
TITLE OF SERVICE: Petition for Change of First Name, Change Sex, Correction of Day and Month of Birth (R.A. 9048-Cfn/R.A. 10172)		
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: Republic Act 9048 and Republic Act 10172 amended Article 376 Article 412 authorizes the Municipal Civil Registrar to correct clerical or typographical errors in any entry, change of first name, sex, day and month of birth without a judicial order. However, correction/change of nationality, status of a person is not covered by R.A. 9048.		
Office or Division	Office of the Municipal Civil Registrar	
Classification	Highly Technical	
Type of Transaction	Government to Citizen (G2C)	
Who May Avail	Owner of Registered birth in the municipality, parents and his/her spouse, direct descendants, institutions	



		legally in-charge for any administrative, judicial or other official proceedings with valid identification card or document/s		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Affected document in SECPA form (1 original, 3 photocopies)		Philippine Statistics Authority (PSA)		
2. Baptismal Certificate (3 photocopies)		Church		
3. Marriage Certificate of owner, if married (3 photocopies)		PSA/MCR		
4. Earliest School Record (3 photocopies)		Elementary School where graduated		
5. Police and NBI Clearance (1 original, 3 photocopies)		PNP, NBI		
6. Certificate of Employment or Affidavit of non-Employment (1 original, 3 photocopies)		Employer, Notary Public		
7. Medical Certificate from Municipal Health Officer (1 original, 3 photocopies)		MHO		
8. Old Medical Records (3 photocopies)		Government/Private Hospital		
9. at least 2 valid I.D. or any document that supports data to supply (3 photocopies)		Client, COMELEC, Philhealth, SSS, TIN, Pag-ibig, PRC, Driver's License, Senior Citizen's I.D., Postal I.D.		
10. Community Tax Certificate (3 photocopies)		MTO		
11. Affidavit of Publication with Newspaper Clippings (1 original)		Local Newspaper of General Circulation		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present your problem to MCR Staff	Assess the presented problem/s and advise needed documents	none	30 minutes	Juliet P. Conejos Administrative Aide III
2. Submit the required documents for review	Review the submitted documents	none	30 minutes	
	Prepare petition form	none	30 minutes	
	Issue order of payment	none		
3. Pay required fee to MTO	Issues official receipt upon payment of the required fees	₱350.00		Revenue Collection Clerk Mun. Treasurer's Office



4. Present O.R. to MCR Staff	Receive O.R. and prepare Notice of Posting	none	10 minutes	Juliet P. Conejos Administrative Aide III
5. Check and sign the petition	Review the documents and subscribe the petition	none	15 minutes	Engr. Cesar P. Gingoyon, Jr. Municipal Civil Registrar
6. Pay for publication and wait for the publication (3 consecutive weeks)	Receive payment and prepare Notice of Publication to be published for 3 consecutive weeks	none	5 minutes	
	Re-evaluate all documents, verify signatures	none	15 working days	
7. Follow-up Affirmed petition after 3 months after completion of the requirements including publication	After publication, prepare the record book and completion of Notice and Certificate of Posting	none	15 minutes	Juliet P. Conejos Administrative Aide III
	Sign the Notice and Certificate of Posting and Action Taken portion of the Petition	none	3 minutes	Engr. Cesar P. Gingoyon, Jr. Municipal Civil Registrar
	Prepare transmittal letter, sign and mail to PSA-OCRG for affirmation	none	3 minutes	Juliet P. Conejos Administrative Aide III
8. Return to MCR Office and receive set of Certificate of Finality with attached annotated and un-annotated document	Prepare Certificate of Finality, Annotated and Un-annotated	none	3 minutes	Juliet P. Conejos Administrative Aide III



and certified photocopy of the Affirmed petition and sign in the receiving logbook	document and transmittal letter to PSA			
	Sign the documents and certify the photocopy of the Affirmed petition for submission to PSA	none	3 minutes	Engr. Cesar P. Gingoyon, Jr. Municipal Civil Registrar
	Issue one set of Certificate of Finality with attached annotated document and certified photocopy of the Affirmed petition	none	3 minutes	Juliet P. Conejos Administrative Aide III
TOTAL NUMBER OF DAYS, HOURS AND MINUTES			15 days, 1 hour and 30 minutes <i>(excluding publication of documents)</i>	

xiv. Petition for Correction of Clerical Error (R.A. 9048)

		TYPE OF SERVICE
		External
TITLE OF SERVICE: Petition for Correction of Clerical Error (R.A. 9048)		
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: Republic Act 9048 and Republic Act 10172 amended Article 376 Article 412 authorizes the Municipal Civil Registrar to correct clerical or typographical errors in any entry, change of first name, sex, day and month of birth without a judicial order. However, correction/change of nationality, status of a person is not covered by R.A. 9048.		
Office or Division	Office of the Municipal Civil Registrar	
Classification	Highly Technical	
Type of Transaction	Government to Citizen (G2C)	
Who May Avail	Owner of Registered birth in the municipality, parents and his/her spouse, direct descendants, institutions legally in-charge for any administrative, judicial or	



		other official proceedings with valid identification card or document/s		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Affected document in SECPA form (1 original, 3 photocopies)			Philippine Statistics Authority (PSA)	
2. Baptismal Certificate (3 photocopies)			Church	
3. Marriage Certificate of owner/parents, if married (3 photocopies)			PSA/ MCR	
4. Earliest School Record (3 photocopies)			Elementary School where graduated	
5. at least 2 valid I.D. or any document that supports data to supply (3 photocopies)			Client, COMELEC, Philhealth, SSS, TIN, Pag-ibig, PRC, Driver's License, Senior Citizen's I.D., Postal I.D.	
6. Community Tax Certificate (3 photocopies)			MTO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present your problem to MCR Staff	Assess the presented problem/s and advise needed documents	none	30 minutes	
2. Submit the required documents for review	Review the submitted documents	none	30 minutes	Juliet P. Conejos
	Prepare petition form	none	30 minutes	Administrative Aide III
	Issue order of payment	none		
3. Pay required fee to MTO	Issues official receipt upon payment of the required fees	₱1,350.00		Revenue Collection Clerk
4. Present O.R. to MCR Staff	Receive O.R. and prepare Notice of Posting	none	10 minutes	Juliet P. Conejos Administrative Aide III
5. Check and sign the petition	Review the documents and subscribe the petition	none	15 minutes	Engr. Cesar P. Gingoyon, Jr. Municipal Civil Registrar
6. Wait for the posting period (10 consecutive days)	Re-evaluate all documents,	none	10 working days	Juliet P. Conejos Administrative Aide III



	verify signatures			
7. Follow-up Affirmed petition after 3 months after completion of the requirements	Prepare the record book and completion of Notice and Certificate of Posting	none	15 minutes	Juliet P. Conejos Administrative Aide III
	Sign the Notice and Certificate of Posting and Action Taken portion of the Petition	none	3 minutes	Engr. Cesar P. Gingoyon, Jr. Municipal Civil Registrar
	Prepare transmittal letter, sign and mail to PSA-OCRG for affirmation	none	3 minutes	Juliet P. Conejos Administrative Aide III
8. Return to MCR Office and receive set of Certificate of Finality with attached annotated and un-annotated document and certified photocopy of the Affirmed petition and sign in the receiving logbook	Prepare Certificate of Finality, Annotated and Un-annotated document and transmittal letter to PSA-OCRG	none	3 minutes	Juliet P. Conejos Administrative Aide III
	Sign the documents and certify the photocopy of the Affirmed petition and mail to PSA-OCRG	none	3 minutes	Engr. Cesar P. Gingoyon, Jr. Municipal Civil Registrar
	Issue one set of Certificate of Finality with attached annotated document	none	3 minutes	Juliet P. Conejos Administrative Aide III



	and certified photocopy of the Affirmed petition			
TOTAL NUMBER OF DAYS, HOURS AND MINUTES			10 days, 2 hours and 20 minutes <i>(excluding time of affirmation from the PSA- OCRG)</i>	

xv. Registration and Annotation of Court Decree

			TYPE OF SERVICE	
			External	
TITLE OF SERVICE: Registration and Annotation of Court Decree				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: All court decisions must be registered in the Municipal Civil Registrar Office where the court is functioning within ten (10) days after the court decree/order has become final and executory.				
Office or Division		Office of the Municipal Civil Registrar		
Classification		Highly Technical		
Type of Transaction		Government to Citizen (G2C)		
Who May Avail		Persons who filed for Adoption, Annulment of Marriage, Declaration of Absolute Nullity of Marriage, Legal Separation, Correction of Entry, Presumptive Death and other registrable court decree/orders		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Certificate of Finality (5 certified photocopies)			RTC, MTC, C/MCR	
2. Certificate of Authenticity (5 certified photocopies)			RTC, MTC, C/MCR	
3. Certified true copy of the Decision (5 certified photocopies)			RTC, MTC, C/MCR	
4. Birth/Marriage/Death Certificate (5 certified photocopies)			PSA/MCR	
5. Court Order (5 certified photocopies)			RTC/MTC	
6. Decree of Nullity (5 certified photocopies)			RTC/MTC	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Receive and evaluate	none	20 minutes	Ronald F. Linao



1. Submit documents to MCR Staff	submitted documents			Registration Officer II
	Issue order of payment	none		
2. Pay required fees to MTO and present O.R. to MCR Staff	Issues official receipt upon payment of the required fees	₱350.00		Revenue Collection Clerk Mun. Treasurer's Office
3. Wait for the preparation and registration of the Court Decree	Prepares Registry of Court Decree endorsement letter, Certificate of Authenticity, Annotated and Un-annotated affected document	none	20 minutes	Ronald F. Linao Registration Officer II
	Signs the Registry of Court Decree, Endorsement letter, Certificate of Authenticity, Annotated and Un-annotated affected document	none	5 minutes	Engr. Cesar P. Gingoyon, Jr. Municipal Civil Registrar
4. Machine Copy all documents (4 copies each)	Certify the Certificate of Finality, Certificate of Authenticity from court, Court Decision, Decree of Nullity and Court Order	none		
5. Receive 2 sets of endorsement for Court Decree: 1 set for mailing to PSA-OCRG and another set for personal copy	Issue 2 sets of endorsement for Court Decree: 1 set for mailing to PSA-OCRG	none	2 minutes	Ronald F. Linao Registration Officer II



	and 1 set for personal copy			
TOTAL NUMBER OF MINUTES			47 minutes	

xvi. Endorsement of Available Registry Records but with Negative Certification from the Philippine Statistics Authority (PSA)

			TYPE OF SERVICE	
			External	
TITLE OF SERVICE: Endorsement of Available Registry Records but with Negative Certification from the Philippine Statistics Authority (PSA)				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: There are instances when the Philippine Statistics Authority does not have available records requested by clients, but the MCR Office has available record or client has personal copy of the document, the MCR Office will endorse copy of the document to the Office of the Civil Registrar General (OCRG).				
Office or Division		Office of the Municipal Civil Registrar		
Classification		Simple Transaction		
Type of Transaction		Government to Citizen (G2C)		
Who May Avail		All persons/ individuals who are registered in the Municipality		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
A. Birth:				
1. Negative Certification of Birth (1 original, 3 photocopies)			Philippine Statistics Authority (PSA)	
2. Old personal copy of Civil Registry Form 1A (if available) (1 original, 3 photocopies)			Owner of the document	
3. At least 2 valid I.D. or any document that supports data to supply (3 photocopies)			Client, COMELEC, Philhealth, SSS, TIN, Pag-ibig, PRC, Driver's License, Senior Citizen's I.D., Postal I.D.	
B. Marriage:				
4. Negative Certification of Marriage (1 original, 3 photocopies)			Philippine Statistics Authority (PSA)	
C. Death:				
5. Negative Certification of Death (1 original, 3 photocopies)			Philippine Statistics Authority (PSA)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit Negative Certification secured from PSA together with other required documents	Receive and verify submitted documents	none	10 minutes	Juliet P. Conejos Administrative Aide III
	Issue order of payment	none		
2. Pay required fee to MTO	Issues official receipt upon payment of the required fees	₱200.00		Revenue Collection Clerk Mun. Treasurer's Office
3. Present O.R. to MCR Staff	Receive O.R. and record	none	1 minute	Juliet P. Conejos Administrative Aide III
	Prepare the Endorsement, Certification (Form 1A/2A/3A), Annotated document and for certified supporting documents	none	20 minutes	
	Review and sign the Endorsement, Certification (Form 1A/2A/3A), Annotated document and certify the supporting documents	none	2 minutes	
4. Receive 2 sets of documents for Endorse: 1 set for mailing to PSA-OCRG and another set for personal copy	Issue 2 sets of documents for Endorse: 1 set for mailing to PSA-OCRG and another set for personal copy	none	2 minutes	Juliet P. Conejos Administrative Aide III
TOTAL NUMBER OF MINUTES			35 minutes	



xvii. Issuance of Birth/ Death/ Marriage Certificate (Certified Photocopy/ Form 1A / 2A / 3A)

			TYPE OF SERVICE	
			External	
TITLE OF SERVICE: Issuance of Birth/ Death/ Marriage Certificate (Certified Photocopy/ Form 1A/ 2A / 3A)				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: Civil Registry document such as birth maybe availed of by securing a certified transcript from the Municipal Civil Registrar's Office or Certified Machine copy based on the original copy of the document filed and kept in this copy.				
Office or Division		Office of the Municipal Civil Registrar		
Classification		Simple Transaction		
Type of Transaction		Government to Citizen (G2C)		
Who May Avail		All persons/ individuals whose birth are registered in the Municipality		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
A. Principal: (Document owner, his/her parents, his/her spouse, his/her direct				
1. Valid Identification Card (1 original)			Client, COMELEC, Philhealth, SSS, TIN, Pag-ibig, PRC, Driver's License, Senior Citizen's I.D., Postal I.D.	
B. Authorized Representative (Other than the Principal)				
2. Authorization Letter (1 original)			Principal	
3. I.D. of both principal and authorized representative (1 original, 1 photocopy)			Requesting Party and Principal	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up the request form and present to MCR Staff	Receive the request form and validate	none	1 minute	Jenny S. Caloyong Administrative Aide III
	Verifies the record in the Civil Registry Information System	none	3 minutes	
	Issue order of payment	none		
2. Pay required fee to MTO	Issues official receipt upon payment of the required fees	₱50.00/ 2 copies ₱5.00/ copy for additional copies		Revenue Collection Clerk Mun. Treasurer's Office



3. Present O.R. to MCR Staff	Receive O.R. and record	none	1 minute	Ronald F. Linao Registration Officer II
	Prepare the Certified photocopy and evaluate the correctness of the requested documents	none	10 minutes	
	Evaluate the correctness and sign the requested documents	none	1 minute	
4. Receives result of requested copies	Issues duly signed and certified document/s	none	1 minute	Jenny S. Caloyong Administrative Aide III
TOTAL NUMBER OF MINUTES			17 minutes	

xviii. Annotation and Endorsement of Supplemental Report

		TYPE OF SERVICE
		External
TITLE OF SERVICE: Annotation and Endorsement of Supplemental Report		
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: A Supplemental Report for Birth, Marriage and Death may be filed to supply information inadvertently omitted when the document was registered.		
Office or Division	Office of the Municipal Civil Registrar	
Classification	Simple Transaction	
Type of Transaction	Government to Citizen (G2C)	
Who May Avail	Owner of registered births, marriages, deaths in the municipality, parents and his/her spouse, direct descendants, institutions legally in-charge for any administrative, judicial or other official proceedings	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Birth/Marriage/Death Certificate to be supplied (3 photocopies)		Philippine Statistics Authority
2. Affidavit for Supplemental Report (3 photocopies)		Notary Public
3. at least 2 valid I.D. or any document that supports data to supply (3 photocopies)		Client, COMELEC, Philhealth, SSS, TIN, Pag-ibig, PRC, Driver's License, Senior Citizen's I.D., Postal I.D.



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents to MCR Staff	Receive and review submitted documents	none	15 minutes	Juliet P. Conejos Administrative Aide III
	Issue order of payment			
2. Pay required fees	Issues Official Receipt (OR) upon payment	₱200.00		Revenue Collection Clerk Mun. Treasurer's Office
3. Present O.R. to MCR Staff	Receive OR. prepare the Supplemental Report Form, Endorsement and Annotated document	none	30 minutes	Juliet P. Conejos Administrative Aide III
4. Review and sign the Supplemental Report Form	Sign the Supplemental Report, Endorsement, Annotated document and certify the supporting documents	none	2 minutes	Engr. Cesar P. Gingoyoy, Jr. Municipal Civil Registrar
5. Receive 2 sets of Endorsement for Supplemental Report: 1 set for submission to PSA and another set for personal copy	Issue 2 sets of Endorsement for Supplemental Report: 1 set for submission to PSA and another set for personal copy	none	3 minutes	Juliet P. Conejos Administrative Aide III
TOTAL NUMBER OF MINUTES			50 minutes	



f. OFFICE OF THE MUNICIPAL GENERAL SERVICES OFFICER

i. Canvassing Activity – under Small Value, Emergency and Shopping

			TYPE OF SERVICE	
			External	
TITLE OF SERVICE: Canvassing Activity – under Small Value, Emergency and Shopping				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: To promote transparency and efficiency, information and communications technology shall be utilized in the conduct of procurement procedures.				
Office or Division		General Services Office/BAC Office		
Classification		Simple		
Type of Transaction		Government to Government (G2G) Government to Business (G2B)		
Who May Avail		Contractors/ Suppliers		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Approved Request for Quotation			Requesting Department	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved Request for Quotation.	Receive the approved RFQ and other supporting documents	none	30 minutes	Randy Padilla (ADAS V), Kris Mae Soriano (AAIII)
	Distribute Canvass documents to legitimate and PHILGEPS registered suppliers	none	1 working day	Randy Padilla (ADAS V), Perfecto Corporal(AAIV)
2. Fill-out and return the canvass form	Collect/Drop the filled -out Canvass form from the supplier	none	30 minutes	Randy Padilla (ADAS V), Perfecto Corporal(AAIV)
TOTAL NUMBER OF DAYS AND HOURS			1 day and 1 hour	



ii. Inspection of Deliveries of Goods and Services

			TYPE OF SERVICE	
			External	
TITLE OF SERVICE: Inspection of Deliveries of Goods and Services				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: Inspection of deliveries by authorized Technical Inspector is conducted to determine if the items conformed to the specifications stated in the Purchase Order/Supplies Delivery Agreement and/or contracts or agreements.				
Office or Division		General Services Office		
Classification		Simple		
Type of Transaction		Government to Government (G2G) Government to Business (G2B)		
Who May Avail		All Departments, Suppliers		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Purchase Request (PR)			Requesting Department	
2. BAC Resolution			BAC Office	
3. Approved Project Procurement Management Plan (PPMP)			Requesting Department/BAC Office	
4. Canvass Form			BAC Office	
5. Abstract Form			BAC Office	
6. Purchase Order (PO)			General Services Office/BAC Office	
7. Report of Waste Materials			General Services Office/Engineering Office	
8. Pre-repair Evaluation Report			Motor pool	
9. Inventory Custodian Slip (ICS)			General Services Office	
10. Acknowledgment Receipt for Equipment (ARE)			General Services Office	
11. Inspection and Acceptance Report			General Services Office/Requesting Department	
12. Withdrawal Slip			General Services Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the delivery receipt subject for inspection.	Receives Delivery receipt	none	5 minutes	Gilbert Siblos (AAIII), Angelito Genes (AAIII)



	Prepares Request for inspection for the Inspectorate Team	none	5 minutes	Kris Mae Soriano (AAIII), Angelito Genes (AAIII)
	Conducts inspection of deliveries	none	3 hours	Engr. VB Dela Cruz(DH) Randy Padilla (ADAS V) Gilbert Siblos (AAIII)
	Prepare Acceptance and Inspection Report	none	10 minutes	Kris Mae Soriano (AAIII), Angelito Genes (AAIII)
	Reviews, Control, initials and Approve the Acceptance and Inspection Report	none	5 minutes	Engr. VB Dela Cruz(DH), Randy Padilla (ADAS V), Rocelyn Castor
	Prepare and Approve Withdrawal Slip	none	5 minutes	Engr. VB Dela Cruz(DH) Randy Padilla (ADAS V) Kris Mae Soriano (AAIII)
TOTAL NUMBER OF HOURS AND MINUTES			3 hours and 30 minutes	

iii. **Property for Return – Waste Materials and Unusable Items, Expendable Items, Equipment Spareparts and IT Hardwares**

		TYPE OF SERVICE
		Internal
TITLE OF SERVICE: Property for Return – Waste Materials and Unusable Items, Expendable Items, Equipment Spareparts and IT Hardwares		
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: Properties which are deemed unserviceable and/or excess by concerned departments/offices are returned/turned over to General Services Office for proper disposal. Properties which can still be used or needed by other departments/offices will be reissued.		
Office or Division	General Services Office	
Classification	Simple	
Type of Transaction	Government to Government (G2G)	



Who May Avail		End User / All Departments, Schools, National Lined Agencies		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Duly accomplished Property Return Slip (PRS)			General Services Office	
2. Waste Material Report Form (WMR)			General Services Office	
3. Letter Request			Requesting Department (End-user)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request and the duly accomplished Property Return Slip (PRS)	Receives Letter Request and PRS from client	none	2 minutes	Kris Mae Soriano (AAIII), Randy Padilla (ADAS V)
	Check the completeness of attachment	none	2 minutes	Kris Mae Soriano (AAIII), Randy Padilla (ADAS V)
	Inspects the PPEs as indicated in PRS	none	2 minutes	Jessie Bamboa (AAIII), Gilbert Siblos (AAIII)
	Tags the PPE Returned	none	2 minutes	Jessie Bamboa (AAIII), Gilbert Siblos (AAIII)
	Controls and assigns number to PRS	none	2 minutes	Randy Padilla (ADAS V), Kris Mae Soriano (AAIII)
	Checks the completeness of attachments and reviews the correctness of entries	none	5 minutes	Randy Padilla (ADAS V), Kris Mae Soriano (AAIII)
	Forwards to Department Head for signature	none	5 minutes	Engr. VB Dela Cruz (DH))Randy Padilla (ADAS V), Kris Mae Soriano (AAIII)
	Record for Proper Filing	none	15 minutes	Kris Mae Soriano (AAIII)
2. Receives copy of approved PRS	Provides Received	none	2 minutes	Randy Padilla (ADAS V),



	copy to the end user			Kris Mae Soriano (AAIII)
	Provide file copy to Municipal Accounting Office	none	5 minutes	Randy Padilla (ADAS V), Kris Mae Soriano (AAIII)
TOTAL NUMBER OF MINUTES			42 minutes	

iv. Disposal of Unserviceable Items

			TYPE OF SERVICE	
			Internal	
TITLE OF SERVICE: Disposal of Unserviceable Items				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: Properties which are already unserviceable will be disposed thru auction sale facilitated by the Disposal Committee with the General Services Office as Secretariat.				
Office or Division	General Services Office			
Classification	Highly Technical			
Type of Transaction	Government to Government (G2G) Government to Citizen (G2C) Government to Business (G2B)			
Who May Avail	End User / All Departments, Schools, National Lined Agencies			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Property Return Slip (PRS)			General Services Office	
2. Report of Waste Material (RWM)			General Services Office	
3. Consolidated Inventory and Inspection Report of Unserviceable Property (IIRUP)			General Services Office	
4. Canvass Form for Auction			General Services Office	
5. Notice and Schedule of Bidding			General Services Office	
6. Notice of Award			General Services Office	
7. Invoice/Receipt			Bidders	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Bidding Proposal	Prepare the detailed list and Inventory and Inspection	none	30 minutes	Randy Padilla (ADAS V) Kris Mae Soriano (AAIII)



	Report of Unserviceable Property (IIRUP), and provision of other necessary attachments			
	Disposal Team will conduct ocular inspection	none	2 hours	Disposal Team/Engr. Vicente B Dela Cruz(DH) Randy Padilla ADAS V TWG
	Prepare/ Review/ approve and submit report of the computation of appraised value of properties	none	15 minutes	Jury Esto (AAIII), Engr. VB Dela Cruz(DH), Randy Padilla (ADAS V)
	Prepare and Submit the Disposal Program to the Municipal Mayor for approval	none	10 minutes	Jury Esto (AAIII), Local Chief Executive
	Submit the approved IIRUP to COA for Evaluation and request for a schedule of Ocular Inspection	none	30 minutes	Jury Esto (AAIII)
	Prepare letter of invitation for the disposal team committee for the schedule of meeting.	none	5 minutes	COA/Randy Padilla (ADAS V) Engr. VB Dela Cruz (DH)
	Disposal Team will conduct meeting for the schedule of the opening of the Bidding process.	none	4 hours	Jury Esto (AAIII)
	Advertisement / Posting of invitation to	none	7 days	Disposal Committee Team(LCE,GSO,MAO,MT O,MEO, TWG)



	bid to Three (3) conspicuous places/ Publication (if needed)			
	Process the Disposal of Unserviceable Items thru Auction. (Issuance of the bidding documents)	10% of the total amount of item/s bid.	7 days	Engr. VB Dela Cruz (DH), Jury Esto (AAIII)
	Conduct opening of bids thru Auction	none	1 day	Engr. VB Dela Cruz (DH) Randy Padilla (ADAS V) Bidder
	Approval of Disposal Committee Resolution (Issuance of Notice of Award)	none	30 minutes	Disposal Committee Team(LCE,GSO,MAO,MT O,MEO, TWG)
2. Provide s Proof of Paymen t	Receive the Proof of payment and facilitate the release of Items	none	2 days	Disposal Committee/Engr. VB Dela Cruz(DH) Awardee
	Encoding of Records of Sales in the IIRUP	none	10 minutes	Jury Esto (AAIII), Randy Padilla (ADAS V)
	Submission of complete documents to Municipal Accounting Office	none	30 minutes	Jury Esto (AAIII)
TOTAL NUMBER OF DAYS, HOURS AND MINUTES			17 days, 8 hours and 40 minutes	



g. OFFICE OF THE MUNICIPAL BUDGET OFFICER

i. Review of Barangay Budget

			TYPE OF SERVICE	
			External	
TITLE OF SERVICE: Review of Barangay Budget				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: Local Government Code, RA 7160, Operation of Budget Operations Manual.				
Office or Division	Municipal Budget Office			
Classification	Highly Technical			
Type of Transaction	Government to Government (G2G)			
Who May Avail	All 13 Barangays			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
2. Local Expenditure Program(LEP)			Punong Barangay	
3. Budget Message			Punong Barangay	
4. Annual Investment Plan (AIP)			Barangay Secretary	
5. Appropriation Ordinance/Resolution- sealed and affixed signatures			Barangay Council	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits approved barangay budget with approved AIP to Sangguniang Bayan through Municipal Budget Officer.	The Budget Office receives the barangay budget with Annual Investment Program (AIP) and supporting documents.	none	5 minutes	Juvy C. Alaba Admin Officer IV Ferdinand Labaniego Admin Asst. II
	The Budget Office review barangay budget as to compliance to all budgetary requirements and PS limitations, MBO prepares memo for its findings and recommendations to Sangguniang Bayan	none	5 working days	Juvy C. Alaba Admin Officer IV Ferdinand Labaniego Admin Asst. II
	The Budget Office endorse the barangay	none	20 minutes	Juvy C. Alaba Admin Officer IV



	budget to Sangguniang Bayan.			Ferdinand Labaniego Admin Asst. II
2. SB returns back the reviewed barangay budget of the concerned barangay thru the Municipal Budget Officer.	The Budget Office receives the reviewed barangay budget with SB Resolution.	none	5 minutes	Juvy C. Alaba Admin Officer IV Ferdinand Labaniego Admin Asst. II
3. Barangay follows-up the review of the barangay budget.	The Budget Office releases with the SB Resolution to concerned barangay.	none	5 minutes	Juvy C. Alaba Admin Officer IV
TOTAL NUMBER OF DAYS, HOURS AND MINUTES			5 days and 35 minutes	

ii. Review of SK Resolution/ Budget

			TYPE OF SERVICE	
			External	
TITLE OF SERVICE: Review of SK Resolution/ Budget				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: Local Government Code, RA 7160, Joint Memorandum Circular No. 1 series of 2019, dated January 23, 2019.				
Office or Division		Municipal Budget Office		
Classification		Highly Technical		
Type of Transaction		Government to Government (G2G)		
Who May Avail		All 13 Barangays		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. SK resolution/ Budget			SK Chairperson	
2. Annual Budget Youth Investment Program			SK Chairperson	
3. Comprehensive Barangay Youth Development Plan			SK Chairperson	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits SK Resolution/Budget with ABYIP/CBYDP to Sangguniang Bayan through Municipal Budget Officer.	The Budget Office receives SK Resolution/Budget with ABYIP/CBYDP and supporting documents.	none	5 minutes	Juvy C. Alaba Admin Officer IV Ferdinand Labaniego Admin Asst. II



	The Budget review SK Resolution/Budget as to compliance to all budgetary requirements, MBO prepares memo for its findings and recommendations to Sangguniang Bayan	none	5 working days	Juvy C. Alaba Admin Officer IV Ferdinand Labaniego Admin Asst. II
	The Budget Office endorse the SK Resolution/Budget to Sangguniang Bayan.	none	20 minutes	Juvy C. Alaba Admin Officer IV Ferdinand Labaniego Admin Asst. II
2. SB returns back the reviewed SK budget of the concerned barangay thru the Municipal Budget Officer.	The Budget Office receives the reviewed SK Resolution/budget with SB Resolution.	none	5 minutes	Juvy C. Alaba Admin Officer IV Ferdinand Labaniego Admin Asst. II
3. SK follows-up the review of the SK budget.	The Budget Office releases with the SB Resolution to concerned barangay.	none	5 minutes	Juvy C. Alaba Admin Officer IV
TOTAL NUMBER OF DAYS, HOURS AND MINUTES			5 days and 35 minutes	

iii. Issuance of Office Certification

		TYPE OF SERVICE
		Internal
TITLE OF SERVICE: Issuance of Office Certification		
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: Local Government Code, RA 7160.		
Office or Division	Municipal Budget Office	
Classification	Simple	
Type of Transaction	Government to Government (G2G)	
Who May Avail	All Offices/Barangays	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE



1. Letter Request, Program of Works, Certification of Concerned Barangays, Official Receipt			Office of the Municipal Mayor, Office of the Municipal Vice Mayor, SB Legislative, SB Secretariat, Office of the Municipal Administrator, MPDO, MCR, GSO, MBO, MAO, MTO, MASSO, MHO, MSWDO, OMAG, MENRO, MEO, MEEDO, SEF and National Agencies, Barangays	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits to the Municipal Budget Office the request for Certification.	The Budget Office receives the request of Certification with supporting documents and Official Receipt (OR)	₱80.00 per request	5 minutes	Juvy C. Alaba Admin Officer IV
	The Budget Office prepares/issues certification.	none	30 minutes	Juvy C. Alaba Admin Officer IV
	The Budget Officer signs the certification.	none	5 minutes	Abner H. Labaniego Municipal Budget Officer
	Release of the certification to the concerned.	none	5 minutes	Juvy C. Alaba Admin Officer IV
TOTAL NUMBER OF MINUTES			45 minutes	

iv. Processing of Obligation Request (OBR)

		TYPE OF SERVICE
		Internal
TITLE OF SERVICE: Processing of Obligation Request (OBR)		
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: Local Government Code, RA 7160.		
Office or Division	Municipal Budget Office	
Classification	Simple	
Type of Transaction	Government to Government (G2G)	
Who May Avail	All Offices	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Obligation Request (OBR), Payroll, Vouchers, Purchase Request		Office of the Municipal Mayor, Office of the Municipal Vice Mayor, SB Legislative, SB Secretariat, Office of



			the Municipal Administrator, MPDO, MCR, GSO, MBO, MAO, MTO, MASSO, MHO, MSWDO, OMAG, MENRO, MEO, MEEDO, SEF and National Agencies, Barangays	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to the Budget Office * OBR duly signed by the department head together with supporting documents.	The Budget Office receives the OBR.	none	5 minutes	Lovely M. Barboza Admin Aide IV Sharlon Mark B. Bantigue Admin Asst, II
	The Budget Office determines availability of appropriation/ allotment	none	10 minutes	Melba S. Alaba Admin Asst. II Lovely M. Barboza Admin Aide IV Roberth S. Paraiso Admin Aide VI
	The Budget Office assign number to the OBR, record the amount as requested in the appropriate account in the ledger book.	none	10 minutes	Melba S. Alaba Admin Asst. II Lovely M. Barboza Admin Aide IV Roberth S. Paraiso Admin Aide VI
	The Municipal Budget Officer signs OBR.	none	5 minutes	Abner H. Labaniego MBO Melba S. Alaba Admin Asst. II Juvy C. Alaba Admin Officer IV
	The Budget Office file 1 copy for office file.	none	1 minute	Leonora R. Estopar Admin Aide III Lovely Barboza Admin Aide IV



	The Budget Office forward OBR to accounting office/ requisitioner.		5 minutes	Leonora R. Estopar Admin Aide III Sharlon Mark B. Bantigue Admin Asst, II
TOTAL NUMBER OF MINUTES			36 minutes	

v. Processing of Payroll

			TYPE OF SERVICE	
			Internal	
TITLE OF SERVICE: Processing of Payroll				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: Local Government Code, RA 7160, COA Circular.				
Office or Division		Municipal Budget Office		
Classification		Simple		
Type of Transaction		Government to Government (G2G)		
Who May Avail		All Offices		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. DTR/ Accomplishment Report			Office of the Municipal Mayor, Office of the Municipal Vice Mayor, SB Legislative, SB Secretariat, Office of the Municipal Administrator, MPDO, MCR, GSO, MBO, MAO, MTO, MASSO, MHO, MSWDO, OMAG, MENRO, MEO, MEEDO, SEF and National Agencies, Barangays	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to the Budget Office Payroll signed by the department head together with supporting documents.	The Budget Office receives the payroll with supporting documents.	none	5 minutes	Lovely Barboza Admin Aide IV Sharlon Mark B. Bantigue Admin Asst, II
	The Budget Office determines availability of appropriation/ allotment	none	10 minutes	Melba S. Alaba Admin Asst. II Lovely M. Barboza Admin Aide IV Roberth S. Paraiso



				Admin Aide VI
	The Municipal Budget Officer signs payroll.	none	5 minutes	Abner H. Labaniego MBO Melba S. Alaba Admin Asst. II Juvy C. Alaba Admin Officer IV
	The Budget Office forward OBR to accounting office.	none	5 minutes	Leny R. Estopar Admin Aide III Sharlon Bantique Admin Asst. II
TOTAL NUMBER OF MINUTES			25 minutes	

vi. Processing of Program Design/Program of Works

			TYPE OF SERVICE	
			Internal	
TITLE OF SERVICE: Processing of Program Design/ Program of Works				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: Local Government Code, RA 7160.				
Office or Division		Municipal Budget Office		
Classification		Simple		
Type of Transaction		Government to Government (G2G)		
Who May Avail		All Offices		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Program Design/ Program of Work			Office of the Municipal Mayor, Office of the Municipal Vice Mayor, SB Legislative, SB Secretariat, Office of the Municipal Administrator, MPDO, MCR, GSO, MBO, MAO, MTO, MASSO, MHO, MSWDO, OMAG, MENRO, MEO, MEEDO, SEF and National Agencies, Barangays	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits to Budget Office the Program Design/ Program of	The Budget Office receives	none	5 minutes	Lovely M. Barboza Admin Aide IV



Works (Infrastructure projects)	program design/ program of works			Sharlon Mark Bantigue Admin Asst. II
	The Budget Office determines availability of appropriation/ allotment	none	10 minutes	Melba S. Alaba Admin Asst. II Lovely M. Barboza Admin Aide IV Roberth S. Paraiso Admin Aide VI
	The Municipal Budget Officer signs Program Design/ Program of Work.	none	5 minutes	Abner H. Labaniego MBO Melba S. Alaba Admin Asst. II Juvy C. Alaba Admin Officer IV
	The Budget Office releases the Program Design/ Program of Works to the concerned offices.	none	5 minutes	Lovely M. Barboza Admin Aide IV Sharlon Bantigue Admin Asst. II
TOTAL NUMBER OF MINUTES			25 minutes	

vii. Quarterly Release of Allotment

		TYPE OF SERVICE
		Internal
TITLE OF SERVICE: Quarterly Releases of Allotment		
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: Local Government Code, RA 7160.		
Office or Division	Municipal Budget Office	
Classification	Simple	
Type of Transaction	Government to Government (G2G)	
Who May Avail	All Offices	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Work and Financial Plan, Budget Matrix, Cash Disbursement Forecast		Office of the Municipal Mayor, Office of the Municipal Vice Mayor, SB Legislative, SB Secretariat, Office of



			the Municipal Administrator, MPDO, MCR, GSO, MBO, MAO, MTO, MASSO, MHO, MSWDO, OMAG, MENRO, MEO, MEEDO, SEF and National Agencies, Barangays	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Financial Plan, Budget Matrix, Cash Disbursement forecast.	The Budget Office receives Financial Plan, Budget Matrix, Cash Disbursement Forecast.	none	5 minutes	Juvy C. Alaba Admin Officer IV Ferdinand Labaniego Admin Asst. II
	Reviews Work Financial Plan, Budget Matrix and Recommend quarterly release of allotment for the approval of the Local Chief Executive.	none	5 working days	Juvy C. Alaba Admin Officer IV Abner H. Labaniego MBO
	Prepares Advice of Allotment for the approval of the Local Chief Executive.	none	30 minutes	Juvy C. Alaba Admin officer IV Abner Labaniego, MPA MBO
	Submit the quarterly release and Advice of Allotment for signature of the LCE.	none	5 minutes	Juvy C. Alaba Admin Officer IV
	Forward approved quarterly release and Advice of Allotment to the concerned department.	none	5 minutes	Juvy C. Alaba Admin Officer IV Leonora R. Estopar Admin Aide III
TOTAL NUMBER OF DAYS, HOURS AND MINUTES			5 days and 45 minutes	



viii. Processing of Inspection Report

			TYPE OF SERVICE	
			Internal	
TITLE OF SERVICE: Processing of Inspection Report				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: Local Government Code, RA 7160.				
Office or Division		Municipal Budget Office		
Classification		Simple		
Type of Transaction		Government to Government (G2G)		
Who May Avail		All Offices		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request of Inspection, Official Receipt, Delivery Receipt			Office of the Municipal Mayor, Office of the Municipal Vice Mayor, SB Legislative, SB Secretariat, Office of the Municipal Administrator, MPDO, MCR, GSO, MBO, MAO, MTO, MASSO, MHO, MSWDO, OMAG, MENRO, MEO, MEEDO, SEF and National Agencies, Barangays	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits to Budget Office the Request for Inspection Reports (Supplies/ Infrastructure Projects)	The Budget Office receives request for inspection reports of various supplies/ infrastructure projects/ records Inspection Reports.	none	5 minutes	Roberth Paraiso Admin Aide IV Sharlon Mark Bantigue Admin Asst. II
	The Budget office Inspect various supplies/ infrastructure projects.	none	5 working days	Roberth Paraiso Admin Aide VI Sharlon Mark B. Bantigue Admin Asst. II
	The Municipal Budget Officer signs Inspection Reports.	none	5 minutes	Abner H. Labaniego MBO Melba S. Alaba Admin Asst. II Juvy C. Alaba Admin Officer IV



	The Budget Office releases the Inspection Reports to the concerned offices.	none	5 minutes	Sharlon Mark B. Bantique Admin Asst. II Roberth S. Paraiso Admin Aide IV
TOTAL NUMBER OF DAYS, HOURS AND MINUTES			5 days and 15 minutes	



h. OFFICE OF THE MUNICIPAL ACCOUNTANT

i. Submission of Disbursement Vouchers (Barangay Monthly Reports)

			TYPE OF SERVICE	
			External	
TITLE OF SERVICE: Submission of Disbursement Vouchers (Barangay Monthly Reports)				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: Within 10 days after the end of the month, the Barangay treasurer shall prepare and submit to the Municipal Accountant the original copies of the Disbursement Vouchers and supporting documents for recording in the ECPAC System and the preparation of barangay financial statements (Monthly Trial Balance Report).				
Office or Division		Office of the Municipal Accountant		
Classification		Simple Transaction		
Type of Transaction		Government to Government (G2G)		
Who May Avail		All Barangays of the Local Government Unit of Alabel		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Disbursement Vouchers			Barangay Local Government Units	
2. Monthly Disbursement Report (per Barangay)			Barangay Local Government Units	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the disbursement vouchers and the supporting documents to the employee in-charge (Barangay Affairs Staff).	Receive paid vouchers with supporting documents	none	5 minutes	APRILYN T. FABROS Administrative Aide V EVANGELINE YABO Administrative Assistant II JULIUS DELA TORRE Administrative Aide IV
	Encode paid vouchers to the ECPAC System	none	30 minutes	APRILYN T. FABROS Administrative Aide V EVANGELINE YABO Administrative Assistant II JULIUS DELA TORRE Administrative Aide IV



	Formulation of Monthly Trial Balance Report then forward the same to the Municipal Accountant for Review	none	10 minutes	APRILYN T. FABROS Administrative Aide V EVANGELINE YABO Administrative Assistant II JULIUS DELA TORRE Administrative Aide IV
	Review of Monthly Trial Balance Report	none	30 minutes	NARVIN B. LACHICA, CPA Municipal Accountant
2. Consultation/ clarification	Entertain Barangay Treasurer's queries regarding cash disbursement, etc.	none	20 minutes	APRILYN T. FABROS Administrative Aide V EVANGELINE YABO Administrative Assistant II JULIUS DELA TORRE Administrative Aide IV
3. Claim or get a copy of the report for COA Submission	Release a copy of the Monthly Trial Balance Report to each barangay together with the vouchers and all supporting documents	none	2 minutes	APRILYN T. FABROS Administrative Aide V EVANGELINE YABO Administrative Assistant II JULIUS DELA TORRE Administrative Aide IV
TOTAL NUMBER OF HOURS AND MINUTES			1 hour and 37 minutes	



ii. Pre-Audit Services

			TYPE OF SERVICE	
			Internal	
TITLE OF SERVICE: Pre-Audit Services				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: Pre-audit of claims under General Fund, Special Education Fund, and Trust Fund.				
Office or Division		Office of the Municipal Accountant		
Classification		Simple Transaction		
Type of Transaction		Government to Government (G2G)		
Who May Avail		All Employee of the Local Government Unit of Alabel		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Disbursement Vouchers, Obligation Request, Purchase Request, Certification in case of Emergency Purchase, Bids and Award Committee Resolution (those under Public Bidding, etc.), Canvass, Appendix A and B for Travelling Expenses Voucher Claims, Accomplished Inspection Reports, Purchase Order, Official Receipts and Invoices and all necessary documents that will comply government auditorial requirements.			Prepared by the Requisitioning Office and duly approved by the Department Head, Municipal Budget Officer, Municipal Treasurer, Municipal Planning and Development Coordinator, and by the Local Chief Executive	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit claim vouchers, documents for signatures and payrolls (Job Order, Regular and Casual), and other documents to the Office of the Municipal Accountant	Receive documents and fill-out Routing Slips per documents received	none	2 minutes	RICARDO M. MANCERAS Admin. Assistant III
	Record all claim vouchers into different logbooks (GF, TF, SEF, and 20%) and forward the same to the Pre-Audit Section	none	5 minutes	RICARDO M. MANCERAS Admin. Assistant III
	Other documents for signature will be forwarded to	none	2 minutes	RICARDO M. MANCERAS Admin. Assistant III



	the Municipal Accountant (ex. Inspection Reports, Plantilla, etc.)			
	Pre-audit Staff will check the completeness of the attached supporting documents of each claim as well as the accuracy of the amounts. a.) if supporting attachments are complete claim vouchers will be stamped with "Pass Internal Audit" and will be forwarded for Journal Entry Voucher (JEV). b.) if supporting documents are incomplete, claim vouchers will be returned to the originating/ requesting office	none	15 minutes (small value) 30 minutes (Public Bidding and Infra. Projects)	BELINDA L. UBALES Admin Assistant II JOBERT IAN S. CABUG Admin. Assistant I JEROME A. BONIAO Admin. Assistant II RAYCHEL A. DINOPOL Admin Assistant II RUSTY JAY T. DIMZON Admin. Aide IV
	Prepare JEV attachment per voucher and or BIR forms for creditable withholding taxes	none	5 minutes	ERNESTO I. MANLANGIT III Administrative Assistant II RUSTY JAY T. DIMZON Administrative Aide IV
	Claim vouchers with JEV attachments will be forwarded for review and initial	none	5 minutes	BABY GRACE DAUGDAUG Assistant Mun. Accountant



	a.) Once review and initial were done, claim vouchers with JEV attachment will be forwarded to the Municipal Accountant for signature			
	Sign and review vouchers and other documents received by the Office of the Municipal Accountant	none	5 minutes	NARVIN B. LACHICA, CPA Municipal Accountant
2. Receive/ retrieve documents signed by the Municipal Accountant	Release documents signed by the Municipal Accountant back to the originating office. a.) signed claim vouchers will be forwarded to the Municipal Treasurer's Office for check preparation after recording all documents to the Outgoing Logbooks	none	5 minutes	RICARDO M. MANCERAS Admin. Assistant III
TOTAL NUMBER OF MINUTES			44 minutes/ 59 minutes	



iii. Issuance of Accountant’s Advice per batch of Check Issuances

			TYPE OF SERVICE	
			Internal	
TITLE OF SERVICE: Issuance of Accountant’s Advice per batch of Check Issuances				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: To ensure that checks encashed by government depository banks are for legitimate local government expenditures, the use of the Accountant's Advice of Local Check Disbursements is hereby prescribed. Government depository banks are, therefore, enjoined to pay checks issued by local government units only if covered by the Accountant's Advice of Checks Issued.				
Office or Division		Office of the Municipal Accountant		
Classification		Simple Transaction		
Type of Transaction		Government to Government (G2G)		
Who May Avail		All Employee of the Local Government Unit of Alabel		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Disbursement vouchers with check attachment			Municipal Treasurer’s Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward vouchers with check attachment to the Office of the Municipal Accountant	Receive vouchers and record to the incoming logbook. After recording, the receiving staff will forward the vouchers with check attachment to Administrative Assistant II for the preparation of Accountant’s Advice	none	7 minutes	RICARDO M. MANCERAS Admin. Assistant III
	Summary of Accountant’s Advice will be prepared per batch of check issuances and forward the same for initial and review	none	10 minutes	ERNESTO I. MANLANGIT III Admin. Assistant II



	Review and initial Accountant's Advice per batch of check issuances	none	15 minutes	BABY GRACE G. DAUGDAUG, CPA Assistant Mun. Accountant
	Signing of Accountant's Advice	none	5 minutes	NARVIN B. LACHICA, CPA Municipal Accountant
2. Receive vouchers with check attachments duly signed by the Municipal Accountant	Release/ forward signed vouchers and Accountant's Advice to the Municipal Treasurer's Office	none	2 minutes	RICARDO M. MANCERAS Admin. Assistant III
3. The Municipal Treasurer's Office will forward all claim vouchers back to the Office of the Municipal Accountant	The employee in-charge will receive all claim vouchers together with all attachments and forward the same to the scanning in-charge	none	2 minutes	RICARDO M. MANCERAS Admin. Assistant III
	The employee in-charge will then scan the claim vouchers and all its documentary attachments for filing and archiving	none	5 minutes (small value) 15 minutes (Public Bidding and Infra. Projects)	ROMEO P. ASTILLA JR. Administrative Aide III
TOTAL NUMBER OF MINUTES			46 minutes/ 56 minutes	



iv. Issuance of Certifications

				TYPE OF SERVICE	
				Internal	
TITLE OF SERVICE: Issuance of Certifications					
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: Employees shall secure from the Office of the Municipal Accountant various certificate for whatever purpose it may serve them.					
Office or Division		Office of the Municipal Accountant			
Classification		Simple Transaction			
Type of Transaction		Government to Government (G2G)			
Who May Avail		All Employee of the Local Government Unit of Alabel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Official Receipt (OR)			Municipal Treasurer’s Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
4. Register in the logbook and state your request	None	none	5 minutes	GRECIA B. DIAMANTE Admin. Assistant II CHERILYN GRACE RABI Administrative Aide IV	
5. Proceed to the Municipal Treasurer’s Office for payment of the required fees	None	₱50.00	5 minutes	Revenue Collection Clerk	
6. Present the Official Receipt to the attending clerk for the preparation and approval of the certification	Prepares the requested document	none	7 minutes	GRECIA B. DIAMANTE Admin. Assistant II CHERILYN GRACE RABI Administrative Aide IV	
	Signs the prepared certification	none	2 minutes	NARVIN B. LACHICA, CPA Municipal Accountant	



7. Receives copy of the requested document and affix signature in the logbook to acknowledge receipt of the document	Releases the requested document	none	3 minutes	GRECIA B. DIAMANTE Admin. Assistant II CHERILYN GRACE RABI Administrative Aide IV
TOTAL NUMBER OF MINUTES			22 minutes	



i. OFFICE OF THE MUNICIPAL TREASURER

i. Payment of Docking Fees, Market Stall and Rental Fees

			TYPE OF SERVICE	
			External	
TITLE OF SERVICE: Payment of Docking Fees, Market Stall and Rental Fees				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: Rental fee paid and collected for the privilege of using properties owned by the municipality.				
Office or Division		Municipal Treasurer's Office		
Classification		Simple Transaction		
Type of Transaction		Government to Citizen (G2C) Government to Business (G2B)		
Who May Avail		Stallholders		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present order of payment	Verifies records	none	2 minutes	Revenue Collection Clerks
2. Pay fees due	Receives payment and Issue Official Receipt. And records transaction in stall rental index card	Fees may vary (refer to Tax Ord.)	5 minutes	Revenue Collection Clerks
TOTAL NUMBER OF MINUTES			7 minutes	

ii. Issuance of Certificate of RPT Payment

		TYPE OF SERVICE
		External
TITLE OF SERVICE: Issuance of Certificate of RPT Payment		
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT:		



Revenue Code Series 2005, (RA 7160) General Revision CY 2021, Certificate of RPT payment is issued when a taxpayer lost his/her receipt or for whatever purpose he may have.				
Office or Division	Municipal Treasurer's Office			
Classification	Complex Transaction			
Type of Transaction	Government to Citizen (G2C) Government to Business (G2B) Government to Government (G2G)			
Who May Avail	Owner of Land/ Building, business Entities, Government Agencies who have Real Property Taxes			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Latest Official Receipt of the Real Property			Owner's personal copy	
2. Tax Declaration of Property			Municipal Assessor's Copy	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go directly to the frontline personnel	Verify and validate the information received	none	10 mwinutes	Any of the following: Raynoll S. Sichon (LRCO II), Jessica G. Renol (RCC III), Rose Jane M. Daguplo (Clerk-Job Order), Analy B. Abella (Clerk-Job Order), Janice A. Bejerano (Clerk-Job Order) (Personnel In-charge)
2. Verification of records from Real Property Tax Assessment Roll (RPTAR)	Look for the record card of the client	₱50.00	5 minutes	Any of the following: Raynoll S. Sichon (LRCO II), Jessica G. Renol (RCC III), Rose Jane M. Daguplo (Clerk-Job Order), Analy B. Abella (Clerk-Job Order), Janice A. Bejerano (Clerk-Job Order) (Personnel In-charge)



3. In case no payments were made, ask the frontline clerks for computation and pay the corresponding amount to the Revenue Collection Clerk	The frontline clerks compute the total delinquency of the client up to date. Revenue Collection Clerks receives the payment and issue official receipt.	Fees may vary (refer to assessed value of the property	10 minutes	Revenue Collection Clerks
4. Request for Tax Clearance	The attending personnel encode all payment in the Tax Clearance Form	none	2 minutes	Raynoll S. Sichon (LRCO II), Jessica G. Renol (RCC III), Rose Jane M. Daguplo (Clerk-Job Order), Analy B. Abella (Clerk-Job Order), Janice A. Bejerano (Clerk-Job Order) (Personnel In-charge)
5. Pay the required fees.	Receive the payment, prepares and issue official receipt	₱80.00 ₱5.00 for additional copy	2 minutes	Revenue Collection Clerks
6. Claiming of requested document by requisitioner or authorized representative	Releases the Tax Clearance	none	1 minute	Raynoll S. Sichon (LRCO II), Jessica G. Renol (RCC III), Rose Jane M. Daguplo (Clerk-Job Order), Analy B. Abella (Clerk-Job Order), Janice A. Bejerano (Clerk-Job Order) (Personnel In-charge)
TOTAL NUMBER OF MINUTES			30 minutes	



iii. Issuance of the Community Tax Certificate

			TYPE OF SERVICE	
			External	
TITLE OF SERVICE: Issuance of the Community Tax Certificate				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: Revenue Code Series 2005; Community Tax Certificate is required when individual, 18 years old and above or corporation acknowledges any document before the notary public, takes an oath of office upon election or appointment to any position in the government service, receive any license, certificate or permit from a public authority, pays any tax or fee, receives money from any public fund, transacts other official business.				
Office or Division		Municipal Treasurer's Office		
Classification		Complex Transaction		
Type of Transaction		Government to Citizen (G2C) Government to Business (G2B)		
Who May Avail		Residents of Municipality of Alabel and Business Entities (18 years old and above)		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Personal Appearance				
2. Pay slip or statement of gross receipts			financial respective offices where requesting statement party works	
3. School/Government issued Identification Card			School, Government Agencies (SSS, GSIS, LTO, etc)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Individual is required to write his / her name, civil status and birthdate	Verifies the information	None	2 minutes	Revenue Collection Clerks
2. Pay the tax due	Prepares and issue the Community Tax Certificate		5 minutes	Revenue Collection Clerks
	• Individual	₱5.00 + ₱1.00 for every 1,000.00 of gross receipts/ salaries/ income		



		from real property		
	• Corporation	₱500.00 + ₱2.00 for every 5,000.00 assessed value of real property/ gross receipts/ dividends		
	Community tax shall accrue on the first day of January of each year and shall be paid not later than the last day of February of each year. There shall be added interest of 2% per month but not exceed 24% per annum from the due date until it is paid.			
3. Receive the Community Tax Certificate	Releases the Community Tax Certificate and get signed by the client and prints its thumbmark	none	2 minutes	Revenue Collection Clerks
TOTAL NUMBER OF MINUTES			9 minutes	

iv. Issuance of Business/Mayor’s Permit (Renewal)

	TYPE OF SERVICE
	External
TITLE OF SERVICE: Issuance of Business/ Mayor’s Permit (Renewal)	
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT:	



Revenue Code Municipal Ordinance No. 10 Series 2005 Any individual or corporation who establishes, operates and maintains a business within this Municipality shall be required to pay for a business tax, Mayor's permit and other regulatory fees pursuant to the revenue code of the municipality. Mode of payment is on annual, semi-annual, or quarterly basis and payment shall only be made at the Municipal Treasurer's Office.																																																			
Office or Division	Municipal Treasurer's Office																																																		
Classification	Complex Transaction																																																		
Type of Transaction	Government to Citizen (G2C) Government to Business (G2B)																																																		
Who May Avail	Business Entities																																																		
<table> <tr> <th>CHECKLIST OF REQUIREMENTS</th><th>WHERE TO SECURE</th></tr> <tr> <td>1. Barangay Business Clearance</td><td>Office of the Punong Barangay where the business is located</td></tr> <tr> <td>2. Location Sketch of the Business</td><td>Owner</td></tr> <tr> <td>3. Passport Size picture of the Owner/Operator</td><td>Owner</td></tr> <tr> <td>4. SEC/DTI/CDA Registration</td><td>Securities and Exchange Commission, Department of Trade and Industry/Negosyo Center, Cooperative Development Authority</td></tr> <tr> <td>5. Locational Clearance/Zoning Clearance</td><td>*For Business Establishments Outside the Central Business District Only - Office of the Municipal Planning Development Coordinator</td></tr> <tr> <td>6. Tax Identification Number (TIN)</td><td>Bureau of Internal Revenue</td></tr> <tr> <td>7. Fire Safety Inspection Certificate</td><td>Bureau of Fire Protection</td></tr> <tr> <td>8. Sanitary Permit</td><td>Municipal Health Office</td></tr> <tr> <td>9. Occupancy Permit</td><td>Office of the Building Official, Municipal Engineering Office</td></tr> <tr> <td>10. Contract of Lease (if Lessee)</td><td>Lessor</td></tr> <tr> <td>11. Barangay Business Clearance</td><td>Office of the Punong Barangay where the business is located</td></tr> <tr> <td colspan="2">ADDITIONAL REQUIREMENTS PECULIAR TO THE NATURE OF BUSINESS</td></tr> <tr> <td colspan="2">Pawnshop, Money Remittance, Foreign Exchange</td></tr> <tr> <td>• Certificate of Registration as Branch, Head Office</td><td>Bangko Sentral ng Pilipinas</td></tr> <tr> <td colspan="2">Banking Institutions</td></tr> <tr> <td>• Authority to Operate</td><td>Bangko Sentral ng Pilipinas</td></tr> <tr> <td colspan="2">Water Refilling Stations</td></tr> <tr> <td>• License to Operate</td><td>Sanitation Officer, Municipal Health Office</td></tr> <tr> <td colspan="2">Drugstore, Bakery</td></tr> <tr> <td>• Business Permit</td><td>Business Licensing and Permit Office</td></tr> <tr> <td colspan="2">LPG Dealer, Gasoline Station</td></tr> <tr> <td>• License to Operate</td><td>Department of Energy</td></tr> <tr> <td colspan="2">Piggery, Poultry</td></tr> <tr> <td>• Certification of Environmental Compliance</td><td>Municipal/Provincial Environment and Natural Resources Office - DENR Region 12</td></tr> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	1. Barangay Business Clearance	Office of the Punong Barangay where the business is located	2. Location Sketch of the Business	Owner	3. Passport Size picture of the Owner/Operator	Owner	4. SEC/DTI/CDA Registration	Securities and Exchange Commission, Department of Trade and Industry/Negosyo Center, Cooperative Development Authority	5. Locational Clearance/Zoning Clearance	*For Business Establishments Outside the Central Business District Only - Office of the Municipal Planning Development Coordinator	6. Tax Identification Number (TIN)	Bureau of Internal Revenue	7. Fire Safety Inspection Certificate	Bureau of Fire Protection	8. Sanitary Permit	Municipal Health Office	9. Occupancy Permit	Office of the Building Official, Municipal Engineering Office	10. Contract of Lease (if Lessee)	Lessor	11. Barangay Business Clearance	Office of the Punong Barangay where the business is located	ADDITIONAL REQUIREMENTS PECULIAR TO THE NATURE OF BUSINESS		Pawnshop, Money Remittance, Foreign Exchange		• Certificate of Registration as Branch, Head Office	Bangko Sentral ng Pilipinas	Banking Institutions		• Authority to Operate	Bangko Sentral ng Pilipinas	Water Refilling Stations		• License to Operate	Sanitation Officer, Municipal Health Office	Drugstore, Bakery		• Business Permit	Business Licensing and Permit Office	LPG Dealer, Gasoline Station		• License to Operate	Department of Energy	Piggery, Poultry		• Certification of Environmental Compliance	Municipal/Provincial Environment and Natural Resources Office - DENR Region 12
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Agricultural Supplies, Veterinary Supplies/ Clinics				
● Certification			Office of the Municipal Agriculturist	
Market Vendors				
● Market Clearance			Public Market Office	
Real State Lessor				
● Occupancy Permit			Office of the Municipal Engineer	
Cellsite				
● Sangguniang Bayan Resolution			Office of the Sangguniang Bayan	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present application form and requirements	Verification of previous records	none	5 minutes	Ana P. Jusoy (RCC III) (In-charge)
2. Direct and ask for the computation and assessment of taxes, fees and charges	Assess and compute the bill depending on the declared gross income	Fees may vary (refer to Mun. Ord. No. 10, series of 2005)	5 minutes	Mary Jane Fatima S. Daisog (Administrative Officer III), Aime O. Esnani (RCC III) (In-charge)
3. For Approval of Assessment and computation of the bill	The Municipal Treasurer or her authorized representative approve the assessment and computation of the bill	none	5 minutes	Violeta B. Ferolino, MPA (Municipal Treasurer) or her authorized representative
4. Pay the required fees due.	Receive the payment and issued Official Receipt. Records transaction into computer and logbook. Instruct the applicant to go back to the BPLO for the issuance of the Business Permit.	Fees may vary (refer to Mun. Ord. No. 10, series of 2005)	10 minutes	Revenue Collection Clerks



TOTAL NUMBER OF MINUTES	25 minutes	
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v. Issuance of Business/Mayor’s Permit (New)

		TYPE OF SERVICE
		External
TITLE OF SERVICE: Issuance of Business/ Mayor’s Permit (New)		
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: Revenue Code Municipal Ordinance No. 10, Series 2005 Any individual or corporation who establishes, operates and maintains a business within this Municipality shall be required to pay for a business tax, Mayor's permit and other regulatory fees pursuant to the revenue code of the municipality. Mode of payment is on annual, semi-annual, or quarterly basis and payment shall only be made at the Municipal Treasurer’s Office.		
Office or Division	Municipal Treasurer’s Office	
Classification	Complex Transaction	
Type of Transaction	Government to Citizen (G2C) Government to Business (G2B)	
Who May Avail	Business Entities	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Barangay Business Clearance		Office of the Punong Barangay where the business is located
2. Location Sketch of the Business		Owner
3. Passport Size picture of the Owner/Operator		Owner
4. SEC/DTI/CDA Registration		Securities and Exchange Commission, Department of Trade and Industry/Negosyo Center, Cooperative Development Authority
5. Locational Clearance/Zoning Clearance		*For Business Establishments Outside the Central Business District Only - Office of the Municipal Planning Development Coordinator
6. Tax Identification Number (TIN)		Bureau of Internal Revenue
7. Fire Safety Inspection Certificate		Bureau of Fire Protection
8. Sanitary Permit		Municipal Health Office
9. Occupancy Permit		Office of the Building Official, Municipal Engineering Office
10. Contract of Lease (if Lessee)		Lessor
ADDITIONAL REQUIREMENTS PECULIAR TO THE NATURE OF BUSINESS		
Pawnshop, Money Remittance, Foreign Exchange		
• Certificate of Registration as Branch, Head Office	Bangko Sentral ng Pilipinas	
Banking Institutions		
• Authority to Operate	Bangko Sentral ng Pilipinas	



Water Refilling Stations				
● License to Operate			Sanitation Officer, Municipal Health Office	
Drugstore, Bakery				
● Business Permit			Business Licensing and Permit Office	
LPG Dealer, Gasoline Station				
● License to Operate			Department of Energy	
Piggery, Poultry				
● Certification of Environmental Compliance			Municipal/Provincial Environment and Natural Resources Office - DENR Region 12	
Agricultural Supplies, Veterinary Supplies/ Clinics				
● Certification			Office of the Municipal Agriculturist	
Market Vendors				
● Market Clearance			Public Market Office	
Real State Lessor				
● Occupancy Permit			Office of the Municipal Engineer	
Cellsite				
● Sangguniang Bayan Resolution			Office of the Sangguniang Bayan	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present application form and requirements	Verification of previous records	none	5 minutes	Ana P. Jusoy (RCC III) (In-charge
2. Direct and ask for the computation and assessment of taxes, fees and charges	Makes an assessment based on the capitalization (for new) and gross income (for Renewal) 2. Compute the bill depending on the declared income	Fees may vary (refer to Mun. Ord. No. 10, series of 2005)	5 minutes	Mary Jane Fatima S. Daisog (Administrative Officer III), Aime O. Esnani (RCC III) (In-charge)
3. For approval		none	5 minutes	Violeta B. Ferolino, MPA (Municipal Treasurer) or her authorized representative
4. Pay the required fees due.	Receive the payment and issued Official Receipt.	Fees may vary (refer	10 minutes	Revenue Collection Clerks



	Records transaction into computer and logbook. Instruct the applicant to go back to BPLO for the issuance of the Business Permit	to Mun. Ord. No. 10, series of 2005)		
TOTAL NUMBER OF MINUTES			25 minutes	

vi. Issuance of Accountable Form 51, BIR Form 0016 and Cash Tickets to Barangay Treasurers

				TYPE OF SERVICE	
				Internal	
TITLE OF SERVICE: Issuance of Accountable Form 51, BIR Form 0016 and Cash Tickets to Barangay Treasurers					
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: Barangay Treasurers are deputized to collect from their respective Barangays payment for fees, taxes and other impositions through approved Barangay Ordinance.					
Office or Division		Municipal Treasurer’s Office			
Classification		Simple Transaction			
Type of Transaction		Government to Government (G2G)			
Who May Avail		Barangay Treasurers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Approved disbursement vouchers			Barangay Hall of Requesting Barangay		
2. Requisition Issued Slip			Barangay Hall of Requesting Barangay		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Present the requirements stated and then pay the required fee.	Verifies document, receives payment and issues Official Receipt	₱162.00 – AF 51 ₱150.00 – Cash Tickets	5 minutes	Ana P. Jusoy (RCC III) (In-charge)	
2. Sign the logbook and receive the Accountable Form 51, BIR Form 0016, and or Cash Tickets	Records the transaction in a logbook and releases the accountable form 51.	none	2 minutes	Ana P. Jusoy (RCC III) (In-charge)	
TOTAL NUMBER OF MINUTES			7 minutes		



vii. Issuance of Official Receipt for Payment Rentals for Heavy Equipment

			TYPE OF SERVICE	
			External	
TITLE OF SERVICE: Issuance of Official Receipt for Payment Rentals for Heavy Equipment				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: Municipal Tax Ordinance No. 13-2021-017				
Office or Division	Municipal Treasurer’s Office			
Classification	Simple Transaction			
Type of Transaction	Government to Citizen (G2C) Government to Business (G2B) Government to Government (G2G)			
Who May Avail	Residents of the Municipal of Alabel, Neighboring Cities/ Municipalities, Business Entities, Etc.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Assessment of Fees/ Order of Payment			Motorpool Services	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go directly to the Revenue Collection Clerk and present the Order of Payment and pay the fees due	Receive the order of payment, prepares and issue official receipt	Fees may vary (refer to the attached order of payment indicating the equipment to be rented and the specified amount)	3 minutes	Revenue Collection Clerks
2. Receive Official Receipt for every payment made	Releases the Official Receipt and instructed the client to return to the Motorpool Office	none		Revenue Collection Clerks
TOTAL NUMBER OF MINUTES			3 minutes	



viii. Branding of Large Cattle

				TYPE OF SERVICE	
				External	
TITLE OF SERVICE: Branding of Large Cattle					
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: Revenue Code of the Municipality of Alabel: Tax Ordinance No. 2005-010					
Office or Division		Municipal Treasurer’s Office – Revenue Operation Section			
Classification		Simple Transaction			
Type of Transaction		Government to Citizen (G2C)			
Who May Avail		Owner/ Buyer of Large Cattle			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Barangay Certification as to the validity of ownership			Respective Barangay Hall		
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request for branding, verbal and/or written in nature, at the Municipal Treasurer’s Office		Verify and validates the submitted requirements	None	3 minutes	Eddie T. Daisog (LTOO II) Jaime P. Dumpa (RCC III) Lorenzo E. Diamante, Jr. (RCC III) Albert G. Flores (RCC III) Zamrhood A. Palao (RCC II) Berzelius T. Bacus (RCC III) (Personnel In-charge)
2. Go directly to the Revenue Collection Clerk III for the payment of the required fees (LDF, Ownership Fee, Registration, Secretaries Fees)		Receive the payment and prepare the Official Receipt. Prepare the Original/Transfer Certificate of Ownership signed by the Secretary of Sanggunian, Municipal Treasurer and Municipal Mayor	₱130.00	5 minutes	Eddie T. Daisog (LTOO II) Jaime P. Dumpa (RCC III) Lorenzo E. Diamante, Jr. (RCC III) Albert G. Flores (RCC III) Zamrhood A. Palao (RCC II) Berzelius T. Bacus (RCC III)



				(Personnel In-charge)
3. Get the Original/Transfer Certificate of Ownership duly signed by the Secretary of the Sanggunian, Municipal Treasurer and the Municipal Mayor	Releases the signed Original/Transfer Certificate of Ownership	none	3 minutes	Eddie T. Daisog (LTOO II) Jaime P. Dumpa (RCC III) Lorenzo E. Diamante, Jr. (RCC III) Albert G. Flores (RCC III) Zamrhood A. Palao (RCC II) Berzelius T. Bacus (RCC III) (Personnel In-charge)
TOTAL NUMBER OF MINUTES			11 minutes	

ix. Issuance of Checks and Disbursement of Various Claims

			TYPE OF SERVICE	
			External	
TITLE OF SERVICE: Issuance of Checks and Disbursement of Various Claims				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: Appropriation Ordinance				
Office or Division		Municipal Treasurer’s Office – Cash Section		
Classification		Simple Transaction		
Type of Transaction		Government to Citizen (G2C)		
Who May Avail		Residents of the Municipality of Alabel, Employees, Contractors, Suppliers		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Identification Card or Cedula			Any Government Agencies/ Barangay Hall/ Municipal Treasurer’s Office	
2. Official Receipt (in case of Company Claims)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Posting of approved disbursement vouchers	none	2 minutes	Mary Jane C. Tanola (SAA II), Merry Jean B. Catolico (Casual)



				(Personnel In-Charge)
	Issuance of Check to Approved Disbursement Vouchers	none	5 minutes	Violeta B. Ferolino, MPA (Municipal Treasurer)
	Typing of Check ready for payment (a) process the accountant's advice (b) requires the signatures of the following: *Municipal Treasurer / Assistant Municipal Treasurer *Municipal Mayor or Municipal Administrator *Municipal Vice Mayor or Authorized	none	30 minutes	Mary Jane C. Tanola (SAA II), Merry Jean B. Catolico (Casual) (Personnel In-Charge)
1. Releasing of Check to payee or his/her authorized claimants	Releasing of Check to authorized claimants	none	3 minutes	Betty E. Boholst (AO V) Mary Joy L. Purisima LTOO II Sol Vanessa D. Fabio RCC III Mary Jane C. Tanola SAA II Merry Jean B. Catolico Casual (Personnel In-Charge)
TOTAL NUMBER OF MINUTES			40 minutes	



x. Issuance of Certification for the Closure and Retirement of Business

			TYPE OF SERVICE	
			External	
TITLE OF SERVICE: Issuance of Certification for the Closure and Retirement of Business				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: Certification issued when a business for whatever reason ceased to operate.				
Office or Division	Municipal Treasurer’s Office			
Classification	Simple Transaction			
Type of Transaction	Government to Citizen (G2C) Government to Business (G2B)			
Who May Avail	Business Entities with registered business establishment/s in the Municipality			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Proof of Payment/Current Mayor's Permit			Owner	
2. Confirmation on the Retirement from Business			Business Owner	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirements stated above	Verifies the documents presented computes for any tax deficiency by submitting sworn statement of gross sales	Amount of tax payable upon verification of the documents submitted	5 minutes	Ana P. Jusoy (In-charge), Oliver T. Paki (In-charge)
2. Pay the corresponding fees.	Receives payment and issues Official Receipt	₱80.00 ₱5.00 for additional copy	3 minutes	Revenue Collection Clerk
3. Receives certification	Prepares certification. Puts dry seal and get it signed by the authorized personnel. Records the transaction into logbook. Releases the certification.	none	5 minutes	Ana P. Jusoy (RCC III), Oliver T. Paki (Clerk-Job Order)



TOTAL NUMBER OF MINUTES		13 minutes	
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xi. Issuance of Receipt for Level III Water System Service Connection and Payment of Bill

			TYPE OF SERVICE	
			External	
TITLE OF SERVICE: Issuance of Receipt for Level III Water System Service Connection and Payment of Bill				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: Any household, association, organization, cooperative, government entity who desires to avail water service from the Local Government Unit.				
Office or Division		Municipal Treasurer’s Office		
Classification		Simple Transaction		
Type of Transaction		Government to Citizen (G2C)		
Who May Avail		Residents practicing their profession		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Application and Agreement for water Service Connection			Level III Water System Office	
2. Application Information Sheet			Level III Water System Office	
3. Service Application and Connection Order			Level III Water System Office	
4. Promissory Note			Level III Water System Office	
5. Sketch and location of proposed service connection			Level III Water System Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the validated application form and pay the connection fee due	Issue Official Receipt	₱650.00 + ₱80.00 for Sec. Fee	2 minutes	Revenue Collection Clerks
TOTAL NUMBER OF MINUTES			2 minutes	



xii. Imposition of Slaughter and Corral Fees

			TYPE OF SERVICE	
			External	
TITLE OF SERVICE: Imposition of Slaughter and Corral Fees				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: There shall collected fees to cover slaughter fee, corral fees, anti-mortem fees and post-mortem fees. Tax Ordinance No. 13-2021-016.				
Office or Division		Municipal Treasurer's Office		
Classification		Simple Transaction		
Type of Transaction		Government to Citizen (G2C) Government to Business (G2B)		
Who May Avail		Anyone who desires to avail the services of LGU Alabel		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the order of payment and pay the fees due	Receive payment and issues Official Receipt	Refer to Mun. Tax Ord. No. 13-2021-016	3 minutes	Jaime P. Dumpa In charge
2. Receive the Official Receipt and return to the Slaughter House	Instruct the client to proceed to the slaughter house and present the Official Receipt as proof of payment	none	10 minutes	Jaime P. Dumpa In charge
TOTAL NUMBER OF MINUTES			13 minutes	



xiii. Payment of Individual Mayor’s Permit Fee

			TYPE OF SERVICE	
			External	
TITLE OF SERVICE: Imposition of Slaughter and Corral Fees				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: There shall be collected as annual fee at the rate prescribed for the issuance of Mayor's Permit to every person who shall be engaged in the practice of the occupation or calling not requiring government examination with the municipality.				
Office or Division		Municipal Treasurer's Office		
Classification		Simple Transaction		
Type of Transaction		Government to Citizen (G2C)		
Who May Avail		Workers of legal age, who are employed by business establishments within the jurisdiction of the Municipality		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Cedula			Municipal Treasurer's Office	
2. Barangay Clearance			Barangay where the citizen lives	
3. Police Clearance			Alabel Police Station	
4. Health Certificate			Municipal Health Office	
5. ID Picture			Owner	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present/Submit the reviewed and verified application form and pay the corresponding fee	Issues Official Receipt and instruct the client to return to Mayor's Office for further instructions	₱80.00	5 minutes	Revenue Collection Clerk
TOTAL NUMBER OF MINUTES			5 minutes	



xiv. Payment of Burial Permit Fee and Tomb Construction Fees

			TYPE OF SERVICE	
			External	
TITLE OF SERVICE: Payment of Burial Permit Fee and Tomb Construction Fees				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: Except in cases allowed under existing laws and regulations, no person may be buried/interred, permanently or temporarily other than in properly designated cemeteries or burial grounds. there shall be a fee collected for the sale of municipal cemetery lots; owned by the municipality located at barangay spring.				
Office or Division		Municipal Treasurer’s Office		
Classification		Simple Transaction		
Type of Transaction		Government to Citizen (G2C)		
Who May Avail		Relative who wish to bury their deceased member in the Municipality of Alabel		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Death Certificate			Municipal Health Office (if the person died in Alabel, Sarangani Province)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Death Certificate (Obtained from MHO) to Municipal Treasurer’s Office	Validates the documents	none	2 minutes	Ana P. Jusoy In-charge Oliver T. Paki In-charge
2. Pay the fees due	Receive payment and issues Official Receipt and records transaction at the ledger and locator map.	₱20.00 – Death Certificate ₱80.00 Sec. Fee	3 minutes	Ana P. Jusoy In-charge Oliver T. Paki In-charge
3. Received the Burial Permit Contract	Release the signed and approved Burial Permit Contract	none	5 minutes	Ana P. Jusoy In-charge Oliver T. Paki In-charge
TOTAL NUMBER OF MINUTES			10 minutes	



xv. Collection of Fines and Penalties

			TYPE OF SERVICE	
			External	
TITLE OF SERVICE: Collection of Fines and Penalties				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: Municipal ordinance violations are any actions that violate one of the rules, regulations, or codes set forth in a municipal code of ordinances. Any person who is cited for violation of any provision of any municipal ordinance shall be cited an Ordinance Violation Receipt.				
Office or Division		Municipal Treasurer's Office		
Classification		Simple Transaction		
Type of Transaction		Government to Citizen (G2C)		
Who May Avail		Citizens with violations		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Citation Ticket			Apprehending Officer/Enforcer	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present citation ticket to the Municipal Treasurer's Office and pay the fine/penalty	Received payment and issue official receipt	Refer to the citation ticket and the amount stipulated for the violation	10 minutes	Revenue Collection Clerk
TOTAL NUMBER OF MINUTES			10 minutes	

xvi. Collection of Fees and Other Imposition

		TYPE OF SERVICE
		External
TITLE OF SERVICE: Collection of Fees and other Imposition		
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: Order of Payment is an itemized list of fee/s to be paid for documents/ services requested by other offices already computed for, by the person in-charge.		
Office or Division	Municipal Treasurer's Office	
Classification	Simple Transaction	
Type of Transaction	Government to Citizen (G2C)	
Who May Avail	All	



CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Order of Payment:				
1. Birth, Marriage, Death Certificates Exhume Permit Endorsement Fee Subscription Fee, Others pertaining to Civil Registry Documents			Office of the Local Civil Registrar	
2. Farmer's Certification, Livestock and poultry inspection certificate			Office of the Municipal Agriculturist	
3. Certified True Copies of Tax Declarations, and other Certifications pertaining to real properties			Office of the Municipal Assessor	
4. Land use and Zoning Certification fee			Office of the Municipal Planning and Development Officer	
5. Desludging Fees and Environmental Fees			MENRO	
6. Building Permit Fee Line and Grade Plumbing Permit Electrical Permit Fencing Permit Fee Occupancy Permit Fee			Office of the Municipal Engineer	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Present order of payment	Receives payment	Fees may vary (refer to Tax Ord. No. 2005-10 and Mun. Ord. No. 2010-058)	5 minutes	Revenue Collection Clerks - Municipal Treasurers Office
3. Pay the fees due	Issuance of Official Receipt			Revenue Collection Clerks - Municipal Treasurers Office
4. Receive Official Receipt	Releases Official Receipt and instruct the client to proceed to the office concerned.	none		Revenue Collection Clerks - Municipal Treasurers Office
TOTAL NUMBER OF MINUTES			5 minutes	



xvii. **Payment of Mayor’s Clearance**

			TYPE OF SERVICE	
			External	
TITLE OF SERVICE: Payment of Mayor’s Clearance				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: Mayor’s clearance is one of the essential documents requested by an individual employee or government agency or private institution as requirement in application and for any other transaction.				
Office or Division		Municipal Treasurer’s Office		
Classification		Simple Transaction		
Type of Transaction		Government to Citizen (G2C)		
Who May Avail		Residents only		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Barangay Clearance			Office of the Punong Barangay where the applicant resides.	
2. Cedula			Municipal Treasurer’s Office	
3. Police Clearance			PNP Station Alabel	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present requirements	Verifies documents submitted	₱50.00 – Sec. Fee ₱30.00 – Doc. Stamp	3 minutes	Revenue Collection Clerks - Municipal Treasurers Office
2. Pay the fees due	Receives payments and issues Official Receipt. Instruct the client to proceed to Mayor’s Office.			Revenue Collection Clerks - Municipal Treasurers Office
TOTAL NUMBER OF MINUTES			3 minutes	



xviii. **Payment of Motorized Tricycle Operators Permit**

			TYPE OF SERVICE	
			External	
TITLE OF SERVICE: Payment of Motorized Tricycle Operators Permit				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: There shall be collected a permit fee from the owner of a tricycle operated within the municipality. The imposed fee/s shall be due on the first day of January and payable the Municipal Treasurer within the first (20) twenty days of January every year.				
Office or Division	Municipal Treasurer's Office			
Classification	Simple Transaction			
Type of Transaction	Government to Citizen (G2C)			
Who May Avail	Citizens operating public utility vehicle for transporting passengers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Routes with Franchise within the Municipality: RENEWAL				
1. Barangay Clearance			Office of the Punong Barangay where applicant resides.	
2. Application/Assessment Form			Office of the Municipal Administrator	
3. Copy of OR/CR			Land Transportation Office (LTO)	
4. SSS, PAGIBIG, PHILHEALTH Clearances			SSS, PAGIBIG, PHILHEALTH	
5. Franchise Mayor's Permit			Where the franchise was secured: Municipality of ALABEL	
Routes with Franchise within the Municipality: NEW				
1. Barangay Clearance			Office of the Punong Barangay where applicant resides.	
2. Application/Assessment Form			Office of the Municipal Administrator	
3. Copy of OR/CR			Land Transportation Office (LTO)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present requirements stated above	<ul style="list-style-type: none">Verifies documents presented.Makes an assessment.	none	5 minutes	Quenie Rose M. Jumawan In Charge
2. Pay the fees due.	<ul style="list-style-type: none">Issue Official Receipt.Records transaction to the computer and logbook.Forwards application to the office of the Municipal Administrator	₱990.00 – Appli- cation Fee ₱80.00 – Sec. Fee	10 minutes	Revenue Collection Clerks



3. Claim the Motorized Tricycle Operators Permit	Complete documents will be forwarded to authorized signatories and for final approval of the Municipal Mayor	none	5 minutes	Quenie Rose M. Jumawan In Charg
4. Claim the Motorized Tricycle Operators Permit	Releases the Motorized Tricycle Operators Permit.	none	5 minutes	Quenie Rose M. Jumawan In Charge
TOTAL NUMBER OF MINUTES			25 minutes	



j. OFFICE OF THE MUNICIPAL ASSESSOR

i. Issuance of Certifications for No Assessment/ Total Land Holdings, No Improvement, and Assessor's Clearance

			TYPE OF SERVICE	
			External	
TITLE OF SERVICE: Issuance of Certifications for No Assessment/ Total Land Holdings, No Improvement, and Assessor's Clearance				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: This service provides different kinds of certifications and other real property documents for different kinds of purposes.				
Office or Division		Office of the Municipal Assessor		
Classification		Simple Transaction		
Type of Transaction		Government to Citizen (G2C) Government to Government (G2G) Government to Business (G2B)		
Who May Avail		All Real Property Owners/ Clients		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Community Tax Certificate			Municipal Treasurer's Office	
2. Tax Identification Number			Bureau of Internal Revenue	
3. Tax Certification (Updated)			Municipal Treasurer's Office	
4. Authorization Letter with photocopy of the Declared Owner's ID/ Special Power of Attorney (SPA) / Deed of Conveyance (If Applicable)			Declared Owner	
5. Official Receipt			Municipal Treasurer's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the Frontline Personnel, inquire about the Service, Submit Documentary Requirements, then the Issuance of the Order of Payment	Attend to Customer Concerns, Assess the Documentary Requirements for the computation of Required Fees	none	10 minutes	FLORRY M. REQUESO Admin Aide III MARY JOY Y. FAGUILO Admin Aide III
2. Present the Official Receipt to the Frontline Personnel and wait while the Personnel is processing the	Receive OR, Verify Records and Process the requested document	none	20 minutes	FLORRY M. REQUESO Admin Aide III MARY JOY Y. FAGUILO Admin Aide III



requested document/s				
	Endorse same Documents to the Municipal Assessor for Approval	none	5 minutes	RESIL T. ALABA Municipal Assessor
3. Receives the requested document	Endorse same Documents to the Municipal Assessor for Seal, Signature and Approval	none	5 minutes	FLORRY M. REQUESO Admin Aide III MARY JOY Y. FAGUILO Admin Aide III
TOTAL NUMBER OF MINUTES			40 minutes	

ii. Issuance of Certified True Copy/ Photocopy of Tax Declaration and Field Appraisal and Assessment Sheet (FAAS)

			TYPE OF SERVICE	
			External	
TITLE OF SERVICE: Issuance of Certified True Copy/ Photocopy of Tax Declaration and Field Appraisal and Assessment Sheet (FAAS)				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: This service provides the property owners appraisal and assessment of their real properties and have their own Tax Declaration, FAAS and other real property documents for different kinds of purposes.				
Office or Division		Office of the Municipal Assessor		
Classification		Simple Transaction		
Type of Transaction		Government to Citizen (G2C) Government to Government (G2G) Government to Business (G2B)		
Who May Avail		All Real Property Owners/ Clients		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Identified Lot No., Property Owner, Location and Land Area			Declared Owner	
2. Authorization Letter with photocopy of the Declared Owner's ID/ Special Power of Attorney (SPA) / Deed of Conveyance (If Applicable)			Declared Owner	
3. Official Receipt			Municipal Treasurer's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING TIME	PERSON RESPONSIBLE



		BE PAID		
1. Approach the Frontline Personnel, Inquire about the Service, and for the issuance of the Order of Payment	Attend to Customer Concerns and Compute for the Required Fees	none	10 minutes	FLORRY M. REQUESO Admin Aide III MARY JOY Y. FAGUILO Admin Aide III
2. Present the Official Receipt to the Frontline Personnel and Wait while the Personnel is processing the requested document/s	Receive OR, Verify Records: Search Property thru ETRACS. Print, certify, sign and seal the requested document	none	25 minutes	FLORRY M. REQUESO Admin Aide III MARY JOY Y. FAGUILO Admin Aide III
3. Receives of the requested document	Releases the requested document	none	5 minutes	FLORRY M. REQUESO Admin Aide III MARY JOY Y. FAGUILO Admin Aide III
TOTAL NUMBER OF MINUTES			40 minutes	

iii. Verification of Real Property Location and/or Issuance of Vicinity Map

		TYPE OF SERVICE
		External
TITLE OF SERVICE: Verification of Real Property Location and/or Issuance of Vicinity Map		
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: This service provides property owners locate their property and/or print Vicinity Map having a vicinity of 2km radius as requested by the property owner for different kinds of purposes.		
Office or Division	Office of the Municipal Assessor	
Classification	Simple Transaction	
Type of Transaction	Government to Citizen (G2C) Government to Government (G2G) Government to Business (G2B)	
Who May Avail	All Real Property Owners/ Clients	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Official Receipt (O.R.)		Municipal Treasurer's Office
2. Identified Lot No., Property Owner, Location and Land Area		Declared Owner



3. Authorization Letter with photocopy of the Declared Owner's ID/ Special Power of Attorney (SPA) / Deed of Conveyance (If Applicable)			Declared Owner	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the Frontline Personnel, Inquire about the Service, then the Issuance of the Order of Payment	Attend to Client's Concerns, Assess the Documentary Requirements for the computation of Required Fees	none	10 minutes	FLORRY M. REQUESO Admin Aide III MARY JOY Y. FAGUILO Admin Aide III
2. Present the Official Receipt to the frontline personnel and Wait while the Frontline personnel is processing the requested document/s	Receive O.R. and Locate the Real Property using E-TRACS, Tax Map/ Vicinity Map and Geographic Information System (GIS).	none	30 minutes	ENGR. REYNALLE D. FURTON Tax Mapper I
	Print, certify, sign and seal the requested document	none		FLORRY M. REQUESO Admin Aide III
3. Receives copy of the requested document	Releases the requested document	none	5 minutes	FLORRY M. REQUESO Admin Aide III MARY JOY Y. FAGUILO Admin Aide III
TOTAL NUMBER OF MINUTES			45 minutes	



iv. Issuance of Assessment History of Real Property

			TYPE OF SERVICE	
			External	
TITLE OF SERVICE: Issuance of Assessment History of Real Property				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: This service provides certifications, certified true and/or photocopy of real property documents as requested by property owners for different kinds of purposes.				
Office or Division		Office of the Municipal Assessor		
Classification		Complex Transaction		
Type of Transaction		Government to Citizen (G2C) Government to Government (G2G) Government to Business (G2B)		
Who May Avail		All Real Property Owners/ Clients		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Identified Lot No., Property Owner, Location and Land Area			Declared Owner	
2. Authorization Letter with photocopy of the Declared Owner's ID/ Special Power of Attorney (SPA) / Deed of Conveyance (If Applicable)			Declared Owner	
3. Official Receipt (O.R.)			Municipal Treasurer's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the Frontline Personnel, Inquire about the Service and for the Issuance of the Order of Payment	Attend to Customer Concerns, Assess the Documentary Requirements for the computation of Required Fees	none	10 minutes	FLORRY M. REQUESO Admin Aide III MARY JOY Y. FAGUILO Admin Aide III
2. Present the Official Receipt to the frontline personnel and Wait while the Frontline personnel is processing the requested document/s	Receive O.R., Verify Records: Search Property thru ETRACS, then trace back	none	3 Working Days	FLORRY M. REQUESO Admin Aide III MARY JOY Y. FAGUILO Admin Aide III



	Print, Photocopy, certify, sign and seal the requested document	none		FLORRY M. REQUESO Admin Aide III MARY JOY Y. FAGUILO Admin Aide III
3. Receives copy of the requested document	Releases the requested document	none	5 minutes	FLORRY M. REQUESO Admin Aide III MARY JOY Y. FAGUILO Admin Aide III
TOTAL NUMBER OF DAYS, HOURS AND MINUTES			3 days and 15 minutes	

v. Application for Transfer of Ownership of Real Property

		TYPE OF SERVICE
		External
TITLE OF SERVICE: Application for r Transfer of ownership of Real Property		
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: Chapter 2 from Section 201 to 225 of the Local Government Code of 1991 provide the necessary rules and regulations for the classification, appraisal, and assessment of real property.		
Office or Division	Office of the Municipal Assessor	
Classification	Complex Transaction	
Type of Transaction	Government to Citizen (G2C) Government to Government (G2G) Government to Business (G2B)	
Who May Avail	All Real Property Owners/ Clients	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
(Produce 2 photocopies of each requirement and Present Original Copy)		
1. Transfer Certificate of Title - Electronic Copy (under the Name of the New Property Owner - <i>If Titled Property</i>)		Register of Deeds (ROD)
2. Certificate Authorizing Registration		Bureau of Internal Revenue
3. Tax Certification or Certificate of Tax Payment (Updated)		Municipal Treasurer's Office
4. Deed of Conveyance (i.e. Deed of Donation/Sale or any Related Documents)		Declared Owner
5. Official Receipt (per Transfer of Real Property)		Municipal Treasurer's Office



6. Transfer Tax Receipt (O.R. and Order of Payment Sheet)			Office of the Provincial Treasurer	
7. Authorization Letter with photocopy of the Declared Owner's ID/ Special Power of Attorney (SPA) / Deed of Conveyance (If Applicable)			Declared Owner	
8. Board Article/Resolution/ Secretary's Certificate (for Corporation)			Declared Owner	
9. Sketch Plan (If Applicable)				
LAND (Subdivision):				
1. Approved Preliminary Subdivision Development Plan (if Area is 1 hectare and below)			Office of the Municipal Planning and Development / Sangguniang Bayan	
2. Approved Subdivision Plan (Signed and Sealed by a Geodetic Engineer)			DENR-Regional Office	
LAND (from Voluntary Offer to Sell -VOS to Republic of the Philippines):				
1. Request Document			Department of Agrarian Reform (DAR)	
2. List of Beneficiaries			Department of Agrarian Reform (DAR)	
3. Certificate of Deposit			LANDBANK	
LAND (Certificate of Land Ownership Awards - CLOA):				
1. Transfer Certificate of Title – Electronic Copy (under the name of the New Property Owner)			Registry of Deeds (ROD)	
2. Tax Certification or Certificate of Tax Payment (updated)			Municipal Treasurer's Office	
3. Field Inspection Report			Office of the Municipal Assessor	
4. Sworn Statement			Office of the Municipal Assessor	
5. Barangay Certification (for Emancipation Patent)			Office of the Barangay	
6. Affidavit of Adjoining Lot Owners (for Emancipation Patent)			Declared Owner	
LAND (Subdivision):				
1. Approved Preliminary Subdivision Development Plan (if Area is 1 hectare and below)			Office of the Municipal Planning and Development / Sangguniang Bayan	
2. Approved Subdivision Plan (Signed and Sealed by a Geodetic Engineer)			DENR-Regional Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Approach the Frontline Personnel, inquire about the Service, Submit Documentary Requirements then the Issuance of the Order of Payment	Attend to Client's Concerns, Evaluate for the Completeness of the necessary Documents and Compute for the Required Fees	none	20 minutes	<p>FLORRY M. REQUESO Admin Aide III</p> <p>MARY JOY Y. FAGUILO Admin Aide III</p>
2. Present the Official Receipt to the frontline personnel and wait while the Frontline Personnel is processing the requested document/s	Receives O.R. and Ask for Client's Contact Number	none	5 minutes	<p>FLORRY M. REQUESO Admin Aide III</p>
	Cancel the Existing FAAS and Assign New Assessment of Real Property (ARP) No., Update TMCR and Encode the Transferred Property to Enhanced Tax Revenue Assessment and Collection System (ETRACS)	none	10 working days	<p>ENGR. SHELA F. PARA, REA LAOO II</p> <p>VICTORINA D. ARNADO, REA LAOO II</p> <p>ENGR. REYNALLE D. FURTON Tax Mapper I</p>
	Print Field Appraisal and Assessment Sheet (FAAS), Tax Declaration, Notice of Assessment and all supporting documents	none	15 minutes	<p>FLORRY M. REQUESO Admin Aide III</p> <p>MARY JOY Y. FAGUILO Admin Aide II</p>
	Endorse the Documents to the Local Assessment Operation Officer for Evaluation	none	30 minutes	<p>ENGR. SHELA F. PARA, REA LAOO II</p> <p>VICTORINA D. ARNADO, REA LAOO II</p>
	Municipal Assessor for	none	10 minutes	<p>RESIL T. ALABA Municipal Assessor</p>



	signature of the Recommending Approval			
3. Receives copy of the requested document and endorse the same documents to the Office of the Provincial Assessor for the Approval	Releases the requested document, affix Client's signature in the logbook to acknowledge receipt of the document	none	5 minutes	<p>FLORRY M. REQUESO Admin Aide III</p> <p>MARY JOY Y. FAGUILO</p>
TOTAL NUMBER OF DAYS, HOURS AND MINUTES			10 days, 1 hour and 25 minutes	

vi. Application for Subdivision or Consolidation of Real Property

		TYPE OF SERVICE
		External
TITLE OF SERVICE: Application for Subdivision or Consolidation of Real Property		
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: Chapter 2 from Section 201 to 225 of the Local Government Code of 1991 provide the necessary rules and regulations for the classification, appraisal, and assessment of real property.		
Office or Division	Office of the Municipal Assessor	
Classification	Complex Transaction	
Type of Transaction	Government to Citizen (G2C) Government to Government (G2G) Government to Business (G2B)	
Who May Avail	All Real Property Owners/ Clients	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
(Produce 2 photocopies of each requirement and Present Original Copy)		
For Subdivision:		
1. Original Certificate of Title/ Transfer Certificate of Title – Electronic Copy	Registry of Deeds (ROD)	
2. Approved of Subdivision Plan		
3. Inspection Report	Office of the Municipal Assessor	
4. Sworn Statement	Office of the Municipal Assessor	
5. Tax Certification (updated)	Municipal Treasurer's Office	
6. Deed of Conveyance (i.e. Deed of Donation/ Sale or any Related Documents)	Declared Owner	
7. Official Receipt (per Parcel)	Municipal Treasurer's Office	



8. Approved Preliminary Subdivision Development Plan (PSDP) (if Area is one (1) hectare and below)			Office of the Municipal Planning and Development/ Sangguniang Bayan	
9. Authorization Letter with photocopy of the Declared Owner's ID/ Special Power of Attorney (SPA)/ Deed of Conveyance (if applicable)			Declared Owner	
For Consolidation:				
1. Transfer Certificate of Title – Electronic Copy			Registry of Deeds (ROD)	
2. Tax Certification (updated)			Municipal Treasurer's Office	
3. Order of Cancellation (<i>if applicable</i>)			DENR – Regional Office	
4. Approved Consolidated Plan (Signed and Sealed by a Geodetic Engineer)			DENR – Regional Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the Frontline Personnel, inquire about the Service, Submit Documentary Requirements then the Issuance of the Order of Payment	Attend to Client's Concerns, Evaluate for the Completeness of the necessary Documents and Compute for the Required Fees	none	20 minutes	FLORRY M. REQUESO Admin Aide III MARY JOY Y. FAGUILO Admin Aide III
2. Present the Official Receipt to the Frontline Personnel and Wait while the Frontline Personnel is processing the requested document/s and be advised to accompany the assigned personnel from the Municipal	Receive and Record O.R. and Ask for the Contact Number	none	5 minutes	FLORRY M. REQUESO Admin Aide III



Assessor and return to the Office after the Conduct of On-Site Inspection				
	Verify Record then Conduct or Schedule Actual / On-Site Inspection to determine the sufficient basis for Subdivision/Consolidation	none	<ul style="list-style-type: none"> • maximum of 1 hour (if within Poblacion Area) • 3 working days (may vary depending on the property size, location and means of transportation) 	<p>ROY J. JABILLES Draftsman III</p> <p>VIRGILIO P. BAYONETO Admin Aide IV</p>
	Cancel the Existing FAAS and Assign New ARP No. and Property Index No. (PIN). Update the TMCR and Encode the Subdivided/Consolidated Lots to ETRACS	none	10 working days	<p>ENGR. SHELA F. PARA, REA LAOO II</p> <p>VICTORINA D. ARNADO, REA LAOO II</p> <p>ENGR. REYNALLE D. FURTON Tax Mapper I</p>
	Print Field Appraisal and Assessment Sheet (FAAS), Tax Declaration, Notice of Assessment and all supporting documents	none	15 minutes	<p>FLORRY M. REQUESO Admin Aide III</p> <p>MARY JOY Y. FAGUILO Admin Aide III</p>
	Endorse the Documents to the Local Assessment Operation Officer for Evaluation	none	30 minutes	<p>ENGR. SHELA F. PARA, REA LAOO II</p> <p>VICTORINA D. ARNADO, REA LAOO II</p>
	Municipal Assessor for signature of the Recommending Approval	none	10 minutes	RESIL T. ALABA Municipal Assessor



3. Receives copy of the requested document and Endorse the same documents to the Office of the Provincial Assessor for the Approval	Releases the requested document affix Client's signature in the logbook to acknowledge receipt of the document	none	5 minutes	<p>FLORRY M. REQUESO Admin Aide III</p> <p>MARY JOY Y. FAGUILO Admin Aide III</p>
TOTAL NUMBER OF DAYS, HOURS AND MINUTES			13 days, 1 hour and 25 minutes	

vii. **Preparation for Notice of Cancellation of Assessment for Land, Building and Machinery**

		TYPE OF SERVICE
		External
TITLE OF SERVICE: Preparation for Notice of Cancellation of Assessment for Land, Building and Machinery		
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: This service provides cancellation of real property as requested by property owners duly supported by legal documents and verified by the Assessor's assigned personnel to inspect the said real property.		
Office or Division	Office of the Municipal Assessor	
Classification	Highly Technical Transaction	
Type of Transaction	Government to Citizen (G2C) Government to Government (G2G) Government to Business (G2B)	
Who May Avail	All Real Property Owners/ Clients	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter Request for Cancellation of Assessment		Declared Owner
2. Field Inspection Report		Office of the Municipal Assessor
3. Sworn Statement		Office of the Municipal Assessor
4. Tax Certification (updated)		
5. Authorization Letter with photocopy of the Declared Owner's ID/ Special Power of Attorney (SPA) / Deed of Conveyance (If Applicable)		Declared Owner
Legal Documents:		
● Court Decision/ Court order		Municipal and Regional Trial Court



● Deed of Conveyance (i.e. Deed of Donation/Sale or any Related Documents)			Declared Owner	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the Frontline Personnel, inquire about the Service and Submit Documentary Requirements	Attend to Client's Concerns and Evaluate for the Completeness of the necessary Documents	none	10 minutes	FLORRY M. REQUESO Admin Aide III MARY JOY Y. FAGUILO Admin Aide III
2. Wait while the Frontline personnel is processing the requested document/s and be advised to accompany the assigned personnel from the Municipal Assessor and return to the Office after the Conduct of On-Site Inspection	Verify Record then Conduct or Schedule Actual / On-Site Inspection to determine the sufficient basis for Cancellation of Assessment	none	•maximum of 1 hour (if within Poblacion Area) • 3 working days (may vary depending on the property size, location and means of transportation)	ROY J. JABILLES Draftsman III VIRGILIO P. BAYONETO Admin Aide IV
	Cancel the Existing FAAS	none	3 working days	ENGR. SHELA F. PARA, REA LAOO II VICTORINA D. ARNADO, REA LAOO II
	Type/Encode the requested Notice of Cancellation of Real Property and all necessary Documents	none		FLORRY M. REQUESO Admin Aide III MARY JOY Y. FAGUILO Admin Aide II
	Endorse the Documents to the Local Assessment Operation	none	30 minutes	ENGR. SHELA F. PARA, REA LAOO II VICTORINA D. ARNADO, REA



	Officer for Evaluation			LAOO II
	Municipal Assessor for signature of the Recommending Approval	none	10 minutes	RESIL T. ALABA Municipal Assessor
3. Receives copy of the requested document and endorse the same documents to the Office of the Provincial Assessor for the Approval	Releases the requested document affix customer signature in the logbook to acknowledge receipt of the document	none	5 minutes	FLORRY M. REQUESO Admin Aide III MARY JOY Y. FAGUILO Admin Aide II
TOTAL NUMBER OF DAYS, HOURS AND MINUTES			6 days and 55 minutes	

viii. **Application of Assessment/ Re-Assessment of Real Property Due to Dispute, Correction, Change in Actual Use, Physical Change, Etc.**

		TYPE OF SERVICE
		External
TITLE OF SERVICE: Application of Assessment/ Re-Assessment of Real Property due to Dispute, Correction, Change in Actual Use, Physical Change, Etc.		
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: This service provides Assessment / Re-assessment of Real Property due to dispute in Assessed Value, Change in Actual Use, Physical Change due to erosion or when the Property is traversed by road, Correction of Error because of wrong information, erroneous documents, etc. as requested by property owners duly supported by legal documents.		
Office or Division	Office of the Municipal Assessor	
Classification	Highly Technical Transaction	
Type of Transaction	Government to Citizen (G2C) Government to Government (G2G) Government to Business (G2B)	
Who May Avail	All Real Property Owners/ Clients	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter Request for Correction of Assessment		Declared Owner
2. Field Inspection Report		Office of the Municipal Assessor
3. Sworn Statement		Office of the Municipal Assessor
4. Official Receipt		Municipal Treasurer’s Office
5. Affidavit of Two (2) Disinterested persons (<i>if Rectification of Names</i>)		Declared Owner



Legal Documents:				
● Court Decision/ Court order			Municipal and Regional Trial Court	
● Deed of Conveyance (i.e. Deed of Donation/Sale or any Related Documents)			Declared Owner	
● Authorization Letter with photocopy of the Declared Owner's ID/ Special Power of Attorney (SPA) / Deed of Conveyance (If Applicable)			Declared Owner	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the Frontline Personnel, inquire about the Service, Submit Documentary Requirements then the Issuance of the Order of Payment	Attend to Customer's Concerns, Evaluate for the Completeness of the necessary Documents and Compute for the Required Fees	none	10 minutes	FLORRY M. REQUESO Admin Aide III MARY JOY Y. FAGUILO Admin Aide II
2. Wait while the Frontline personnel is processing the requested document/s and be advised to accompany the assigned personnel from the Municipal Assessor and return to the Office after the Conduct of On-Site Inspection	Verify Record then Conduct or Schedule Actual / On-Site Inspection to determine the sufficient basis for Correction of Assessment	none	•maximum of 1 hour (if within Poblacion Area) • 3 working days (may vary depending on the property size, location and means of transportation)	ROY J. JABILLES Draftsman III VIRGILIO P. BAYONETO Admin Aide IV
	Cancel the Existing FAAS and Assign New Assessment of Real Property (ARP) No. and Encode the Re-assessed FAAS to ETRACS	none	10 working days	ENGR. SHELA F. PARA, REA LAOO II VICTORINA D. ARNADO, REA LAOO II
	Print and prepare requested and all necessary Documents	none	15 minutes	FLORRY M. REQUESO Admin Aide III



	Endorse the Documents to the Local Assessment Operation Officer for Evaluation	none	30 minutes	ENGR. SHELA F. PARA, REA LAOO II VICTORINA D. ARNADO, REA LAOO II
	Municipal Assessor for signature of the Recommending Approval	none	10 minutes	RESIL T. ALABA Municipal Assessor
3. Receives copy of the requested document and endorse the same documents to the Office of the Provincial Assessor for the Approval	Releases the requested document affix Customers signature in the logbook to acknowledge receipt of the document	none	5 minutes	FLORRY M. REQUESO Admin Aide III MARY JOY Y. FAGUILO Admin Aide II
TOTAL NUMBER OF DAYS, HOURS AND MINUTES			13 days 1 hour 10 minutes	

ix. Application for Reclassification of Real Property

		TYPE OF SERVICE
		External
TITLE OF SERVICE: Application for Reclassification of Property		
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: Chapter 2 from Section 201 to 225 of the Local Government Code of 1991 provide the necessary rules and regulations for the classification, appraisal, and assessment of real property.		
Office or Division	Office of the Municipal Assessor	
Classification	Highly Technical Transaction	
Type of Transaction	Government to Citizen (G2C) Government to Government (G2G) Government to Business (G2B)	
Who May Avail	All Real Property Owners/ Clients	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter Request for Reclassification of Real Property		Declared Owner
2. Field Inspection Report		Office of the Municipal Assessor
3. Sworn Statement		Office of the Municipal Assessor



4. Zoning Certification or Approved SB Resolution for Reclassification			Office of the Municipal Planning and Development or Sangguniang Bayan (respectively)	
5. Official Receipt			Municipal Treasurer's Office	
6. Authorization Letter with photocopy of the Declared Owner's ID/ Special Power of Attorney (SPA) / Deed of Conveyance (If Applicable)			Declared Owner	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the Frontline Personnel, inquire about the Service, Submit Documentary Requirements then the Issuance of the Order of Payment	Attend to Client's Concerns, Evaluate for the Completeness of the necessary Documents and Compute for the Required Fees	none	10 minutes	FLORRY M. REQUESO Admin Aide III MARY JOY Y. FAGUILO Admin Aide II
2. Wait while the Frontline personnel is processing the requested document/s and be advised to accompany the assigned personnel from the Municipal Assessor and return to the Office after the Conduct of On-Site Inspection	Verify Record then Conduct or Schedule Actual / On-Site Inspection to determine the sufficient basis for Correction of Assessment	none	•maximum of 1 hour (if within Poblacion Area) • 3 working days (may vary depending on the property size, location and means of transportation)	ROY J. JABILLES Draftsman III VIRGILIO P. BAYONETO Admin Aide IV
	Cancel the Existing FAAS and Assign New Assessment of Real Property (ARP) No. and Encode the Re-assessed FAAS to ETRACS	none	10 working days	ENGR. SHELA F. PARA, REA LAOO II VICTORINA D. ARNADO, REA LAOO II ENGR. REYNALLE D. FURTON Tax Mapper I
	Print and prepare requested and all necessary Documents	none	15 minutes	FLORRY M. REQUESO Admin Aide III



	Endorse the Documents to the Local Assessment Operation Officer for Evaluation	none	30 minutes	ENGR. SHELA F. PARA, REA LAOO II VICTORINA D. ARNADO, REA LAOO II
	Municipal Assessor for signature of the Recommending Approval	none	10 minutes	RESIL T. ALABA Municipal Assessor
3. Receives copy of the requested document and endorse the same documents to the Office of the Provincial Assessor for the Approval	Releases the requested document affix Client's signature in the logbook to acknowledge receipt of the document	none	5 minutes	FLORRY M. REQUESO Admin Aide III MARY JOY Y. FAGUILO Admin Aide I
TOTAL NUMBER OF DAYS, HOURS AND MINUTES			13 days, 1 hour and 10 minutes	

x. Application for Assessment of New Discovered Land, Buildings, and Machineries

		TYPE OF SERVICE
		External
TITLE OF SERVICE: Application for Assessment of New Discovered Land, Buildings, and Machineries		
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: Chapter 2 from Section 201 to 225 of the Local Government Code of 1991 provide the necessary rules and regulations for the classification, appraisal, and assessment of real property.		
Office or Division	Office of the Municipal Assessor	
Classification	Highly Technical Transaction	
Type of Transaction	Government to Citizen (G2C) Government to Government (G2G) Government to Business (G2B)	
Who May Avail	All Real Property Owners/ Clients	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Field Inspection Report		Office of the Municipal Assessor
2. Sworn Statement		Office of the Municipal Assessor



3. Authorization Letter with photocopy of the Declared Owner's ID/ Special Power of Attorney (SPA) / Deed of Conveyance (If Applicable)	Declared Owner
LAND (Titled property):	
1. Approved Survey Plan (Sign and Seal by Geodetic Engineer)	DENR - Regional Office
2. Title (Electronic Copy)	ROD
3. Free Patent/Homestead/Miscellaneous Sale Application	DENR
4. Transmittal of Title	DENR
5. Field Inspection Report	
6. Sworn Statement	
LAND (Untitled property):	
1. Approved SURVEY PLAN	DENR – Regional Office
2. CENRO Certification as to alienable and disposable (for Non-IP)	DENR – CENRO Glan
3. Affidavit of Ownership/Possession (Notarized)	Declared Owner
4. Barangay Certification as to Actual Occupant	Office of the Barangay
5. Certification of Adjoining Owners	Office of the Barangay
6. Field Inspection	
7. Sworn Statement	
LAND (Barangay Site):	
1. Barangay Resolution and Barangay Certification	Office of the Barangay
2. Field Inspection Report	
3. Sworn statement	
LAND within the Indigenous People (IP) Communities (not more than 5has)	
1. Barangay Certification as to Actual Occupant	Office of the Barangay
2. Certification from Tribal Chieftain	Barangay, Municipal and Provincial Tribal Chieftain
3. Affidavit of Assessment (Notarized)	MASSO
4. Survey Plan or Sketch Plan (Signed and sealed by Surveyor/Geodetic Engineer/ other lined agencies) signed by Owner	Declared Owner
5. Certification from NCIP- indicates the documents affidavit of assessment and recommending for issuance of assessment for taxation purpose only	NCIP
6. Certification of Adjoining Owners	Office of the Barangay
7. Genealogy (Family tree)	Declared Owner
8. Field Inspection Report	
9. Sworn statement	
Building and Machineries	



1. Building Permit/Occupancy Permit/Estimate Cost (if applicable)			Office of the Building Official under the Municipal Engineering Office	
2. Field Inspection Report				
3. Sworn Statement				
4. Official Receipts/delivery receipts			Declared Owner	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the Frontline Personnel, inquire about the Service, Submit Documentary Requirements then the Issuance of the Order of Payment	Attend to Customers Concerns, Evaluate for the Completeness of the necessary Documents and Compute for the Required Fees	none	10 minutes	FLORRY M. REQUESO Admin Aide III MARY JOY Y. FAGUILO Admin Aide I
2. Wait while the Frontline personnel is processing the requested document/s and be advised to accompany the assigned personnel from the Municipal Assessor and return to the Office after the Conduct of On-Site Inspection	Verify Record then Conduct or Schedule Actual / On-Site Inspection to determine the sufficient basis for Correction of Assessment	none	• maximum of 1 hour (if within Poblacion Area) • 3 working days (may vary depending on the property size, location and means of transportation)	ROY J. JABILLES Draftsman III VIRGILIO P. BAYONETO Admin Aide IV
	Cancel the Existing FAAS and Assign New Assessment of Real Property (ARP) No. and Encode the Re-assessed FAAS to ETRACS	none	10 working days	ENGR. SHELA F. PARA, REA LAOO II VICTORINA D. ARNADO, REA LAOO II ENGR. REYNALLE D. FURTON Tax Mapper I
	Print and prepare requested and all necessary Documents	none	15 minutes	FLORRY M. REQUESO Admin Aide III



	Endorse the Documents to the Local Assessment Operation Officer for Evaluation	none	30 minutes	ENGR. SHELA F. PARA, REA LAOO II VICTORINA D. ARNADO, REA LAOO II
	Municipal Assessor for signature of the Recommending Approval	none	10 minutes	RESIL T. ALABA Municipal Assessor
3. Receives copy of the requested document and endorse the same documents to the Office of the Provincial Assessor for the Approval	Releases the requested document affix Client's signature in the logbook to acknowledge receipt of the document	none	5 minutes	FLORRY M. REQUESO Admin Aide III MARY JOY Y. FAGUILO Admin Aide I
TOTAL NUMBER OF DAYS, HOURS AND MINUTES			13 days, 1 hour and 10 minutes	



k. OFFICE OF THE MUNICIPAL HEALTH OFFICER

i. Provision of Prenatal Procedure

				TYPE OF SERVICE
				EXTERNAL
TITLE OF SERVICE: PROVISION OF PRENATAL PROCEDURE				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: To provide basic curative services which consists of primary level out-patient and emergency care for commonly encountered diseases in the community. Diagnosis and treatment of illnesses and appropriate medical service is given. It is offered at the Municipal Health Office and Barangay Health Stations.				
Office or Division	Municipal Health Office (Alabel Birthing Home)			
Classification	Simple			
Type of Transaction	Government to Citizen			
Who may avail	All residents of Alabel (priority); patients from adjacent towns like Malapatan are likewise welcome			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
PhilHealth Membership Data Record (MDR) or PhilHealth Identification Number (PIN)			Philhealth Office	
Laboratory Report			Licensed Clinical Laboratory	
Ultrasound Report, if available			Licensed Diagnostic Center	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Arrive at the facility present Mother and Child Book if available.	1.1 Assess client: BP monitoring, Weighing, Fetal Heart beat monitoring, Measuring of fundic height, Medical History taking.	none	10 minutes	Nurse or Midwife on Duty
	1.2 Prenatal counselling. Refer referable cases. Provide prenatal services	none	10 minutes	Nurse or Midwife on Duty
	Administration of Tetanus Toxoid. *Provision of Folic Acid, ferrous sulfate, Vitamin A.*	none	10 minutes	Nurse or Midwife on Duty



	Give prescriptions if necessary.			
2. Follow Midwife/ Nurses instructions.	2.1 Instruct when to return for follow up or routine check up. Give Laboratory Request.	none	5 minutes	Nurse or Midwife on Duty
	Total	None	35 minutes	

ii. Provision of Delivery and Post Partum Care Services

			TYPE OF SERVICE	
			EXTERNAL	
TITLE OF SERVICE: PROVISION OF DELIVERY AND POST PARTUM CARE SERVICES				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: To provide basic curative services which consists of primary level out-patient and emergency care for commonly encountered diseases in the community. Diagnosis and treatment of illnesses and appropriate medical service is given. It is offered at the Municipal Health Office and Barangay Health Stations.				
Office or Division		Municipal Health Office (Alabel Birthing Home)		
Classification		Complex		
Type of Transaction		Government to Citizen		
Who may avail		All residents of Alabel (priority); patients from adjacent towns like Malapatan are likewise welcome		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
PhilHealth Membership Data Record (MDR) or PhilHealth Identification Number (PIN)			Philhealth Office	
Mother and Child Book (MCB)			Barangay Health Station	
Marriage Certificate (for Married)			LCR	
Any Valid ID			National or Local Agency	
Municipal Link Certificate			DSWD	
Tribal Certificate (for Tribal Marriage)			Mun. Tribal Office or Brgy. Tribal Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Arrives at the Facility Present MCB Book, Laboratoty reports, Ultra sound reports if available	1.1 Aseess and classify the patient if eligible to deliver in the facility. If not eligible, arrange referral to higher facility.	none	30 minutes	Nurse or Midwife on Duty
	1.2 Eligible Pregnant:			
	-Active labor (4cm cervical dilatation and above)			
	*admit women to labor room. Monitor progress of labor			
	-Stage 2 Labor			
	*Transfer to delivery room, routine delivery care			
	If Medical problem arises classify			
2. Patient is for referral: Prepare and decide which Hospital to be refer	2.1 Urgent Case: Give initial intervention. then, arrange ambulance for referral, proper instruction and information must be given to patient and patient relative,one medical staff should accompany patient.	none	5 minutes	Nurse or Midwife on Duty
	2.2 Non-Urgent: Manage if manageable cases, refer accordingly			
	2.3 Normal Delivery without complication:			



	a. Provide routine intra-partum and immediate post partum care (includes skin to skin contact of baby and mother, early initiation to breastfeeding, non-separation of mother and baby, vital signs monitoring, provision of vit.a, pain relievers and antibiotics)			
	b. Counselling on Danger signs, breastfeeding, follow up check ups and other health services			
	c. after 24 hours, physician/nurses or midwives will reassess the patient and will order MGH if no complications arises			
3. MGH Patients without philhealth that can afford to pay and opt to pay cash:	3.1 ABH clerk will print Order of Payment or Statement of Account	none	2 minutes	ABH Clerk
*Bring the order of payment or statement of account to Municipal Treasurer's Office and pay the amount stated		P4,700.00	10 minutes	Revenue Collection Officer
4. MGH Patients with Phil Health (Self Employed) Patient is the member:	4.1 Check and collect complete requirements and attach to the PhilHealth claim form signed by	none	5 minutes	ABH Clerk/ Midwife on duty



	the PHIC member			
5. MGH Patients with Phil Health (Self Employed)The Husband is the member for married patient: *Present receipt of premium payment	Check and collect complete requirements and attach to the PhilHealth claim form signed by the PHIC member	none	5 minutes	ABH Clerk/ Midwife on duty
6. MGH patient with PhilHealth(Indigen t category). *Present 4p's, MCT, IP's ID. *Present Municipal Link Certificate (Proof of Active member). If Married: *Present Marriage Certificate or Tribal Marriage Certificate	Check and collect complete requirements and attach to the PhilHealth claim form signed by the PHIC member	none	5 minutes	ABH Clerk/ Midwife on duty
	Total	4,700.00	62 minutes	

iii. Provision of Family Planning Services

		TYPE OF SERVICE
		EXTERNAL
TITLE OF SERVICE: PROVISION OF FAMILY PLANNING SERVICES		
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: Republic Act No. 10354: Responsible Parenthood and Reproductive Health Act of 2012 (RPRH Law)		
Office or Division	Municipal Health Office (Alabel Birthing Home)	
Classification	Simple	
Type of Transaction	Government to Citizen	
Who may avail	All residents of Alabel (priority); patients from adjacent towns like Malapatan are likewise welcome	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
PhilHealth Membership Data Record (MDR) or PhilHealth Identification Number (PIN)		Philhealth Office



Individual Treatment Record (ITR)			Barangay Health Station	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. If new acceptor or without ITR Present self to Midwife or Nurse.	1.1 *Assess patient and fill up ITR for new acceptor. *Update ITR for change clinic or method.	none	5 minutes	Nurse or Midwife on Duty
	1.2 * Counsel patient on side effects, advantages, disadvantages and scheduled follow ups/ return. *Help patient decide which family planning services is appropriate for them.	none	5 minutes	Nurse or Midwife on Duty
	1.3 Family Planning services offered: * IUD insertion *Pills dispensing * DMPA *Implanon insertion and removal.	none	5 minutes	Trained Nurse or Midwife on Duty
2. Return to schedule date	2.1 *Give the services they choose * Give Family Planning Method Card for follow up.	none	15 minutes	Trained Nurse or Midwife on Duty
	Total		30 minutes	

iv. Provision of Newborn Services

	TYPE OF SERVICE
	EXTERNAL
TITLE OF SERVICE: PROVISION OF NEWBORN SERVICES	
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: RA 9288 or the Newborn Screening Act of 2004; DOH AO No. 2014-0045 or the Guidelines on the Implementation of the Expanded Newborn Screening Program	



Office or Division	Municipal Health Office (Medical Section)			
Classification	Simple			
Type of Transaction	Government to citizen, Gov't to businesses, Government to Government			
Who may avail	All residents of Alabel (priority); patients from adjacent towns like Malapatan are likewise welcome			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Birth Certificate upon discharge			LCR	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide Newborn necessities	1.1 Admit newborn to service. Secure consent to care. Assess newborn for any abnormalities.	none	5 minutes	Nurse or Midwife on Duty
	1.2 Well Newborn * Routine newborn care Follow Essential Intrapartum and Neonatal Care (EINC) protocol: *Immediate thorough drying *Skin to skin contact with the mother * Properly timed cord clamping and cutting. * Non separation of mother and baby * Early initiation to breastfeeding. * Administration of Vit. K, Hepa B vaccine and BCG. * application of Eye ointment. *antropometric measurement. *Vital signs Monitoring of Newborn.	none	120 minutes	Nurse or Midwife on Duty



2. Parents shall prepare and decide which hospital to be refer.	2.1 Newborn with complications: *Give initial treatment. *Refer immediately to higher facility. *Refer patient to parents hospital of choice via ambulance accompanied by midwife or nurse.	*Ambulance Fee (P100 for first 5km radius, P25 for additional Km.)	30 minutes	Nurse or Midwife on Duty
	2.2 After 24 hours reassessment shall be done. If no complications Newborn is for discharge.	none	5 minutes	Nurse or Midwife on Duty
	2.3 Perform newborn screening after 24 hours	none	15 minutes	Nurse or Midwife on Duty
3. MGH newborn without PhilHealth parents can afford and opt to pay cash: * Ask the ABH clerk for order of payment or SOA.	3.1 ABH clerk shall print the Order of Payment.	none	2 minutes	Nurse or Midwife on Duty
*Bring the order of payment or statement of account to Municipal Treasurer's Office and pay the amount stated		Newborn Screening Fee: P 1,800.00 Newborn Care Fee: P 500.00	10 minutes	Revenue Collection Officer
4. Ask the Midwife for Newborn Data form, completely fill up the form and then bring it to LCR for Birth Registration.	4.1 Provide and Fill up Newborn data form give to the patient relative and instruct to go to LCR for Birth registration.	none		Nurse or Midwife on Duty



MGH newborn with PhilHealth: * Present Birth Certificate two Photocopies to the Midwife/ ABH clerk.		none	10 minutes	Nurse or Midwife on Duty
	Total		2 days	

v. Provision of Immunization Services For Infants

				TYPE OF SERVICE
				EXTERNAL
TITLE OF SERVICE: PROVISION OF IMMUNIZATION SERVICES FOR INFANTS				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: To provide basic curative services which consists of primary level out-patient and emergency care for commonly encountered diseases in the community. Diagnosis and treatment of illnesses and appropriate medical service is given. It is offered at the Municipal Health Office and Barangay Health Stations.				
Office or Division	Municipal Health Office (Barangay Health Stations)			
Classification	Simple			
Type of Transaction	Government to Citizen			
Who may avail	All residents of Alabel (priority); patients from adjacent towns like Malapatan are likewise welcome			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
PhilHealth Membership Data Record (MDR) or PhilHealth Identification Number (PIN)			Philhealth Office	
Birth Certificate and/or ECCD Card			Guardian and/or Barangay Health Station	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the frontline personnel and inquire the service	1.1 Verify requirements	none	5 minutes	Nurse or Midwife on Duty
	1.2 Register the name in the ITR or ECCD Card	none	10 minutes	Nurse or Midwife on Duty
	Administration of Tetanus Toxoid. *Provision of Folic Acid, ferrous sulfate, Vitamin A. * Give prescriptions if necessary.	none	10 minutes	Nurse or Midwife on Duty



2. Follow Midwife/ Nurses instructions.	2.1 Instruct when to return for follow up or routine check up. Give Laboratory Request.	none	5 minutes	Nurse or Midwife on Duty
	Total		35 inutes	

vi. Provision Of Delivery and Post Partum Care Services

			TYPE OF SERVICE	
			EXTERNAL	
TITLE OF SERVICE: PROVISION OF DELIVERY AND POST PARTUM CARE SERVICES				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: To provide basic curative services which consists of primary level out-patient and emergency care for commonly encountered diseases in the community. Diagnosis and treatment of illnesses and appropriate medical service is given. It is offered at the Municipal Health Office and Barangay Health Stations.				
Office or Division	Municipal Health Office (Alabel Birthing Home)			
Classification	Complex			
Type of Transaction	Government to Citizen			
Who may avail	All residents of Alabel (priority); patients from adjacent towns like Malapatan are likewise welcome			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
PhilHealth Membership Data Record (MDR) or PhilHealth Identification Number (PIN)			Philhealth Office	
Mother and Child Book (MCB)			Barangay Health Station	
Marriage Certificate (for Married)			LCR	
Any Valid ID			National or Local Agency	
Municipal Link Certificate			DSWD	
Tribal Certificate (for Tribal Marriage)			Mun. Tribal Office or Brgy. Tribal Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Arrives at the Facility Present MCB Book, Laboratoty reports, Ultra sound reports if available	1.1 Aseess and classify the patient if eligible to deliver in the facility. If not eligible, arrange referral to higher facility.	none	30 minutes	Nurse or Midwife on Duty
	1.2 Eligible Pregnant:	none		



	-Active labor (4cm cervical dilatation and above)	none		
	*admit women to labor room. Monitor progress of labor	none		
	-Stage 2 Labor	none		
	*Transfer to delivery room, routine delivery care	none		
	If Medical problem arises classify	none		
2. Patient is for referral: Prepare and decide which Hospital to be refer	2.1 Urgent Case: Give initial intervention. then, arrange ambulance for referral, proper instruction and information must be given to patient and patient relative,one medical staff should accompany patient.		5 minutes	Nurse or Midwife on Duty
	2.2 Non-Urgent: Manage if manageable cases, refer accordingly			
	2.3 Normal Delivery without complication:			
	a. Provide routine intra-partum and immediate post partum care (includes skin to skin contact of baby and mother,early initiation to breastfeeding, non-separation of mother and baby, vital signs			



	monitoring, provision of vit.a, pain relievers and antibiotics)			
	b. Counselling on Danger signs, breastfeeding, follow up check ups and other health services			
	c. after 24 hours, physician/nurses or midwives will reassess the patient and will order MGH if no complications arises			
3. MGH Patients without philhealth that can afford to pay and opt to pay cash:	3.1 ABH clerk will print Order of Payment or Statement of Account	none	2 minutes	ABH Clerk
*Bring the order of payment or statement of account to Municipal Treasurer's Office and pay the amount stated		P4,700.00	10 minutes	Revenue Collection Officer
4. MGH Patients with Phil Health (Self Employed) Patient is the member:	4.1 Check and collect complete requirements and attach to the PhilHealth claim form signed by the PHIC member	none	5 minutes	ABH Clerk/ Midwife on duty
5. MGH Patients with Phil Health (Self Employed)The Husband is the member for married patient: *Present receipt of premium payment	Check and collect complete requirements and attach to the PhilHealth claim form signed by the PHIC member	none	5 minutes	ABH Clerk/ Midwife on duty



6. MGH patient with PhilHealth(Indigent category). *Present 4p's, MCT, IP's ID. *Present Municipal Link Certificate (Proof of Active member). If Married: *Present Marriage Certificate or Tribal Marriage Certificate	Check and collect complete requirements and attach to the PhilHealth claim form signed by the PHIC member	none	5 minutes	ABH Clerk/ Midwife on duty
	Total		62 minutes	

vii. Provision of Family Planning Services

				TYPE OF SERVICE
				EXTERNAL
TITLE OF SERVICE: PROVISION OF FAMILY PLANNING SERVICES				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: Republic Act No. 10354: Responsible Parenthood and Reproductive Health Act of 2012 (RPRH Law)				
Office or Division	Municipal Health Office (Alabel Birthing Home)			
Classification	Simple			
Type of Transaction	Government to Citizen			
Who may avail	All residents of Alabel (priority); patients from adjacent towns like Malapatan are likewise welcome			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
PhilHealth Membership Data Record (MDR) or PhilHealth Identification Number (PIN)			Philhealth Office	
Individual Treatment Record (ITR)			Barangay Health Station	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. If new acceptor or without ITR Present self to Midwife or Nurse.	1.1 *Assess patient and fill up ITR for new acceptor. *Update ITR for change clinic or method.	none	5 minutes	Nurse or Midwife on Duty
	1.2 * Counsel patient on side effects, advantages, disadvantages	none	5 minutes	Nurse or Midwife on Duty



	and scheduled follow ups/ return. *Help patient decide which family planning services is appropriate for them.			
	1.3 Family Planning services offered: * IUD insertion *Pills dispensing * DMPA *Implanon insertion and removal.	none	5 minutes	Trained Nurse or Midwife on Duty
2. Return to schedule date	2.1 *Give the services they choose * Give Family Planning Method Card for follow up.	none	15 minutes	Trained Nurse or Midwife on Duty
	Total		30 minutes	

viii. Provision of newborn services

			TYPE OF SERVICE	
			EXTERNAL	
TITLE OF SERVICE: PROVISION OF NEWBORN SERVICES				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: RA 9288 or the Newborn Screening Act of 2004; DOH AO No. 2014-0045 or the Guidelines on the Implementation of the Expanded Newborn Screening Program				
Office or Division	Municipal Health Office (Medical Section)			
Classification	Simple			
Type of Transaction	Government to citizen, Gov't to businesses, Government to Government			
Who may avail	All residents of Alabel (priority); patients from adjacent towns like Malapatan are likewise welcome			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Birth Certificate upon discharge			LCR	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide Newborn necessities	1.1 Admit newborn to service. Secure consent to care.	none	5 minutes	Nurse or Midwife on Duty



	Assess newborn for any abnormalities.			
	<p>1.2 Well Newborn</p> <ul style="list-style-type: none"> * Routine newborn care Follow Essential Intrapartum and Neonatal Care (EINC) protocol: *Immediate thorough drying *Skin to skin contact with the mother * Properly timed cord clamping and cutting. * Non separation of mother and baby * Early initiation to breastfeeding. * Administration of Vit. K, Hepa B vaccine and BCG. * application of Eye ointment. *antropometric measurement. *Vital signs Monitoring of Newborn. 	none	120 minutes	Nurse or Midwife on Duty
2. Parents shall prepare and decide which hospital to be refer.	<p>2.1 Newborn with complications:</p> <ul style="list-style-type: none"> *Give initial treatment. *Refer immediately to higher facility. *Refer patient to parents hospital of choice via ambulance accompanied by midwife or nurse. 	*Ambulance Fee (P100 for first 5km radius, P25 for additional Km.)	30 minutes	Nurse or Midwife on Duty
	2.2 After 24 hours reassessment shall be done. If no complications	none	5 minutes	Nurse or Midwife on Duty



	Newborn is for discharge.			
	2.3 Perform newborn screening after 24 hours	none	15 minutes	Nurse or Midwife on Duty
3. MGH newborn without PhilHealth parents can afford and opt to pay cash: * Ask the ABH clerk for order of payment or SOA.	3.1 ABH clerk shall print the Order of Payment.	none	2 minutes	Nurse or Midwife on Duty
*Bring the order of payment or statement of account to Municipal Treasurer's Office and pay the amount stated		Newborn Screening Fee: P 1, 800.00 Newborn Care Fee: P 500.00	10 minutes	Revenue Collection Officer
4. Ask the Midwife for Newborn Data form, completely fill up the form and then bring it to LCR for Birth Registration.	4.1 Provide and Fill up Newborn data form give to the patient relative and instruct to go to LCR for Birth registration.	none		
MGH newborn with PhilHealth: * Present Birth Certificate two Photocopies to the Midwife/ ABH clerk.		none	10 minutes	
	Total	Newborn Screening Fee: P 1, 800.00 Newborn Care Fee: P 500.00	2 days	



ix. Issuance of Medical Referral

			TYPE OF SERVICE	
			EXTERNAL	
TITLE OF SERVICE: ISSUANCE OF MEDICAL REFERRAL				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: Letter of Instruction (LOI) 949 s. of 1979, UHC Act 11223 s. 2019				
Office or Division	Medical Section			
Classification	Simple			
Type of Transaction	Government to Citizen			
Who may avail	All residents of Alabel (priority); patients from adjacent towns like Malapatan are likewise welcome			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Laboratory and/or Diagnostic Result			Licensed Clinical Laboratory and/or Diagnostic Center	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the front desk personnel and register in the logbook	Present Valid ID	none	2 minutes	Nurse or Midwife on Duty
2. Present yourself for assessment of medical condition with the physician and the preparation of Referral Note	Medical assessment	none	10 minutes	Physician
3. Receive the requested document	hand over the referral note and give instruction	none	3 minutes	Physician
	Total		15 minutes	

x. Issuance of Medical Certificate

		TYPE OF SERVICE
		EXTERNAL
TITLE OF SERVICE: ISSUANCE OF MEDICAL CERTIFICATE		
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: Letter of Instruction (LOI) 949 s. of 1979, UHC Act 11223 s. 2019		
Office or Division	Municipal Health Office (Medical Section)	
Classification	Simple	



Type of Transaction	Government to Citizen, Gov't to businesses, Government to Government			
Who may avail	All residents of Alabel (priority); patients from adjacent towns like Malapatan are likewise welcome			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
PhilHealth Membership Data Record (MDR) or PhilHealth Identification Number (PIN)			Philhealth Office	
Official Receipt			Municipal Treasurer's Office	
As applicable: Special proforma of certificate such as that of SSS, GSIS, PNP, DOF, DepEd, SOCOTOTECO, and Insurance Companies			Requesting Agency/ Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Triage Area to get number and register when number is called	1.1 Secure PIN or MDR	none	2 Minutes	Nurse or Midwife on Duty
	1.2 Registration of client	none	5 minutes	Nurse or Midwife on Duty
2. Enter Consultation Room when your turn comes, present yourself for assessment of medical condition	2.1 Assess and examine the patient	none	10 minutes	Physician
3. Returns to frontdesk to carry out order	3.1 Computation of fees and issue Order of Payment		2 minutes	Nurse or Midwife on Duty
4. Proceed to Office of the Municipal Treasurer for payment of the required fees	4.1 Give instruction	P50.00	5 minutes	Revenue Collection Officer
5. Present the Official Receipt to the frontdesk personnel	5.1 Attach OR to Medical Certificate	none	3 minutes	Nurse or Midwife on Duty
	5.2 Prepares Medical Certificate	none	10 minutes	Clerk
6. Receive copy of the requested document	6.1 Hand over requested document, ask the client to sign in the logbook	none	5 minutes	Nurse or Midwife on Duty



	Total		42 minutes	
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xi. Issuance Of Medico-Legal Certificate

				TYPE OF SERVICE
				EXTERNAL
TITLE OF SERVICE: ISSUANCE OF MEDICO-LEGAL CERTIFICATE				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: Letter of Instruction (LOI) 949 s. of 1979, UHC Act 11223 s. 2019				
Office or Division	Municipal Health Office (Medical Section)			
Classification	Simple			
Type of Transaction	Government to Citizen			
Who may avail	All residents of Alabel (priority); patients from adjacent towns like Malapatan are likewise welcome			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
PhilHealth Membership Data Record (MDR) or PhilHealth Identification Number (PIN)			Philhealth Office	
Official Receipt			Municipal Treasurer's Office	
Letter request to conduct medical examination and issuance of medical certificate			PNP	
As applicable: Official results or copies of certain laboratory, X-ray, and prior medical examination results				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Triage Area to get number and register when number is called	1.1 Secure Letter request from PNP	none	2 Minutes	Nurse or Midwife on Duty
	1.2 Registration of client	none	5 minutes	Nurse or Midwife on Duty
2. Proceed to Office of the Municipal Treasurer for payment of the required fees	2.1 Give instruction	P100.00 Medico-Legal Fee P15.00	5 minutes	Revenue Collection Officer
3. Present the Official Receipt and letter request to the physician for assessment	3.1 Assess and treat patient accordingly	none	10 minutes	Physician



4. After assessment, wait for the preration and approval of the medico-legal certificate	4.1 Prepare requested document	none	10 minutes	Clerk
5. Receive copy of the requested document	5.1 Hand over requested document, ask the client to sign in the logbook	none	5 minutes	Nurse or Midwife on Duty
	Total		37 minutes	

xii. Provision Of Post Mortem Examination (Autopsy)

				TYPE OF SERVICE
				EXTERNAL
TITLE OF SERVICE: PROVISION OF POST MORTEM EXAMINATION (AUTOPSY)				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: Letter of Instruction (LOI) 949 s. of 1979, UHC Act 11223 s. 2019				
Office or Division	Municipal Health Office (Medical Section)			
Classification	Simple			
Type of Transaction	Government to Citizen			
Who may avail	All residents of Alabel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter Request to conduct post mortem (autopsy) examination			PNP	
Official Receipt			Municipal Treasurer's Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Triage Area	1.1 Secure and verify Letter Request from PNP	none	2 Minutes	Nurse or Midwife on Duty
	1.2 Registration of client	none	5 minutes	Nurse or Midwife on Duty
2. Proceed to Office of the Municipal Treasurer for payment of the required fees	2.1 Give instruction	P200.00	5 minutes	Revenue Collection Officer



3. Present the Official Receipt and letter request to the physician for data gathering	3.1 Conduct Post Mortem Examination	none	20 minutes	Physician
4. After examination, wait for the preration and approval of the post mortem certificate	4.1 Prepare requested document	none	10 minutes	Clerk
5. Receive copy of the requested document	5.1 Hand over requested document, ask the client to sign in the logbook	none	5 minutes	Nurse or Midwife on Duty
	Total		47 minutes	

xiii. **Issuance Of Permit To Transfer Cadaver**

				TYPE OF SERVICE
				EXTERNAL
TITLE OF SERVICE: ISSUANCE OF PERMIT TO TRANSFER CADAVER				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: Letter of Instruction (LOI) 949 s. of 1979, UHC Act 11223 s. 2019				
Office or Division	Municipal Health Office (Medical Section)			
Classification	Simple			
Type of Transaction	Government to Citizen			
Who may avail	All residents of Alabel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Death Certificate			LCR	
Embalming Certificate			Funeral Parlor	
Official Receipt			Municipal Treasurer's Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Triage Area	1.1 Verify requirements and record	none	5 minutes	Nurse or Midwife on Duty
2. Wait while the Physician evaluates the application as to compliance with requirements.	2.1 Advise patient	none	5 minutes	Physician



3. If all the requirements have been complied with, proceed to Office of the Municipal Treasurer for payment of the required fees	3.1 Give instruction	P100.00	5 minutes	Revenue Collection Officer
4. Present the Official Receipt to attending personnel for preparation and approval of Permit	4.1 Prepare requested document	none	5 minutes	Clerk
5. Receive copy of the requested document	5.1 Hand over requested document, ask the client to sign in the logbook	none	5 minutes	Clerk
	Total		25 minutes	

xiv. Provision Of General Laboratory Services

			TYPE OF SERVICE	
			EXTERNAL	
TITLE OF SERVICE: PROVISION OF GENERAL LABORATORY SERVICES				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: To provide basic laboratory services which consists of primary level out-patient and emergency care for commonly encountered diseases in the community. It is offered at the Municipal Health Office and Barangay Health Stations.				
Office or Division		Municipal Health Office (Laboratory Section)		
Classification		Simple		
Type of Transaction		Government to citizen, Gov't to businesses, Government to Government		
Who may avail		All residents of Alabel (priority); patients from adjacent towns like Malapatan are likewise welcome		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Laboratory Request			Physician	
Official Receipt			MTO	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present Laboratory Request	1.1 Verify Laboratory Request	none	2 minutes	Laboratory Aide



2. Payment of Laboratory Fees	2.1 Refer client to MTO for payment	depending on the laboratory exam requested	5 minutes	Revenue Collection Officer
3. Present Laboratory Request and Official Receipt to the Medical Technologist	3.1 Collection of sample	none	3 minutes	Medical Technologist
	3.2 Analysis and processing of sample	none	20 minutes (depending on the examination)	Medical Technologist
	3.3 Encoding and printing result	none	5 minutes	Laboratory Aide
4. Get the Laboratory Result	4.1 Release Laboratory result	none	2 minutes	Laboratory Aide
5. Proceed to the Attending Physician for evaluation of result	5.1 Evaluate laboratory result and gives necessary treatment	none	10 minutes	Physician
	Total		47 minutes	

xiv. Tuberculosis Prevention and Control Services

		TYPE OF SERVICE
		EXTERNAL
TITLE OF SERVICE: TUBERCULOSIS PREVENTION AND CONTROL SERVICES		
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: To provide basic laboratory services which consists of primary level out-patient and emergency care for commonly encountered diseases in the community. It is offered at the Municipal Health Office.		
Office or Division	Municipal Health Office (Laboratory Section)	
Classification	Simple	
Type of Transaction	Government to Citizen	
Who may avail	All residents of Alabel (priority); patients from adjacent towns like Malapatan are likewise welcome	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Referral Forms and/or Laboratory Request		Physician or Nurse and/or Midwife (from Barangay Health Station)



Chest X-ray Result			Hospital/ Clinic/ Diagnostic Center	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Laboratory Request	1.1 Verify Laboratory Request	none	2 minutes	Laboratory Aide
2. Proceed to sputum collection area	2.1 Instruct patient on sputum collection and give sputum cups	none	5 minutes	Medical Technologist
3. Deliver the sputum sample and request to laboratory	3.1 Receive sample	none	2 minutes	Laboratory Aide
	3.2 Laboratory pre analytical procedures	none	5 minutes	Medical Technologist/ Microscopist
	3.3 Direct Sputum Specimen Microscopy (DSSM) preparation	none	50 minutes	Medical Technologist/ Microscopist
	3.4 DSSM reading	none	15 minutes (per slide)	Medical Technologist/ Microscopist
	3.5 Result validation	none	5 minutes	Medical Technologist
4. Get the Laboratory Result	4.1 Release Laboratory result	none	2 minutes	Laboratory Aide
5. Deliver result to NTP in-charge/ front desk personnel	5.1 Record result and refer to Physician for evaluation	none	5 minutes	NTP Incharge/ Nurse or Midwife on Duty
	Total		1 hour & 31 minutes	

xiv. Maternal Laboratory Services

	TYPE OF SERVICE
	EXTERNAL
TITLE OF SERVICE: MATERNAL LABORATORY SERVICES	
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: To provide basic laboratory services which consists of primary level out-patient and emergency care for commonly encountered diseases in the community. It is offered at the Municipal Health Office	



Office or Division	Municipal Health Office (Laboratory Section)			
Classification	Simple			
Type of Transaction	Government to citizen, Gov't to businesses, Government to Government			
Who may avail	All residents of Alabel (priority); patients from adjacent towns like Malapatan are likewise welcome			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Maternal and Child Booklet (MCB)			Barangay Health Station/ Clinic	
Laboratory Request			Physician or Nurse and/or Midwife (from Barangay Health Station)	
Official Receipt			MTO	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present MCB & Laboratory Request	1.1 Verify & Record MCB & Laboratory Request	none	3 minutes	Laboratory Aide
2. Payment of laboratory fees	2.1 Refer client to MTO for payment	Hemoglobin: P110.00	5 minutes	Revenue Collection Officer
		Blood type: P60.00		
		Urinalysis: P50.00		
		Syphilis: P150.00		
		HBSAg: P150.00		
3. Present MCB, laboratory request and OR to Medical Technologist	3.1 Collection of sample	none	3 minutes	Medical Technologist
	3.2 Analysis and processing	none	20 minutes	Medical Technologist
	3.3 Encoding and printing	none	5 minutes	Laboratory Aide
4. Get the Laboratory Result	4.1 Release Laboratory result	none	2 minutes	Laboratory Aide
5. Proceed to the Attending Physician for evaluation of result	5.1 Evaluate laboratory result and gives necessary treatment	none	10 minutes	Physician
	Total	P520.00	1 hour & 31 minutes	



xv. Covid-19 Rapid Antigen Testing

			TYPE OF SERVICE	
			EXTERNAL	
TITLE OF SERVICE: COVID-19 RAPID ANTIGEN TESTING				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: To provide basic laboratory services which consists of primary level out-patient and emergency care for commonly encountered diseases in the community. It is offered at the Municipal Health Office.				
Office or Division	Municipal Health Office (Medical Section)			
Classification	Simple			
Type of Transaction	Government to citizen, Gov't to businesses, Government to Government			
Who may avail	All residents of Alabel (priority); patients from adjacent towns like Malapatan are likewise welcome			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Case Investigation Form (CIF)			Municipal Epidemiology and Surveillance Unit (MESU)/ Contact Tracer/ Municipal Isolation Unit (MIU)	
Laboratory Request Form			Municipal Epidemiology and Surveillance Unit (MESU)/ Contact Tracer/ Municipal Isolation Unit (MIU)	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present CIF & laboratory form to the Medical Technologist	1.1 Validation of CIF & laboratory form	none	3 minutes	Medical Technologist
	1.2 Collection of sample	none	3 minutes	Medical Technologist
	1.3 Analysis and processing	none	20 minutes	Laboratory Aide
	1.4 Encoding and printing of result	none	5 minutes	Laboratory Aide
2. Receive Antigen result	2. Log and release result	none	2 minutes	Laboratory Aide
3. Wait for instructions from Contact Tracer	3. Evaluates antigen result and gives instruction to the patient	none	3 minutes	Contact Tracer
	Total		36 minutes	



xvi. Sexually Transmissible Infections Prevention And Control Services

			TYPE OF SERVICE	
			EXTERNAL	
TITLE OF SERVICE: SEXUALLY TRANSMISSIBLE INFECTIONS PREVENTION AND CONTROL SERVICES				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: To provide basic laboratory services which consists of primary level out-patient and emergency care for commonly encountered diseases in the community. It is offered at the Municipal Health Office.				
Office or Division	Municipal Health Office (Medical Section)			
Classification	simple, complex, highly technical			
Type of Transaction	Government to citizen, Gov't to businesses, Government to Government			
Who may avail	All residents of Alabel (priority); patients from adjacent towns like Malapatan are likewise welcome			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Referral (Provider Initiated Counseling and Testing- PICT)			Physician	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present self for pre testing counselling	1.1 Counselling	none	10 minutes	HIV Trained Personnel
2. Submit for blood collection	2.1 Collection of blood sample	none	3 minutes	HIV Proficient Medical Technologist
	2.2 Laboratory Pre-analytical procedure	none	5 minutes	HIV Proficient Medical Technologist
	2.3 HIV Testing	none	15 minutes	HIV Proficient Medical Technologist
	2.4 Result validation	none	3 minutes	HIV Proficient Medical Technologist
4. Get the Laboratory Result	4.1 Release Laboratory result	none	2 minutes	Laboratory Aide
5. Present self for post testing counselling	5.1 Counselling	none	10 minutes	HIV Trained Personnel
	5.2 Refer accordingly	none	5 minutes	HIV Trained Personnel



	Total		53 minutes	
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xvii. Provision Of Dental Health Services

			TYPE OF SERVICE	
			EXTERNAL	
TITLE OF SERVICE: PROVISION OF DENTAL HEALTH SERVICES				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: To provide basic dental services which consists of primary level out-patient and emergency care for commonly encountered diseases in the community. Diagnosis and treatment of illnesses and appropriate dental service is given.				
Office or Division	Municipal Health Office (Dental Section)			
Classification	Simple			
Type of Transaction	Government to citizen, Gov't to businesses, Government to Government			
Who may avail	All residents of Alabel (priority); patients from adjacent towns like Malapatan are likewise welcome			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
PhilHealth Membership Data Record (MDR) or PhilHealth Identification Number (PIN)			Philhealth Office	
Official Receipt			MTO	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to front desk for triaging	1.1 Register and get priority number	none	3 minutes	Nurse or Midwife on Duty
	1.2 Verify MDR & ID	none	2 minutes	Dental Aide
	1.3 For New Patient: Fill up Dental Form with patient's data	none	5 minutes	Dental Aide
	1.4 For Old Patient: Pulls out previous Dental Record	none	5 minutes	Dental Aide
2. Proceed to Dental Room	2.1 Initial assessment and procedure and pre-procedure requirement	none	5 minutes	Dentist
	2.2 Advise patient to proceed to MTO to pay Dental Fees	none	5 minutes	Dental Aide
3. Present OR for provision of specific services	3.1 Oral Examination	none	2 minutes	Dentist
	3.2 Oral Prophylaxis	none	45 minutes	Dentist



	3.3 Temporary filling	none	5 minutes (per tooth)	Dentist
	3.4 Permanent filling	none	10 minutes (per tooth)	Dentist
	3.5 Flouride application	none	5 minutes	Dentist
	3.6 Tooth Extraction	none	20 minutes per patient	Dentist
3. Present Laboratory Request and Official Receipt to the Medical Technologist	3.7 Document the procedure done	none	5 minutes	Dentist
	3.8 Prescribes home medicine, if applicable	none	5 minutes	Dentist
	3.8 Gives home instruction	none	5 minutes	Dentist
4. Proceed to Pharmacy; present prescription	4.1 Verify prescription and advise patient	none	5 minutes	Pharmacist
	Total		132 minutes	



I. MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE

i. Medical and Mortuary Assistance

			TYPE OF SERVICE	
			External	
TITLE OF SERVICE: Medical and Mortuary Assistance				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: R.A 7160. To provide immediate and timely monetary assistance to individuals, families and communities whose social functioning have been temporarily impaired by a crisis situation.				
Office or Division		Municipal Social Welfare and Development Office		
Classification		Simple Transaction		
Type of Transaction		Government to Citizen (G2C) Government to Government (G2G)		
Who May Avail		Individuals or families in Especially Difficult Circumstances		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Barangay Certification (1 original and 1 photocopy)			Barangay Hall	
2. Voter's ID/Certification (Patient) (2 photocopies)			COMELEC	
3. Final Hospital Bill (for medical assistance) (1 original and 1 photocopy)			Hospital where the patient was admitted	
4. Funeral Bill (for mortuary assistance) (1 original and 1 photocopy)			Funeral Homes	
5. Quotation/Prescriptions/OR (1 original and 1 photocopy)			Clinics/Hospitals	
6. Community Tax Certificate			Barangay or MTO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the personnel in the frontdesk	Facilitate as to the services needed by the clients	none	5 minutes	Frontline Personnel
2. Client will affix his/her signature in the registration logbook and wait for his number to be called	Register into the logbook and issue a queuing number	none		Frontline Personnel
	Check the database of the client to ensure that no double	none		Frontline Personnel



	availment of services within a year			
3. Client to submit the documentary requirements to the personnel in the front desk	Verify the documents presented	none	3 minutes	Person In-Charge
4. Client to submit themselves for an interview	Intake/interview	none	5 minutes	Person In-Charge
5. Client to sign the intake sheet as to the correctness of the information given	Facilitate the client in signing the intake sheet	none		Person In-Charge
	Endorse the intake sheet to the Registered Social Worker for the review of the assessment	none	5 minutes	RSW Assigned
	Forward to the Department head for the approval	none		Person In-Charge
	Advise the client to proceed to MMO for approval of the CE	none		Person In-Charge
6. Client to submit the approved CE to the frontliners	Prepare the Guarantee Letter	none	3 minutes	Person In-Charge
	Endorse the Guarantee Letter to the Department Head or Authorized Person for review and signature	none	2 minutes	MSWD-Officer or Authorized Personnel
	Issue the Guarantee Letter to the client and advise to hand it over to the billing section of the hospital where the patient is admitted	none		Person In-Charge
TOTAL NUMBER OF MINUTES			23 minutes	



ii. Financial Assistance

			TYPE OF SERVICE	
			External	
TITLE OF SERVICE: Financial Assistance				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: R.A 7160. To provide financial assistance for medical needs, burial, transportation and other emergency financial needs.				
Office or Division		Municipal Social Welfare and Development Office		
Classification		Simple Transaction		
Type of Transaction		Government to Citizen (G2C) Government to Government (G2G)		
Who May Avail		Individuals or families in Especially Difficult Circumstances		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Barangay Certification (1 original copy and 1 photocopy)			Barangay Hall	
2. Voter's ID/Certification (Patient) (2 photocopies)			COMELEC	
3. Final Hospital Bill (for medical assistance) (1 original copy and 1 photocopy)			Hospital where the patient was admitted	
4. Funeral Bill (for mortuary assistance) (1 original copy and 1 photocopy)			Funeral Homes	
5. Quotation/Prescriptions/OR (1 original copy and 1 photocopy)			Clinics/Hospitals	
6. Community Tax Certificate			Barangay or MTO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the personnel in the front desk as to the services needed	Facilitate as to the services needed by the clients	none	3 minutes	Person In-Charge
2. Client will affix his/her signature in the registration logbook and wait for his number to be called	Register into the logbook and issue a queuing number	none		Person In-Charge
	Check the database of the client to ensure that no double availment of	none		Person In-Charge



	services within a year			
3. Client to submit the documentary requirements to the personnel in the front desk	Verify the documents presented	none	5 minutes	Person In-Charge
4. Client to submit themselves for an interview	Intake/interview	none	5 minutes	Person In-Charge
5. Client to sign the intake sheet as to the correctness of the information given	Facilitate the client in signing the intake sheet	none		Person In-Charge
	Endorse the intake sheet to the Registered Social Worker for the review of the assessment	none	5 minutes	RSW Assigned
	Forward to the Department head for the approval	none		MSWD-Officer
	Advise the client to proceed to MMO for approval of the CE	none		Person In-Charge
6. Client to submit the approved CE to the personnel in the front desk	Receive the approved CE and advise the client to wait for the call as to the release of financial assistance	none	3 minutes	Person In-Charge
	Forward the documents to the administrative division for the preparation of Obligation Request and Disbursement Voucher	none	5 minutes	Person In-Charge
	Record its details for Financial Management purposes and affix initial signifying that it is already recorded	none	3 minutes	Person In-Charge



	Endorse to the Department Head for signature	none	3 minutes	MSWD-Officer
	Prepare Routing Slip and Submit to Budget Office	none	2 minutes	Person In-Charge
TOTAL NUMBER OF MINUETS			33 minutes	

iii. Referral to Other Agencies

			TYPE OF SERVICE	
			External	
TITLE OF SERVICE: Referral to Other Agencies				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: R.A 7160. To ensure and provide an effective way to refer them to gain support services to address their various needs.				
Office or Division	Municipal Social Welfare and Development Office			
Classification	Simple Transaction			
Type of Transaction	Government to Citizen (G2C) Government to Government (G2G)			
Who May Avail	Individuals or families in Especially Difficult Circumstances			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Barangay Certification (1 original and 2 photocopies)			Barangay Hall	
2. Voter's ID/Certification (Patient) (3 photocopies)			COMELEC	
3. Final Hospital Bill (for medical assistance) (1 original and 2 photocopies)			Hospital where the patient is admitted	
4. Funeral Bill (for mortuary assistance) (1 original and 2 photocopies)			Funeral Homes	
5. Quotation/Prescriptions/OR (1 original and 2 photocopies)			Clinics/Hospitals	
6. Certification as to no land holdings, no employment and no business (1 original and 2 photocopies)			MASSO, PESO, MMO	
7. Medical Abstract (1 original and 2 photocopies)			Hospital where the patient is admitted	
8. Community Tax Certificate			Barangay Hall/MTO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the personnel in the front desk as to	Facilitate as to the services	none	5 minutes	Person In-Charge



the services needed	needed by the clients			
2. Client will affix his/her signature in the registration logbook and wait for his number to be called	Register into the logbook and issue a queuing number	none		Person In-Charge
	Check the database of the client to ensure that no double availment of services within a year	none		Person In-Charge
3. Client to secure certification from MASSO, PESO and Business and Licensing Office/MMO	Advise the client to secure the following additional requirements (case to case basis)	none		Person In-Charge
4. Client to submit the documentary requirements to the personnel in the front desk	Verify the documents presented	none	5 minutes	Person In-Charge
5. Client to submit themselves for an interview	Intake/interview and prepare the referral letter	none	5 minutes	Person In-Charge
6. Client to sign the intake sheet as to the correctness of the information given	Facilitate the client in signing the intake sheet	none		Person In-Charge
	Endorse the intake sheet to the Registered Social Worker for the review of the assessment	none	5 minutes	RSW Assigned
	Forward to the Department head for the approval	none		MSWD-Officer
	Hand over to the client the approved intake sheet and referral letter and advise him/her to	none	2 minutes	Person In-Charge



	submit it to the receiving agency			
TOTAL NUMBER OF MINUTES			22 minutes	

iv. Center-Based and Home-Based ECCD Services

			TYPE OF SERVICE	
			External	
TITLE OF SERVICE: Center-Based and Home-Based ECCD Services				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: R.A. No.10410. Enacted on March 26, 2013, mandates government agencies down to the barangay level to provide holistic care and accessible services such as early education, health and sanitation, nutrition, child protection, and social services for children ages 0 to 8 in the first crucial stage of development.				
Office or Division		Municipal Social Welfare and Development Office		
Classification		Simple Transaction		
Type of Transaction		Government to Citizen (G2C)		
Who May Avail		Children Aged 3-4 Years Old		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Birth Certificate			PSA	
2. Immunization Card			MHO, CLINICS, BHS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Parents or Guardians to approach the Child Development Workers	Facilitate the parents or guardians as to the admission of children 3-4 years old in the Day Care Center	none	3 hours	Person In-Charge
	Administer the ECCD checklist	none		
TOTAL NUMBER OF HOURS			3 hours	

v. Provision of Monetary Incentives to the Octogenarians, Nonagenarians and Centenarians

		TYPE OF SERVICE
		External
TITLE OF SERVICE: Provision of Monetary Incentives to the Octogenarians, Nonagenarians and Centenarians		
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: Municipal Ordinance No. 13-2019-144 - "An Ordinance the amending the Municipal Ordinance No. 11-2015-099 of the Municipality of Alabel, particularly on Section 13 thereof, and for other purposes". Section. 13. Octogenarian, Nonagenarian and Centenarian Award to qualified senior citizens in the municipality. (a) Establishment of		



Award. There shall be established an Octogenarian, Nonagenarian and Centenarian Award to qualified senior citizens in the municipality. Upon reaching their eightieth (80th), ninetieth (90th), and one hundredth (100th).				
Office or Division	Municipal Social Welfare and Development Office			
Classification	Simple Transaction			
Type of Transaction	Government to Citizen (G2C) Government to Government (G2G)			
Who May Avail	Senior Citizens who are 80, 90 and 100 years old			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Voter's ID			COMELEC	
2. Birth Certificate			PSA/MCR	
3. Barangay Certification			Barangay Hall	
4. Letter of intent			Senior Citizen	
5. OSCA ID			Senior Citizen	
6. Notarized Joint Affidavit of 3 Barangay Officials			Barangay Hall and PAO/Law Firm	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the personnel in the front desk as to the services needed	Facilitate as to the services needed by the clients	none	2 minutes	Person In-Charge Person In-Charge
	Refer to the focal person	none		
2. Senior Citizen or Authorized Representative to approach the focal person and submit the documentary requirements	Verify the documents presented	none	3 minutes	Person In-Charge
	Endorse the submitted documentary requirements and other attachments necessary in the availment of benefits to the administrative section for the preparation of Obligation Request and Disbursement Voucher	none	5 minutes	Person In-Charge



	Record its details for Financial Management purposes and affix initial signifying that it is already recorded	none	3 minutes	Person In-Charge
	Endorse to the Department Head for signature	none	2 minutes	Person In-Charge
	Prepare Routing Slip and Submit to Budget Office	none	2 minutes	Person In-Charge
	Inform the client of the scheduled release	none	When the check is ready for release	Person In-Charge
TOTAL NUMBER OF MINUTES			17 minutes	

vi. Mortuary and Rice Assistance to the Family of the Bereaved Senior Citizens

		TYPE OF SERVICE
		External
TITLE OF SERVICE: Mortuary and Rice Assistance to the Family of the Bereaved Senior Citizens		
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: Municipal Ordinance No. 11-2015-099 - "An ordinance establishing an Integrated Senior Citizens Assistance (ISCA) and Welfare Program in the Municipality of Alabel, Sarangani Province, prescribing guidelines for its implementation, appropriating funds therefor and for other purposes." • To provide subsidy or mortuary and rice assistance to the needy bereaved family of senior citizen's family.		
Office or Division	Municipal Social Welfare and Development Office	
Classification	Simple Transaction	
Type of Transaction	Government to Citizen (G2C) Government to Government (G2G)	
Who May Avail	Family of the Bereaved Senior Citizen	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Voter's ID or Certification (4 photocopies)		COMELEC
2. Death Certificate (2 certified machine copy and 2 photocopies)		MCR
3. Barangay Certificate (2 original and 2 photocopies)		Barangay Hall
4. OSCA ID (4 photocopies)		Client



5. Certificate of membership (2 original and 2 photocopies)			Chapter President	
6. Community Tax Certificate (4 photocopies)			Barangay Hall or MTO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the personnel in the front desk as to the services needed	Facilitate as to the services needed by the clients	none	5 minutes	Person In-Charge
	Register into the logbook and issue a queuing number	none		Person In-Charge
	Check the database of the client to ensure that no double availment of services	none		Person In-Charge
2. Client to submit the documentary requirements to the frontliners	Verify the documents presented	none	2 minutes	Person In-Charge
3. Client to submit themselves for an interview	Intake/interview	none	5 minutes	Person In-Charge
4. Client to sign the intake sheet as to the correctness of the information given	Facilitate the client in signing the intake sheet	none		Person In-Charge
	Endorse the intake sheet to the Registered Social Worker for the review of the assessment	none	5 minutes	RSW Assigned
	Forward to the Department Head for the approval	none		MSWD-Officer
	Advise the client to proceed to MMO for approval of the CE	none		Person In-Charge



5. Client to submit the approved CE to the frontliners	Receive the approved CE and advise the client to wait for the call as to the release of financial assistance	none	3 minutes	Person In-Charge
	Issue withdrawal slip of rice and advise to claim it to the in-charge of releasing	none		Person In-Charge
TOTAL NUMBER OF MINUTES			20 minutes	

vii. Registration and Issuance of PWD ID

			TYPE OF SERVICE	
			External	
TITLE OF SERVICE: Registration and Issuance of PWD ID				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: RA 9442 - "An Act Amending Republic Act No. 7277, Otherwise known as the Magna Carta for Persons with Disability as Amended, and For Other Purposes' Granting Additional Privileges and Incentives and Prohibitions on Verbal, Non-Verbal Ridicule and Vilification Against Persons with Disability".				
Office or Division	Municipal Social Welfare and Development Office			
Classification	Simple Transaction			
Type of Transaction	Government to Citizen (G2C) Government to Government (G2G)			
Who May Avail	Person with Disability			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Barangay Certification as to Residency (1 photocopy)			Barangay Hall	
2. Disability/Medical Certificate (1 photocopy)			Clinic/Hospital/RHU	
3. 1 X 1 ID Picture (2 copy)			Client	
4. 2 x 2 ID Picture (1 copy)			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the personnel in the front desk as to	Facilitate as to the services needed and refer to the focal person	none	2 minutes	Person In-Charge



the services needed				
	refer the client to the focal person	none		Person In-Charge
2. Submit documentary requirements	verify documents presented	none	3 minutes	Person In-Charge
3. Fill-up the Registration Form, sign as to the correctness of the data given and submit	Assist in filling up the Registration Form, if necessary	none	10 minutes	Person In-Charge
	Enter the data into the logbook	none		Person In-Charge
	Prepare the PWD ID and Purchase Booklet	none		Person In-Charge
	Forward the ID to MMO for signature	none		Person In-Charge
	Issuance of PWD ID and Purchase Booklet	none	3 minutes	Person In-Charge
TOTAL NUMBER OF MINUTES			18 minutes	

viii. Referral to Other Agencies

		TYPE OF SERVICE
		External
TITLE OF SERVICE: Referral to Other Agencies		
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: To ensure and provide an effective way to refer them to gain support services to address their various needs.		
Office or Division	Municipal Social Welfare and Development Office	
Classification	Complex Transaction	
Type of Transaction	Government to Citizen (G2C) Government to Government (G2G)	
Who May Avail	Individuals or Families in Especially Difficult Circumstances	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Barangay Certification as to Residency (1 original and 1 photocopy)		Barangay Hall



2. Medical Abstract (1 original and 1 photocopy)			Hospital or Clinic	
3. Quotation, Hospital Bill (1 original and 1 photocopy)			Hospital or Clinic	
4. Voter's ID or Certification (2 photocopies)			COMELEC	
5. Community Tax Certificate			Barangay Hall or MTO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the personnel in the front desk	Facilitate as to the services needed by the clients	none	3 minutes	Person In-Charge
	Register into the logbook and issue a queuing number	none		Person In-Charge
2. Client to submit the documentary requirements to the personnel in the front desk	Verify the documents presented	none	2 minutes	Person In-Charge
3. Client to submit themselves for an interview	Intake/interview	none	5 minutes	Person In-Charge
4. Client to sign the intake sheet as to the correctness of the information given	Facilitate the client in signing the intake sheet	none		Person In-Charge
	Endorse to Intervention Division for additional information gathering necessary in the preparation of the Case Study Report	none	5 days	RSW Assigned
	Prepare the Case Study Report - home visit - collateral - interview	none		RSW Assigned
	Forward to the Department Head for approval	none	5 minutes	MSWD-Officer



TOTAL NUMBER OF DAYS, HOURS AND MINUTES	5 days and 15 minutes	
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ix. Solo Parent Registration and Issuance of ID

			TYPE OF SERVICE	
			External	
TITLE OF SERVICE: Solo Parent Registration and Issuance of ID				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: RA 8972 – “An Act providing for benefits and privileges to Solo Parents and their Children, appropriating funds therefore and for other purposes.”				
Office or Division	Municipal Social Welfare and Development Office			
Classification	Complex Transaction			
Type of Transaction	Government to Citizen (G2C) Government to Government (G2G)			
Who May Avail	Solo Parents			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Barangay Certification as to Residency (1 original copy)			Barangay Hall	
2. Birth Certificate of Minor Children (1 photocopy)			PSA / MCR	
3. Death Certificate (1 photocopy)			MCR	
4. 2 x 2 ID picture - 1 pc.				
5. 1 X 1 ID picture - 1 pc.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the personnel in the front desk	Facilitate as to the services needed by the client	none		Person In-Charge
	Refer to the Focal Person	none		Person In-Charge
2. Submit documentary requirements	Verify documents presented	none	3 minutes	Person In-Charge
3. Fill-up the Application Form and sign as to the correctness of the data given	Receive the filled-up application form	none		Person In-Charge
	Inform the solo parent applicant	none		Person In-Charge



	that the application is subject for validation and advise to wait for the call as to the approval or disapproval of the application			
	Validate the solo parent applicants	none	within 5 working days	Person In-Charge
	Enter the data in the logbook	none	3 minutes	Person In-Charge
	Prepare the Solo Parent ID of qualified applicants	none	3 minutes	Person In-Charge
	Forward to MMO for signature	none		Person In-Charge
	Issue the Solo Parents ID	none	3 minutes	Person In-Charge
TOTAL NUMBER OF DAYS, HOURS AND MINUTES			5 days and 12 minutes	

x. Counseling Service

			TYPE OF SERVICE	
			External	
TITLE OF SERVICE: Counseling Service				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: 1987 Constitution of the Philippines-Article III of the Bill of Rights values the dignity of every human person and guarantees full respect for human rights).				
Office or Division		Municipal Social Welfare and Development Office		
Classification		Highly Technical		
Type of Transaction		Government to Citizen (G2C)		
Who May Avail		Individuals, Groups and Families (Victims of Violence), CAR		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the personnel in the front desk	Facilitate as to the services needed by the client	none	2 minutes	Frontliners



	Refer to any Registered Social Worker	none		Frontliners
	Intake/interview	none	5 minutes	Frontliners
	Conduct Counseling Session	none	Depending on the response of the client	RSW In-Charge or any RSWs in the absence of the Person In-Charge
	Provide assistance	none	Depending on the needs of client	RSW In-Charge or any RSWs in the absence of the Person In-Charge
	Follow-up (home visit, process recording)	none	Depending on the progress of the case	RSW In-Charge or any RSWs in the absence of the Person In-Charge
TOTAL				

xi. Case Management of Violence Against Women and Children Cases

			TYPE OF SERVICE	
			External	
TITLE OF SERVICE: Case Management of Violence Against Women and Children Cases				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: •RA 7610, RA 9262, PD 603, Municipal Children's Code, RA 9710 "Magna Carta of Women. •RA 9262 or Violence Against Women and Children's Act of 2004, Section 41-mandates LSWDO/DSWD to provide rehabilitative counseling and treatment of offenders towards learning constructive ways of coping with anger and emotional outburst and reforming their ways.				
Office or Division		Municipal Social Welfare and Development Office		
Classification		Highly Technical		
Type of Transaction		Government to Citizen (G2C) Government to Government (G2G) Government to Business (G2B)		
Who May Avail		Individuals, Groups and Families		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Birth Certificate			PSA	
2. Medical Certificate			MHO/ SOCO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Approach the personnel in the front desk	Facilitate as to the services needed by the client	none	2 minutes	Frontliners
	Refer to any Registered Social Worker	none		Frontliners
2. Client to submit themselves for an Interview	Intake/interview	none	Depending on the response of the client	RSW In-Charge or any RSWs in the absence of the Person In-Charge
3. Secure Blotter Report and Request for Medico-Legal	Refer to PNP	none	5 minutes	Handling Social Worker
4. Secure Blotter Report and Request for Medico-Legal	Refer or assist the victim-survivor in securing the Medico-Legal	none	Right after securing the request for medico-legal	Handling Social Worker
	Initial Assessment of the case	none	Depending on the response of the client	Handling Social Worker
5. Refer to Partner Institution if needed	Prepare referral letter for temporary custody if the victim-survivor is at risk (if on the initial assessment, found to be at risk)	none	5 minutes	Handling Social Worker
	Refer to Medical Professional if needed based on initial assessment)	none		Handling Social Worker
6. Psychological/ Psychiatric Evaluation	Facilitate the client needing psychological/psychiatric intervention, if needed	none	Immediately upon the recommendation of the attending physician but as to the total duration will depend on the availability of resources and medical professional	Handling Social Worker
7. Case Management	Manage the Case (home visit/institution visit, establish rapport, counseling, process recording, prepare intervention plan conduct collateral	none	Depending on the progress of the case	Handling Social Worker and Department Head



	interviews, progress report, case study preparation, case conferences, attendance to court hearings)			
8. Family Reintegration	Conduct case conference with the family for the re-integration of the victim-survivor	none	If fully rehabilitated	Handling Social Worker, Family, Social Worker from partner agency if the victim-survivor is admitted at the institution)
	Turn-over the victim-survivor to the family	none		
9. Follow-up	Home visit	none	3 months after re-integration	Handling Social Worker
	Termination of the Case	none		Handling Social Worker
TOTAL				

xii. Case Management of Children in Conflict with the Law (if the Child is Below 15 Years Old)

			TYPE OF SERVICE	
			External	
TITLE OF SERVICE: Case Management of Children in Conflict with the Law (if the Child is Below 15 Years Old)				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: RA 10630: An Act Strengthening the Juvenile Justice System in the Philippines, amending for the purpose Republic Act No. 9344, otherwise known as the “Juvenile Justice and Welfare Act of 2006” and appropriating funds therefor.”				
Office or Division		Municipal Social Welfare and Development Office		
Classification		Highly Technical		
Type of Transaction		Government to Citizen (G2C) Government to Government (G2G) Government to Business (G2B)		
Who May Avail		CICL		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Birth Certificate			PSA	
2. Barangay Certification			Barangay Hall	
CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING TIME	PERSON RESPONSIBLE



		BE PAID		
1. Approach the frontliners	Facilitate as to the services needed by the client	none	2 minutes	Frontliners
	Refer to Social Worker In-Charge or any Registered Social Worker in the absence of the in-charge	none		Frontliners
	Conduct intake/Interview	none		RSW In-Charge or any RSWs in the absence of the Person In-Charge
	Recommend to place the child in a youth care facility if the best interest of the child after consultation during intervention proceedings is needed (if the child is above 12 years old, did not commit a serious crime but is a repeat offender) If the child will not be place in the Youth Care Facility, Intensive Community-Base Intervention Program will be provided	none	within 24 hours	RSW In-Charge or any RSWs in the absence of the Person In-Charge
2. Voluntary Commitment by Parents for Repeat Offender or if the child is dependent, abandoned, neglected and/or abused the crime	Facilitate in the signing of Voluntary Commitment but if the parents or guardians refuse to sign Voluntary Commitment, the MSWDO will	none		RSW In-Charge or any RSWs in the absence of the Person In-Charge



committed is not serious	file a Petition for Involuntary Commitment (if the child is above 12 years old and if he/she commits a serious crime as determined by the LEO)			
	Refer to Bahay Pag-asa (Intensive Juvenile Intervention and Support Center)	none		RSW In-Charge or any RSWs in the absence of the Person In-Charge
3. Voluntary Commitment by Parents/Involuntary Commitment even if the child did not commit a serious crime but his life is in danger	Recommend to place in the Temporary Youth Home Facility (NGO or government owned facility)	none		RSW In-Charge or any RSWs in the absence of the Person In-Charge
	File a Petition for Involuntary Commitment if the parents do not authorize Voluntary Commitment	none		RSW In-Charge or any RSWs in the absence of the Person In-Charge
4. Receive the Turned-over Minor	Release the child to parents/guardian if he is not in danger	none		RSW In-Charge or any RSWs in the absence of the Person In-Charge
	Provide Community-Based Intervention Program	none	within 7 days	Handling Social Worker, Department Head and BCPC
	Monitoring	none	Monthly	Handling Social Worker/ BCPC
TOTAL				



xiii. Case Management of Children in Conflict with the Law (above 15 Years Old but acted without Discernment)

			TYPE OF SERVICE	
			External	
TITLE OF SERVICE: Case Management of Children in Conflict with the Law (above 15 Years Old but acted without Discernment)				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: RA 10630: An Act Strengthening the Juvenile Justice System in the Philippines, amending for the purpose Republic Act No. 9344, otherwise known as the “Juvenile Justice and Welfare Act of 2006” and appropriating funds therefor.”				
Office or Division		Municipal Social Welfare and Development Office		
Classification		Highly Technical		
Type of Transaction		Government to Citizen (G2C) Government to Government (G2G) Government to Business (G2B)		
Who May Avail		CICL and CAR		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Birth Certificate			PSA	
2. Barangay Certification			Barangay Hall	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the frontliners	Facilitate as to the services needed by the client	none	2 minutes	Frontliners
	Refer to Social Worker In-Charge or any Registered Social Worker in the absence of the in-charge	none		Frontliners
	Intake/Interview	none		RSW In-Charge or any RSWs in the absence of the in-charge
	Administer the Assessment on Discernment Tool Child Functioning, Family Functioning, Index of Discernment, Level of Moral Development	none	4 hours	Handling Social Worker



	Prepare Assessment on Discernment	none	within 7 days	Handling Social Worker
	Recommend to place the child in a youth care facility if the best interest of the child after consultation during intervention proceedings is needed	none	within 24 hours	Handling Social Worker
2. Voluntary Commitment by Parents or Involuntary Commitment	File a Petition for Involuntary Commitment	none		Handling Social Worker
	Refer to Bahay Pag-asa (Center-based Intervention Program) or Provide Intensive Community-Based Intervention Program (not necessary to be place in the Bahay Pag-asa)	none		Handling Social Worker
3. Receive the Turned-over Minor	Release the child to parents/guardian if he is not in danger	none		Handling Social Worker
	Provide Community-Based Intervention Program	none	within 7 days	Handling Social Worker, Department Head and BCPC
	Monitoring	none	monthly	Handling Social Worker/ BCPC
TOTAL				



m. OFFICE OF THE MUNICIPAL AGRICULTURIST

i. Issuance of Certifications and Permits

			TYPE OF SERVICE	
			External	
TITLE OF SERVICE: Issuance of Certifications and Permits				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: The Municipal Government of Alabel through the Office of the Municipal Agriculturist issues certification to clients as to farmer, fisherfolks, livestock and poultry raisers, homemakers, rural youth and the likes as to what purpose it may serve.				
Office or Division		Office of the Municipal Agriculturist		
Classification		Simple Transaction		
Type of Transaction		Government to Citizen (G2C)		
Who May Avail		Farmers, Fisherfolks, Livestock and Poultry raisers, pet owners, homemakers, rural youth and women		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Enrolled in RSBSA			Office of the Municipal Agriculturist	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present proof of identification	Interview the client as to what purpose it may serve	none	5 minutes	CatherineT. Bayan Admin Aide IV
	Prepare the certification for signature	none	5 minutes	Mary Joy C. Abregana Admin Aide III
2. Go to Municipal Treasurer's Office and pay certification fee	Receive payment and issue Official Receipt (OR)	₱50.00	5 minutes	Revenue Collection Clerk
3. Receives the requested certification	Release the certification	none	1 minute	Engr. Norberto L. Lendio Municipal Agriculturist
TOTAL		₱50.00	16 minutes	



ii. Issuance of Livestock and Poultry Inspection Certificate

				TYPE OF SERVICE	
				External	
TITLE OF SERVICE: Issuance of Livestock and Poultry Inspection Certificate					
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: The Office of the Municipal Agriculturist issues livestock and poultry inspection certificate to traders who bring out animals from the municipality.					
Office or Division		Office of the Municipal Agriculturist			
Classification		Simple Transaction			
Type of Transaction		Government to Citizen (G2C)			
Who May Avail		Livestock and Poultry Traders/Raisers			
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE	
1. Enrolled in RSBSA				Office of the Municipal Agriculturist	
2. Barangay Certification (1 Original)				Office of the Punong Barangay	
3. Official Receipt (OR) for the payment of the Livestock and Poultry Inspection Certificate Fee				Municipal Treasurer's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Present the RSBSA Stub	Validate the RSBSA Stub	none	5 minutes	Catherine T. Bayan Admin Aide IV	
2. Present the Barangay Certification and prepare the animals for inspection	Validate the Barangay Certification and inspect the animals	none	30 minutes	Rizza Joy R. Autor Agriculturist I Livestock Coordinator	
3. Pay the Livestock and Poultry Inspection Certificate Fee	Receive payment and issue Official Receipt (OR)	₱50.00	3 minutes	Revenue Collector	
	Check the OR and prepare the Livestock and Poultry Certificate	none	20 minutes	Rizza Joy R. Autor Agriculturist I Lilia B. Bacquiano Admin Aide III	
4. Receive requested Certificate of Inspection	Release the Certificate of Inspection	none	1 minute	Engr. Norberto L. Lendio Municipal Agriculturist	



TOTAL	P50.00	59 minutes	
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iii. Provision of Artificial Insemination (AI)

			TYPE OF SERVICE	
			External	
TITLE OF SERVICE: Provision of Artificial Insemination (AI)				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: The Office of the Municipal Agriculturist provides free artificial insemination of large animals. The owner of the livestock(s) will be responsible in providing gadgets to be used.				
Office or Division		Office of the Municipal Agriculturist		
Classification		Simple Transaction		
Type of Transaction		Government to Citizen (G2C)		
Who May Avail		Large Animal Raisers		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Enrolled in RSBSA			Office of the Municipal Agriculturist	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the RSBSA Stub	Validate the RSBSA Stub	none	5 minutes	Catherine Bayan Admin Aide IV
2. Request the AI Technician to perform the artificial insemination	Confirm the schedule of artificial insemination	none	10 minutes	Rizza Joy Autor Agriculturist I
3. Prepare the animals for artificial insemination	Conduct the artificial insemination	none	1 hour	Rizza Joy Autor Agriculturist I
TOTAL NUMBER OF HOURS AND MINUTES			1 hour and 15 minutes	

iv. Provision of Castration of Livestock

	TYPE OF SERVICE
	External
TITLE OF SERVICE: Provision of Castration of Livestock	
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: The Office of the Municipal Agriculturist provides free castration of livestock. The owner of the livestock (s) and pet(s) will be responsible in providing the medicines to be used.	



Office or Division	Office of the Municipal Agriculturist				
Classification	Simple Transaction				
Type of Transaction	Government to Citizen (G2C)				
Who May Avail	Livestock Raisers				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Enrolled in RSBSA			Office of the Municipal Agriculturist		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Present the RSBSA Stub	Validate the RSBSA Stub	none	5 minutes	Catherine Bayan Admin Aide IV	
2. Request for castration services and confirm the date of castration	Confirm the schedule of castration	none	10 minutes	Rizza Joy Autor Agriculturist I	
3. Prepare the animals for castration	Conduct the castration	none	45 minutes/ head of Livestock	Rizza Joy Autor Agriculturist I	
TOTAL NUMBER OF MINUTES			55 minutes/ head of Livestock		

v. Provision of Consultation and Treatment of Livestock and Poultry Services

			TYPE OF SERVICE	
			External	
TITLE OF SERVICE: Provision of Consultation and Treatment of Livestock and Poultry Services				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: The Municipal Government of Alabel through the Office of the Municipal Agriculturist provides consultation and treatment services of livestock and poultry raisers as well as pet animals in order to help control animal diseases.				
Office or Division		Office of the Municipal Agriculturist		
Classification		Simple Transaction		
Type of Transaction		Government to Citizen (G2C)		
Who May Avail		Livestock and Poultry Traders/Raisers		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Enrolled in RSBSA			Office of the Municipal Agriculturist	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the RSBSA Stub	Validate the RSBSA Stub	none	5 minutes	Catherine T. Bayan Admin Aide IV



2. Report the problems of the animal for treatment	Interview the client and schedule for treatment of the animal	none	30 minutes	Rizza Joy Autor Agriculturist I
3. Provide the medicine to be used in treatment prescribed by the Livestock Inspector	Conduct treatment to the animal	none	45 minutes	Rizza Joy Autor Agriculturist I
TOTAL NUMBER OF HOURS AND MINUTES			1 hour and 20 minutes	

vi. Provision of Deworming Services

			TYPE OF SERVICE	
			External	
TITLE OF SERVICE: Provision of Deworming Services				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: The Municipal Agriculture Office provides the dewormer and the Agricultural Technologist will administer.				
Office or Division		Office of the Municipal Agriculturist		
Classification		Simple Transaction		
Type of Transaction		Government to Citizen (G2C)		
Who May Avail		Livestock Raisers		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Enrolled in RSBSA			Office of the Municipal Agriculturist	
2. Survey of Livestock to be dewormed (1 original)			Office of the Sangguniang Barangay	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the RSBSA Stub	Validate the RSBSA Stub	none	5 minutes	Catherine T. Bayan Admin Aide IV
2. Request/confirm the date of deworming of livestock	Confirm the schedule of deworming of livestock	none	15 minutes	Rizza Joy Autor Agriculturist I
3. Prepare the animals to be dewormed	Conduct deworming	none	1 day	Rizza Joy Autor Agriculturist I



TOTAL NUMBER OF DAYS, HOURS AND MINUTES	1 day 20 minutes	
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vii. Provision of Livestock Dispersal and Re-Dispersal

			TYPE OF SERVICE	
			External	
TITLE OF SERVICE: Provision of Livestock Dispersal and Re-Dispersal				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: The Municipal Government of Alabel through the Office of the Municipal Agriculturist gives livestock for dispersal and re-dispersal to qualified raisers.				
Office or Division		Office of the Municipal Agriculturist		
Classification		Simple Transaction		
Type of Transaction		Government to Citizen (G2C)		
Who May Avail		Livestock Raisers		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Enrolled in RSBSA			Office of the Municipal Agriculturist	
2. Dispersal/Re-Dispersal Contract (1 original)			Office of the Municipal Agriculturist	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the RSBSA Stub	Validate the RSBSA Stub	none	5 minutes	Catherine T. Bayan Admin Aide IV
2. Present the recommendation from the Punong Barangay/ Office of the Municipal Agriculturist	Recommend recipient beneficiaries for the dispersal	none	10 minutes	Rizza Joy Autor Agriculturist I
3. Sign the Dispersal/Re-Dispersal contract	Signs the Contract	none	20 minutes	Rizza Joy Autor Agriculturist I
4. Receive the animal	Award the animal	none	5 minutes	Engr. Norberto L. Lendio Municipal Agriculturist Rizza Joy R. Autor Agriculturist I
TOTAL NUMBER OF MINUTES			40 minutes	



viii. Provision of Livestock and Poultry Vaccination Services and Anti-Rabies Vaccination of Dogs

			TYPE OF SERVICE	
			External	
TITLE OF SERVICE: Provision of Livestock and Poultry Vaccination Services and Anti-Rabies Vaccination for Dogs				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: The Barangays through the barangay councils provides anti-rabies vaccines and the Agricultural Technologist in the Office of the Municipal Agriculturist will administer.				
Office or Division		Office of the Municipal Agriculturist		
Classification		Simple Transaction		
Type of Transaction		Government to Citizen (G2C)		
Who May Avail		Livestock and Poultry Raisers, and Pet Owners		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Enrolled in RSBSA			Office of the Municipal Agriculturist	
2. Survey of Livestock and Poultry to be vaccinated/ survey of the Dogs to be vaccinated with anti-rabies (1 original)			Office of the Sangguniang Barangay	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the RSBSA Stub	Validate the RSBSA Stub	none	5 minutes	Catherine T. Bayan Admin Aide IV
2. Request and confirm the date of vaccination	Confirm the schedule of vaccination	none	10 minutes	Rizza Joy R. Autor agriculturist I Jeffrey T. Diagan Admin Aide III
3. Prepare the animals to be vaccinated	Conduct the vaccination	none	2 working days	Rizza Joy R. Autor agriculturist I Jeffrey T. Diagan Admin Aide III
TOTAL NUMBER OF DAYS, HOURS AND MINUTES			2 days and 15 minutes	



ix. Provision of Technical/Extension Services (Farmer’s Class/Training)

			TYPE OF SERVICE	
			External	
TITLE OF SERVICE: Provision of Technical/Extension Services (Farmer’s Class/Training)				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: Local Government Unit of the Municipality of Alabel through the Office of the Municipal Agriculturist aims to improve the living conditions of our farmers, fisher folks, livestock and poultry raisers, homemakers and out–of school youths through increased in production of our different agricultural commodities.				
Office or Division		Office of the Municipal Agriculturist		
Classification		Simple Transaction		
Type of Transaction		Government to Citizen (G2C)		
Who May Avail		Farmers, Fisherfolks, Livestock and Poultry Raisers, Homemaker, Out of School Youths and Seed Growers		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Organize a group of 15 person and above	Prepares module/training design	none	2 days	Shierly H. Palawan CDS II (Cooperative) Decmon A. Gumanao Agriculturist I (Organic Agriculture/RDE) Engr. Keziah G. Cabarubias Agriculturist I (Rice) Rizza Joy R. Autor Agriculturist I (Livestock) Engr. Shiery Cris Zulueta Agriculturist I (F2C2) Roy R. Soberano Admin. Aide III (Vegetables) Jerson G. Nerez Admin. Assistant II (Fisheries)
2. Confirm the attendance	Confirm the schedule of	none	10 minutes	Shierly H. Palawan CDS II (Cooperative) Decmon A.



	Farmer's Class/ Training			Gumanao Agriculturist I (Organic Agriculture/RDE) Engr. Keziah G. Cabarubias Agriculturist I (Rice) Rizza Joy R. Autor Agriculturist I (Livestock) Engr. Shiery Cris Zulueta Agriculturist I (F2C2) Roy R. Soberano Admin. Aide III (Vegetables) Jerson G. Nerez Admin. Assistant II (Fisheries)
3. Attend the Farmer's Class/Training	Conducts the Farmer's Class/Training	none	3 hours	Shierly H. Palawan CDS II (Cooperative) Decmon A. Gumanao Agriculturist I (Organic Agriculture/RDE) Engr. Keziah G. Cabarubias Agriculturist I (Rice) Rizza Joy R. Autor Agriculturist I (Livestock) Engr. Shiery Cris Zulueta Agriculturist I (F2C2) Roy R. Soberano Admin. Aide III (Vegetables) Jerson G. Nerez Admin. Assistant II (Fisheries)
TOTAL NUMBER OF DAYS, HOURS AND MINUTES			2 days, 3 hours and 10 minutes	



x. Provision of Technical/Extension Services (Farmer’s Meeting/Dialogues)

			TYPE OF SERVICE	
			External	
TITLE OF SERVICE: Provision of Technical/Extension Services (Farmer’s Meeting/Dialogues)				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: The Local Government Unit of the Municipality of Alabel through the Office of the Municipal Agriculturist aims to improve the living conditions of our farmers, fisher folks, livestock and poultry raisers, homemakers and out– of school youths through increased in production of our different agricultural commodities. This can be attained through continuous provision of technical/extension services on the latest and appropriate farming technologies.				
Office or Division		Office of the Municipal Agriculturist		
Classification		Simple Transaction		
Type of Transaction		Government to Citizen (G2C)		
Who May Avail		Farmers, Fisherfolks, Livestock and Poultry Raisers, Homemaker, Out of School Youths and Seed Growers		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Confirm the date of meeting/dialogue with the Punong Barangay	Coordinates with the Punong Barangay about the meeting/ dialogue	none	30 minutes	Shierly H. Palawan CDS II (Cooperative) Decmon A. Gumanao Agriculturist I (Organic Agriculture/RDE) Engr. Keziah G. Cabarubias Agriculturist I (Rice) Rizza Joy R. Autor Agriculturist I (Livestock) Engr. Shiery Cris Zulueta Agriculturist I (F2C2) Roy R. Soberano Admin. Aide III (Vegetables) Jerson G. Nerez Admin. Assistant II (Fisheries) Roymart Palawan



				Admin. Aide III (HVCC) John Edon D. Palao Admin. Aide III (SAAD Program) Lannie T. Salimama Admin Aide III (RIC)
2. Attend the Farmer's Meeting/ Dialogue	Conducts the Meeting/ Dialogue	none	3 hours	Shierly H. Palawan CDS II (Cooperative) Decmon A. Gumanao Agriculturist I (Organic Agriculture/RDE) Engr. Keziah G. Cabarubias Agriculturist I (Rice) Rizza Joy R. Autor Agriculturist I (Livestock) Engr. Shiery Cris Zulueta Agriculturist I (F2C2) Roy R. Soberano Admin. Aide III (Vegetables) Jerson G. Nerez Admin. Assistant II (Fisheries) Roymart Palawan Admin. Aide III (HVCC) John Edon D. Palao Admin. Aide III (SAAD Program) Lannie T. Salimama Admin Aide III (RIC)
TOTAL NUMBER OF HOURS AND MINUTES			3 hours and 30 minutes	

xi. Provision of Technical/Extension Services (Farm and Home Visit)

	TYPE OF SERVICE
	External
TITLE OF SERVICE: Provision of Technical/Extension Services (Farm and Home Visit)	



OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: The Local Government Unit of the Municipality of Alabel through the Office of the Municipal Agriculturist aims to improve the living conditions of our farmers, fisher folks, livestock and poultry raisers, homemakers and out– of school youths through increased in production of our different agricultural commodities. This can be attained through continuous provision of technical/extension services on the latest and appropriate farming technologies.				
Office or Division		Office of the Municipal Agriculturist		
Classification		Simple Transaction		
Type of Transaction		Government to Citizen (G2C)		
Who May Avail		Farmers, Fisherfolks, Livestock and Poultry Raisers, Homemaker, Out of School Youths and Seed Growers		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Listen to the information and may ask question for clarification or for any problem encountered in the field	Visits the client either in their homes or in their farms to disseminate latest farming techniques and provides possible solution to their problems	none	30 minutes	Shierly H. Palawan CDS II (Cooperative) Decmon A. Gumanao Agriculturist I (Organic Agriculture/RDE) Engr. Keziah G. Cabarubias Agriculturist I (Rice) Rizza Joy R. Autor Agriculturist I (Livestock) Engr. Shiery Cris Zulueta Agriculturist I (F2C2) Rovella Bahinting Admin. Aide IV (Corn) Roy R. Soberano Admin. Aide III (Vegetables) Roy Mart Palawan Admin. Aide III (HVCC) Lannie T. Salimama Admin Aide III (RIC)
TOTAL NUMBER OF MINUTES			30 minutes	



xii. Provision of Technical/Extension Services (Attending to Office Callers)

			TYPE OF SERVICE	
			External	
TITLE OF SERVICE: Provision of Technical/Extension Services (Attending to Office Callers)				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: The Local Government Unit of the Municipality of Alabel through the Office of the Municipal Agriculturist aims to improve the living conditions of our farmers, fisher folks, livestock and poultry raisers, homemakers and out- of school youths through increased in production of our different agricultural commodities.				
Office or Division	Office of the Municipal Agriculturist			
Classification	Simple Transaction			
Type of Transaction	Government to Citizen (G2C)			
Who May Avail	Farmers, Fisherfolks, Livestock and Poultry Raisers, Homemaker, Out of School Youths and Seed Growers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present your purpose/problems like incidence of pest and diseases, etc.	Listen and help resolve the problem or give recommendation/s and even	none	15 minutes	Meziel W. Calonia/Lilia B. Bacquiano
	Conduct field inspection	none	1 hour	Shierly H. Palawan CDS II (Cooperative) Decmon A. Gumanao Agriculturist I (Organic Agriculture/RDE) Engr. Keziah G. Cabarubias Agriculturist I (Rice) Rizza Joy R. Autor Agriculturist I (Livestock) Engr. Shiery Cris Zulueta Agriculturist I (F2C2) Rovella Bahinting Admin. Aide IV (Corn)



				Roy R. Soberano Admin. Aide III (Vegetables) Roy Mart Palawan Admin. Aide III (HVCC) Lannie T. Salimama Admin Aide III (RIC)
TOTAL NUMBER OF HOURS AND MINUTES			1 hour and 15 minutes	

xiii. Provision of PCIC Crop Insurance for Rice, Cord, and HVC Farmers and Livestock Insurance for Livestock Raisers

			TYPE OF SERVICE	
			External	
TITLE OF SERVICE: Provision of PCIC Crop Insurance for Rice, Corn, and HVC Farmers and Livestock Insurance for Livestock Raisers				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: The Municipal Government of Alabel through the Office of the Municipal Agriculturist and in partnership of Philippine Crop Insurance Corporation (PCIC) provide insurance protection to farmers against losses arising from natural calamities, plan diseases and pest infestations of their crops and livestock.				
Office or Division		Office of the Municipal Agriculturist		
Classification		Simple Transaction		
Type of Transaction		Government to Citizen (G2C)		
Who May Avail		Registry System for Basic Sectors in Agriculture (RSBSA)		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Government Issued ID (1 original)			Government Offices	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure application form and confirm RSBSA registered farmer	Validate the farmer if RSBSA registered and give the application form	none	3 minutes	Agricultural Technologist assigned in the Barangay
2. Fill-up and submit application form	Receive and check the application form	none	5 minutes	Marites Enecito Brgy. Extension Worker
	Submit application form to the Philippine Crop Insurance	none	1 hour	Marites Enecito Brgy. Extension Worker



	Corporation (PCIC)			
TOTAL NUMBER OF HOURS AND MINUTES			1 hour and 8 minutes	

xiv. Provision of PCIC Claims for Indemnity for Farmers and Livestock Raisers

			TYPE OF SERVICE	
			External	
TITLE OF SERVICE: Provision of PCIC Claims for Indemnity for Farmers and Livestock Raisers				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: The Municipal Government of Alabel through the Office of the Municipal Agriculturist and in partnership of Philippine Crop Insurance Corporation (PCIC) provides assistance to farmers and livestock raisers in claims for indemnity against losses arising from natural calamities, plant diseases and pest infestations of their crops and livestock.				
Office or Division	Office of the Municipal Agriculturist			
Classification	Simple Transaction			
Type of Transaction	Government to Citizen (G2C)			
Who May Avail	Farmers, Fisherfolks, Livestock and Poultry Raisers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Government Issued ID (1 original)			Government Offices	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report and secure application form (Notice of Loss)	Validate the farmer or livestock raiser loss report	none	1 hour	Rizza Joy R. Autor Agriculturist I Marites Enecito Brgy. Extension Worker
2. Fill-up and submit Notice of Loss from and other pertinent documents	Receive and assess the Notice of Loss form	none	5 minutes	Marites Enecito Brgy. Extension Worker Engr. Norberto L. Lendio Municipal Agriculturist
	Submit Notice of Loss form to the Philippine Crop Insurance	none	4 hours	Marites Enecito Brgy. Extension Worker



	Corporation (PCIC)			
TOTAL NUMBER OF HOURS AND MINUTES			5 hours and 5 minutes	

xv. Distribution of Rice, Corn, Vegetable Seeds, Fertilizers, and other farm inputs

			TYPE OF SERVICE	
			External	
TITLE OF SERVICE: Distribution of Rice, Corn, Vegetable Seeds, Fertilizers, and other farm inputs				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: The Office of the Municipal Agriculturist distributes rice, corn, vegetable seeds, fertilizers and other farm inputs to the farmers who are registered in RSBSA.				
Office or Division		Office of the Municipal Agriculturist		
Classification		Simple Transaction		
Type of Transaction		Government to Citizen (G2C)		
Who May Avail		Farmers, Fisherfolks, Livestock and Poultry Raisers		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Enrolled in RSBSA			Office of the Municipal Agriculturist	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the RSBSA Stub	Validate the RSBSA Stub	none	5 minutes	Catherine T. Bayan Admin Aide IV
2. Secure a withdrawal slip	Prepares the withdrawal slip	none	2 minutes	Decmon A. Gumanao Agriculturist I (Organic Agriculture/RDE) Engr. Keziah G. Cabarubias Agriculturist I (Rice) Rizza Joy R. Autor Agriculturist I (Livestock) Roy R. Soberano Admin. Aide III (Vegetables) Roymart Palawan Admin. Aide III (HVCC) Jerson G. Nerez Admin. Assistant II (Fisheries) John



				Edon D. Palao Admin. Aide III (SAAD Program)
3. Waits for the release of the services	Facilitates the withdrawal of the services	none	3 minutes	Romeo D. Lapar Admin Aide III Supring Dianda Admin Aide III
TOTAL NUMBER OF MINUTES			10 minutes	

xvi. Enrollment in Registry System for Basic Sectors in Agriculture (RSBSA)

			TYPE OF SERVICE	
			External	
TITLE OF SERVICE: Enrollment in Registry System for Basic Sectors in Agriculture (RSBSA)				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: The Office of the Municipal Agriculturist requires the farmers to enroll in RSBSA to be used as the basis for developing programs and policies for the agriculture and fishery sectors. To serve as a targeting mechanism for the identification of the rural poor.				
Office or Division		Office of the Municipal Agriculturist		
Classification		Simple Transaction		
Type of Transaction		Government to Citizen (G2C)		
Who May Avail		Farmers, Fisherfolks, Livestock and Poultry Raisers including farm workers		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Valid Government Issued ID			Government Offices	
2. 2x2 Latest Picture			Farmer	
3. Title or Barangay Certification			Office of the Sangguniang Barangay	
4. Proof of Land Ownership				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up RSBSA form and submit to the person in-charge	Checks the RSBSA form	none	10 minutes	Catherine T. Bayan Admin Aide IV
2. Attach all the requirements for validation	Validates all the requirement submitted by the farmer	none	5 minutes	Catherine T. Bayan Admin Aide IV



3. Proceed to the Office of the Punong Barangay, Municipal Agriculturist and Municipal Agriculture and Fishery Council Chairperson for signature	Receive all the documents for assessment before encoding	none	2 days	Mary Joy C. Abregana Admin Aide III
4. Waits for the releasing of reference number	Release the reference number	none	3 minutes	Mary Joy C. Abregana Admin Aide III
TOTAL NUMBER OF DAYS, HOURS AND MINUTES			2 days and 18 minutes	

xvii. Conduct of Skills or Technology Trainings

			TYPE OF SERVICE	
			External	
TITLE OF SERVICE: Conduct of Skills or Technology Trainings				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: The Office of the Municipal Agriculturist conducts skills or technology trainings to enhance the knowledge of the farmers in different aspects of modern agriculture.				
Office or Division		Office of the Municipal Agriculturist		
Classification		Simple Transaction		
Type of Transaction		Government to Citizen (G2C)		
Who May Avail		Farmers, Fisherfolks, Livestock and Poultry Raisers		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Organize a group of 15 person and above	Prepares modules. Training design	none	2 days	Shierly H. Palawan CDS II (Cooperative) Decmon A. Gumanao Agriculturist I (Organic Agriculture/RDE) Engr. Keziah G. Cabarubias Agriculturist I (Rice) Rizza Joy R. Autor Agriculturist I (Livestock) Engr. Shiery Cris Zulueta Agriculturist



				I (F2C2) Roy R. Soberano Admin. Aide III (Vegetables) Jerson G. Nerez Admin. Assistant II (Fisheries) Roymart Palawan Admin. Aide III (HVCC) John Edon D. Palao Admin. Aide III (SAAD Program) Lannie T. Salimama Admin Aide III (RIC)
2. Confirm the attendance	Confirm the schedule of farmer's class/training	none	10 minutes	Shierly H. Palawan CDS II (Cooperative) Decmon A. Gumanao Agriculturist I (Organic Agriculture/RDE) Engr. Keziah G. Cabarubias Agriculturist I (Rice) Rizza Joy R. Autor Agriculturist I (Livestock) Engr. Shiery Cris Zulueta Agriculturist I (F2C2) Roy R. Soberano Admin. Aide III (Vegetables) Jerson G. Nerez Admin. Assistant II (Fisheries) Roymart Palawan Admin. Aide III (HVCC) John Edon D. Palao Admin. Aide III (SAAD Program) Lannie T. Salimama Admin Aide III (RIC)
3. Attend the farmer's class/training	Conducts the farmer's class/training	none	3 hours	Shierly H. Palawan CDS II (Cooperative) Decmon A. Gumanao Agriculturist I (Organic Agriculture/RDE) Engr. Keziah G. Cabarubias



				Agriculturist I (Rice) Rizza Joy R. Autor Agriculturist I (Livestock) Engr. Shiery Cris Zulueta Agriculturist I (F2C2) Roy R. Soberano Admin. Aide III (Vegetables) Jerson G. Nerez Admin. Assistant II (Fisheries) Roymart Palawan Admin. Aide III (HVCC) John Edon D. Palao Admin. Aide III (SAAD Program) Lannie T. Salimama Admin Aide III (RIC)
TOTAL NUMBER OF DAYS, HOURS AND MINUTES			2 days, 3 hours and 10 minutes	

xviii. Issuance of License to Operate Fishing Banca

		TYPE OF SERVICE
		External
TITLE OF SERVICE: Issuance of License to Operate Fishing Banca		
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: The Office of the Municipal Agriculturist conducts banca registration and licensing to regulate entry into the fishery that have to be complemented by other measures to regulate fishing activities. In the context of current legal framework, registration is distinct from licensing. In registration, fishers are required to furnish the local government specific information before they can be lawfully allowed to engage in fishing activities.		
Office or Division	Office of the Municipal Agriculturist	
Classification	Simple Transaction	
Type of Transaction	Government to Citizen (G2C)	
Who May Avail	Fisherfolks	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Enrolled in RSBSA		Office of the Municipal Agriculturist
2. Duly accomplished Application Form		Office of the Municipal Agriculturist
3. Proof of Ownership/ Barangay Certification		Office of the Sangguniang Barangay
4. Picture of the Banca and its owner/applicant		Owner
5. Official Receipt (OR) issued by the Municipal Treasurer's Office		Municipal Treasurer's Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill-up an Application Form and submit the same to the Officer of the Day	Conduct evaluation of requirements	none	3 minutes	Jerson G.Nerez Admin Asst. II
2. Accompany the frontline personnel for the actual inspection of the banca	Inspects the fishing banca to determine the admeasurement and gross tonnage	none	1 hour	Jerson G.Nerez Admin Asst. II
3. If the recommendation is favorable, proceed to the Municipal Treasurer's Office for payment of the required fees	Receive payment and issue Official Receipt (OR)	₱360.00	5 minutes	Revenue Collector
4. Presents the Official Receipt to the attending personnel for the preparation of permit	Checks the OR and prepares the permit	none	2 minutes	Jerson G.Nerez Admin Asst. II
5. Wait for the approval of the requested document	Facilitated the approval of the document	none	5 minutes	Hon. Vic Paul M. Salarda, MPA Municipal Mayor
6. Receives copy of the requested document	Facilitates the release of requested document	none	2 minutes	Jerson G.Nerez Admin Asst. II
TOTAL NUMBER OF HOURS AND MINUTES			1 hour and 17 minutes	



n. **OFFICE OF THE MUNICIPAL ENVIRONMENT AND NATURAL RESOURCES OFFICER**

i. **Enforcement Services on Environmental and Natural Resources Conservation**

			TYPE OF SERVICE	
			External	
TITLE OF SERVICE: Environmental Enforcement Services				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: <ul style="list-style-type: none">• To strengthen collaborative enforcement of laws for the protection, conservation and sustainable management of the environment. (<i>Watershed Management and Forest Protection, Wildlife and Biodiversity, Fishery and Coastal Management, etc.</i>),• Section 16, Article II of the 1987 Philippine Constitution which provides that, “the State shall protect and advance the right of the people to a balanced and healthful ecology in accord with the rhythm and harmony of nature.• Local Ordinances, DENR laws and other related issuances				
Office or Division	Office of the Municipal Environment and Natural Resources			
Classification	Simple Transaction			
Type of Transaction	Government to Citizen (G2C) Government to Government (G2G) Government to Business (G2B)			
Who May Avail	All Sectors			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Evidence: Photos/Videos				
2. Incident Report				
3. Joint Inspection Team Report				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report about the violations	Receive/Interview and Document incident report from informant	none	10 minutes	Julieth F. Malompong - Admin Asst. III (Frontline Personnel)
	Coordinate and organized team/designate responder	none	5 minutes	Allan V. Rivera, CE, EnP
	Conduct joint on-site inspection/verification	none	Varies depending on distance of inspection/incident site (including travel time)	Allan V. Rivera, CE, EnP Haydee U. Daugdaug, EE Jhinnifred Sinoy, Jaycee Tolentino Romulo Abibuag, Edwin Balagonza, Zaldy Velos



			✓1.5-hours (Urban and urbanizing Bgys) ✓2hrs-4hrs (rural-lowland Bgys) ✓2days or more (Upland Bgys) ** if travel time not included 1-hour	
	Preparation and submission of contact report/incident/spot report	none	2 hours	*Responding Team
	<i>a.) for illegal treecutting in violation of PD-705 (Philippine Forestry Reform Act) and violation on wildlife protection Act (RA-9147), Mining Act and E-NIPAS Act of 2018 (RA-11038)</i> - Endorse contact report/incident/spot report to higher authority (PLGU-Sarangani, DENR, PAMB-SBPS) for the conduct of adjudication process and appropriate disposition of the case	none	20 minutes	
TOTAL				

ii. Enforcement Services on Waste Management and Pollution Control Services



			TYPE OF SERVICE	
			External	
TITLE OF SERVICE: Enforcement Services on Waste Management and Pollution Control				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: To deter and or discourage commitment of environmental offense/violations through issuance of citation tickets and appropriate penalties/charges consistent with the existing local ordinances (Alabel SWM and Septage Management Ordinance, Fishery and Coastal Management, etc.), DENR laws and other related issuances.				
Office or Division	Office of the Municipal Environment and Natural Resources			
Classification	Simple Transaction			
Type of Transaction	Government to Citizen (G2C) Government to Government (G2G) Government to Business (G2B)			
Who May Avail	All Sectors			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Citation Ticket			MENRO	
2. Official Receipt			MTO	
3. MENRO Compliance Certificate			MENRO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report about the violations	Receive/Interview and Document incident report from informant	none	10 minutes	Frontline Personnel
	Coordinate and organized team/ designate responder	none	5-minutes	SWM – Enforcement Coordinator/ MENR-Officer
	Conduct joint on-site inspection/ verification	none	1-hour (excluding travel time)	Responding Team
	Prepare of contact report/ incident/spot report	none	1-hour	Responding Team
	Issue citation tickets	none	10-minutes (excluding travel time)	Regular and Deputized Enforcer
2. Present to the frontline service personnel the issued citation ticket	Conduct technical conference and IEC	none	45 minutes	MENR-Officer or his duly representative



	Agreed mode of serving the penalty	none		
	(Community services or payment)	none		
3. For community service, ask for schedule	Set for work schedule	none		MENRO – SWM Personnel – Revenue Collection Clerk
For payment, secure OR	Issuance of Official Receipt	none		
4. For community service, present to frontline personnel the accomplishment report	Receive the document	none	5 minutes	Frontline Personnel
For payment, present OR	Record the OR	none		Frontline Personnel
	Issue MENRO Compliance Certificate	none		Frontline Personnel
TOTAL				

iii. Issuance of MENRO Certification for Social Activities/ Event Organizers

		TYPE OF SERVICE
		External
TITLE OF SERVICE: Issuance of MENRO Certification for Social Activities/ Event Organizers		
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: To provide support to other social development programs and undertakings with due observance to environmental compliance requirements.		
Office or Division	Office of the Municipal Environment and Natural Resources	
Classification	Simple Transaction	
Type of Transaction	Government to Citizen (G2C) Government to Government (G2G) Government to Business (G2B)	
Who May Avail	All Sectors	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter Request		Customer
2. MENRO Certification		MENRO
3. SWM Clearance from Mun. Gym Caretaker		MMO



4. MENRO Clearance			MENRO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request to the frontline personnel	Receiving and recording of letter request	none	2 minutes	Any of the following: Julieth F. Malompong – Admin Asst. III (Frontline Personnel) Jaycee D. Tolentino - Admin Aide III Engr. Haydee U. Daugdaug – Engr.1
2. Attend orientation on SWM Program and its services	Conduct briefing and orientation on RA 9003 and Alabel SWM Ordinance #10-2010-062	none	15 minutes	Any of the following: Julieth F. Malompong – Admin Asst. III (Frontline Personnel) Jaycee D. Tolentino - Admin Aide III Engr. Haydee U. Daugdaug – Engr.1
	Provide SWM IEC materials/ prompter to be announced frequently during the event	none		
	Issuance of MENRO Certification	none		
3. After the activity, secure MENRO Clearance	Conduct on-site inspection/verification of the venue	none	3 minutes	Any of the following: Julieth F. Malompong – Admin Asst. III (Frontline Personnel) Jaycee D. Tolentino - Admin Aide III Engr. Haydee U. Daugdaug - Engr.1
* NOTE: if the venue of the event is at Mun. Gym, present SWM Clearance Form from Municipal Gym In-charge	Issuance of MENRO Clearance	none		
TOTAL NUMBER OF MINUTES			20 minutes	

iv. Conduct of Orientation/ Briefings/ Workshops



			TYPE OF SERVICE	
			External	
TITLE OF SERVICE: Conduct of Orientation/Briefings/ workshops				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: Increase environmental awareness and community participation through effective advocacy effort (behavioral change communication) on waste management, natural resource conservation, environmental protection and biodiversity enrichment.				
Office or Division		Office of the Municipal Environment and Natural Resources		
Classification		Simple Transaction		
Type of Transaction		Government to Citizen (G2C) Government to Government (G2G) Government to Business (G2B)		
Who May Avail		Academe		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter Request			Customer	
2. Official Receipt			MTO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request to the frontline personnel for evaluation, scheduling of the activity and assessment of fees	Evaluate and set the schedule of the activity and assessment of fees	none	15 minutes	Any of the following: Allan V. Rivera, CE, EnP – MENRO Julieth F. Malompong – Admin Asst. III Jaycee D. Tolentino - Admin Aide III Engr. Haydee U. Daugdaug – Engr.1
2. Proceed to the Municipal Treasurer's Office for the payment of the required Orientation fee on septage management and solid waste management program:	Issuance of Official Receipt		5 minutes	Revenue Collection Clerk
	➤ For Adult	₱50.00/ Head		



	➤ For College Students	₱20.00/ Head		
	➤ For Secondary Students	₱15.00/ Head		
	➤ For Elementary Pupils	₱10.00/ Head		
	➤ For Pre-Schoolers	₱5.00/ Head		
	➤ For request of CD and other substantial documents/ materials	₱500.0 per set		
	➤ NOTE: These fees are applicable to non-residents of Alabel			
3. Present the Official Receipt to the frontline personnel	Record the Official Receipt Number and set the date for the final scheduling of activity	none	5 minutes	Any of the following: Allan V. Rivera, CE, EnP – MENRO Julieth F. Malompong – Admin Asst. III Jaycee D. Tolentino - Admin Aide III Engr. Haydee U. Daugdaug – Engr.1
4. Conduct of Orientation/Briefing/ Workshop	Conduct briefing/ orientation/ workshop and issuance of the Certificate of Appearance or Attendance	none	10 minutes for 5-pax and below, 30 minutes for 6-20 pax 1 hour for beyond 1-hour	Any of the following: Allan V. Rivera, CE, EnP – MENRO Julieth F. Malompong – Admin Asst. III Jhiennifred P. Sinoy - Coastal Administrator



				Engr. Haydee U. Daugdaug – Engr.1
TOTAL				

v. Issuance of Certification for Proposed Mariculture and Coastal Projects

		TYPE OF SERVICE
		External
TITLE OF SERVICE: Issuance of Certification for Proposed Mariculture and Coastal Projects		
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: •To provide services for the effective implementation of integrated coastal management and development programs/projects. •Municipal Fishery and Coastal Management Ordinance 2000-1, 8RA-8550 as amended by RA-10654, RA-11038 known as E-NIPAS Act of 2018.		
Office or Division	Office of the Municipal Environment and Natural Resources	
Classification	Simple Transaction	
Type of Transaction	Government to Citizen (G2C) Government to Government (G2G) Government to Business (G2B)	
Who May Avail		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Barangay Certification interposing no objection		Barangay where the propose mariculture and coastal project located
2. Sketch Map showing prescribed locations and technical description within PAMB-designated Mariculture Production Zone/Multiple Use Zone (MUZ)		Geodetic Engineer/ legitimate Technical Preparer
3. Site Development and Fish Cage Construction Plan		legitimate Technical Preparer
4. BFARMC Resolution		BFARMC
5. OMAG Endorsement with attached Application To Operate Fish Cage and its Terms and conditions		OMAG
6. PAMB Clearance, ECC, Brgy Resolution interposing no objection for Corporate Mariculture Areas (CMA) and Medium Investors Mariculture Area (MIMA) <ul style="list-style-type: none">• Applies for their own ECC/ SAPA• LGU-Alabel will be the one to secure PAMB Clearance, SAPA, and prepare Comprehensive Management Plan for small scale Fish Cage Operators applies for within Mariculture Park		PAMO (Protected Area Management Office)



7. Official Receipt from the Municipal Treasurer's Office			MTO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to the frontline personnel	Assess the submitted documents and arrange schedule for ocular inspection	none	2 minutes	Any of the following: Julieth F. Malompong – Admin Asst. III Jaycee D. Tolentino - Admin Aide III Engr. Haydee U. Daugdaug – Engr.1
2. Accompany the Team to the site to conduct inspection to verify if proposed structure establishment is within Mariculture Production Zone/Multiple Use Zone (MUZ) prescribed by LGU as designated by PAMB-SBPS	On-site Inspection	none	30 minutes excluding travel time	Allan V. Rivera, CE, EnP – MENRO Jhiennifred P. Sinoy - Coastal Administrator
3. Secure Order of Payment	After the inspection the frontline personnel will prepare the Order of Payment	none	2 minutes	Any of the following: Julieth F. Malompong – Admin Asst. III Jaycee D. Tolentino - Admin Aide III Engr. Haydee U. Daugdaug – Engr.1
4. Proceed to the Municipal Treasurer's Office for the payment of the required fees	Issuance of Official Receipt	₱50.0	2 minutes	Revenue Collection Clerk
5. Present the Official Receipt to the frontline personnel	Preparation and approval of the requested document	none	2 minutes	Any of the following: Julieth F. Malompong – Admin Asst. III Jaycee D. Tolentino - Admin Aide III



				Engr. Haydee U. Daugdaug – Engr.1 Jhiennifred P. Sinoy - Coastal Administrator
6. Receive copy of the certification	Issuance of MENRO Certification	none	1 minute	Any of the following: Julieth F. Malompong – Admin Asst. III Jaycee D. Tolentino - Admin Aide III Engr. Haydee U. Daugdaug – Engr.1 Jhiennifred P. Sinoy - Coastal Administrator
TOTAL NUMBER OF MINUTES			39 minutes	

vi. Garbage (Solid Wastes) Collection Service

		TYPE OF SERVICE
		External
TITLE OF SERVICE: Garbage Disposal Service		
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: <ul style="list-style-type: none"> • Generally, To reduce and eliminate adverse impacts of waste materials on human health and the environment to support economic development and superior quality of life; • Specifically, to improve garbage collection services within collection and waste-generation areas in the municipality; • Municipal ordinance no. 10-2010 - 062 “an ordinance providing for an ecological solid waste management, prescribing fees for solid waste management services, declaring certain acts prohibited and providing penalties, appropriating funds therefor, and for other purposes in the Municipality of Alabel. 		
Office or Division	Office of the Municipal Environment and Natural Resources	
Classification	SIMPLE	
Type of Transaction	Government to Citizen (G2C) Government to Government (G2G) Government to Business (G2B)	
Who May Avail	Barangay Household, institutions, commercial and industrial establishments generating solid wastes	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Garbage Collection Application Form		MENRO
2. Order of Payment		MENRO
3. Official Receipt		MTO



4. MENRO Compliance Certificate			MENRO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the frontline service personnel and inquire about the service	Attend to client's inquiries and Provide Garbage Collection Application Form	none	5 minutes	Any of the following: Julieth F. Malompong - Admin Asst. III Jaycee D. Tolentino - Admin Aide III Engr. Haydee U. Daugdaug - Engr.1
2. Attend orientation on SWM Program and its services	Conduct ESWM orientation and Provide SWM-IEC material		15	Revenue Collection Clerk
3. Secure and fill-up Garbage Collection application Form and submit the same to the frontline personnel for evaluation and assessment of fees	Process Request Form and record all the needed information	none	3	Any of the following: Julieth F. Malompong - Admin Asst. III Jaycee D. Tolentino - Admin Aide III Engr. Haydee U. Daugdaug - Engr.1
4. Proceed to the Municipal Treasurer's Office for the payment of the required fees a) Residential b) Institution c) Commercial d) Tipping fee per cu.m e) Special collection fee per cu.m	Issuance of Official Receipt	a. ₱50.00/ mo. b. ₱100.00/ mo. c. Refer to ESWM Ord. 10-2010-062 d. ₱300.00/ tripload		MTO
5. Present the Official Receipt to the frontline personnel	Record the Official Receipt and endorse for final approval of	none	5 minutes	Any of the following: Julieth F. Malompong - Admin Asst. III



	garbage application form by the LCE			Jaycee D. Tolentino - Admin Aide III Engr. Haydee U. Daugdaug - Engr.1
6. Receive copy of the approved Garbage Collection Application Form and the schedule of garbage collection	Record and set garbage collection schedule	none	15 minutes	Any of the following: Julieth F. Malompong - Admin Asst. III Jaycee D. Tolentino - Admin Aide III Engr. Haydee U. Daugdaug - Engr.1
TOTAL NUMBER OF MINUTES			43 minutes	

vii. Garbage Disposal Service

			TYPE OF SERVICE	
			External	
TITLE OF SERVICE: Garbage Disposal Service				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: To reduce and eliminate adverse impacts of waste materials on human health and the environment to support economic development and superior quality of life <ul style="list-style-type: none">• Municipal Ordinance No. 10-2010 – 062, “An Ordinance providing for an ecological solid waste management, prescribing fees for solid waste management services, declaring certain acts prohibited and providing penalties, appropriating funds therefor, and for other purposes in the Municipality of Alabel.• RA-9003, known as Philippine Ecological Waste Management Act of 2000				
Office or Division		Office of the Municipal Environment and Natural Resources		
Classification		Simple Transaction		
Type of Transaction		Government to Citizen (G2C) Government to Government (G2G) Government to Business (G2B)		
Who May Avail		Barangay LGUs, other Establishments generating solid wastes		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
5. Garbage Disposal Application Form			MENRO	
6. Order of Payment			MENRO	
7. Official Receipt			MTO	
8. MENRO Compliance Certificate			MENRO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



7. Secure and fill-up Request Form	Process Request Form	none	10 minutes	Any of the following: Julieth F. Malompong – Admin Asst. III Jaycee D. Tolentino - Admin Aide III Engr. Haydee U. Daugdaug – Engr.1
	Record all the needed information	none		
	Conduct actual inspection of segregated waste and compute the volume of garbage and prepare the Order of Payment	none		
8. Proceed to the Municipal Treasurer's Office for the payment of the required fees	Issuance of Official Receipt	Tip- ping Fee ₱50.00/ cu.m.		Revenue Collection Clerk
9. Present the Official Receipt to the frontline personnel	Record the Official Receipt Number and prepare MENRO Solid Waste Disposal Permit (Compliance Certificate)	none	5 minutes	Any of the following: Julieth F. Malompong – Admin Asst. III Jaycee D. Tolentino - Admin Aide III Engr. Haydee U. Daugdaug – Engr.1
10. Receive the approve MENRO Solid Waste Disposal Permit (Compliance Certificate) and proceed to Sanitary Landfill for disposal	Inspect the segregated waste and guide the client to Sanitary Landfill Facility for disposal	none	15 minutes	Any of the following: Juanito Gieto, Jr. - HEO II Juluis Husain - Admin Aide III Angelito Angeles - Admin Aide III
TOTAL NUMBER OF MINUTES			30 minutes	

viii. Septage Treatment Service (for Private Desludgers)



			TYPE OF SERVICE	
			External	
TITLE OF SERVICE: Septage Treatment Service				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: To improve urban sanitation and the environment through the reduction of domestic wastewater pollution (particularly, the effluent from septic tanks) to water bodies and to the groundwater (RA 9275 phil. clean water act of 2004) / Municipal Ordinance No. 2008-048 "an ordinance establishing a septage management system for the Municipality of Alabel.				
Office or Division	Office of the Municipal Environment and Natural Resources			
Classification	Simple Transaction			
Type of Transaction	Government to Citizen (G2C) Government to Government (G2G) Government to Business (G2B)			
Who May Avail	Establishments, Households, Institutions with desludgeable septic tanks			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request Form			MENRO	
2. Order of Payment			MENRO	
3. Official Receipt			MTO	
4. Job Order Form			MENRO	
5. Manifest and Septage Loading Forms			MENRO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill-up Request Form	Process Request Form	none	10 minutes	Julieth F. Malompong – Admin Asst. III
	Record all the needed information	none		Jaycee D. Tolentino - Admin Aide III
	Check client's record of desludging	none		
	Conduct actual inspection and compute the volume of sludge and prepare the Order of Payment	none	10 minutes	



2. Proceed to the Municipal Treasurer's Office for the payment of the required fees	Issuance of Official Receipt	Tip- ping Fee ₱250.00/ cu.m.		Revenue Collection Clerk
3. Present the Official Receipt to the frontline personnel	Record the Official Receipt Number and approval of manifest form	none	5 minutes	Julieth F. Malompong – Admin Asst. III Jaycee D. Tolentino - Admin Aide III
4. The client will proceed to Septage Treatment Facility for disposal and treatment of sludge	Inspect and check the documents prior to disposal in the Septage Treatment Facility	none	15 minutes	Any of the following: Juanito Gieto, Jr. - HEO II Juluis Husain - Admin Aide III Angelito Angeles - Admin Aide III
5. After disposal, the client will sign manifest forms for confirmation of the activity	Approval of manifest form	none	5 minutes	Any of the following: Juanito Gieto, Jr. - HEO II Juluis Husain - Admin Aide III Angelito Angeles - Admin Aide III
TOTAL NUMBER OF MINUTES			45 minutes	

ix. Septage Desludging and Treatment Service

		TYPE OF SERVICE
		External
TITLE OF SERVICE: Septage Desludging and Treatment Service		
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: To improve urban sanitation and the environment through the reduction of domestic wastewater pollution (particularly, the effluent from septic tanks) to water bodies and to the groundwater (RA 9275 phil. clean water act of 2004) / Municipal Ordinance No. 2008-048 "an ordinance establishing a septage management system for the Municipality of Alabel".		
Office or Division	Office of the Municipal Environment and Natural Resources	
Classification	Simple Transaction	
Type of Transaction	Government to Citizen (G2C) Government to Government (G2G)	



		Government to Business (G2B)		
Who May Avail		Establishments with correctly designed septic tanks		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request Form			MENRO	
2. Order of Payment			MENRO	
3. Official Receipt			MTO	
4. Job Order Form			MENRO	
5. Manifest and Septage Loading Forms			MENRO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill-up Request Form	Process Request Form	none	10 minutes	Julieth F. Malompong – Admin Asst. III
	Record all the needed information	none		Jaycee D. Tolentino - Admin Aide III
	Check client's record of desludging	none		
2. Attend brief orientation on Septage Management Program	Conduct a brief orientation on Septage Management Program	none	10 minutes	
3. Assist and guide the inspector / driver in the conduct of on-site inspection of his/her septic tank	<p>The inspector/driver will conduct on-site inspection of septic tank. After the inspection the frontline personnel will prepare the Order of payment.</p> <p>NOTE: As provided under Septage Mgt. Ord. 2008-048, the owner shall be the one to open the manhole prior to inspection. If septic tank found to have</p>	none	<ul style="list-style-type: none"> • 1-2 STs: 15minutes • 3-5 STs: 30minutes • More than 5 STs: 1 hour <p>(excluding travel time)</p>	<p>Jaycee D. Tolentino Admin Aide III</p> <p>Renefel Belinario Heavy Equipment Operator II</p> <p>Falf Fajardo Admin Aide IV</p>



	needed improvement/ retrofitting, the owner shall prepare the necessary construction material to upgrade his/her septic tank facility.			
4. Proceed to the Municipal Treasurer's Office for the payment of the required fees	Issuance of Official Receipt		5 minutes	Revenue Collection Clerk
	➤ For Alabel Client: Residential/ Institutional/	₱1,080.00 Mini- mum 5cu.m. addit- ional ₱180.00/ cu.m. in excess		
	➤ For Alabel Client: Commercial/ Industrial	₱1,800.00 Mini- mum 5cu.m. addit- ional ₱360.00/ cu.m. in excess		
	➤ For Outside Alabel Client: Residential/ Institutional/	₱3,000.00 Mini- mum 5cu.m. addit- ional ₱500.00/ cu.m. in excess		
	➤ For Outside Alabel Client: Residential/ Institutional/	₱3,500.00 Mini- mum 5cu.m. addit- ional ₱650.00/ cu.m. in excess		



5. Present the Official Receipt to the frontline personnel for the schedule of desludging operation	Record the Official Receipt Number and set schedule for desludging	none	5 minutes	Julieth F. Malompong – Admin Asst. III Jaycee D. Tolentino - Admin Aide III
6. The client will assist the desludging crew in the actual conduct of desludging	Conduct of actual desludging operation. After desludging, the Driver shall facilitate the accomplishing of Manifest form duly signed by Barangay Captain and septic tank owner.	none	For septage volume of not more than 5-cu.m per ST: <ul style="list-style-type: none">• 30 minutes for distance of less than 30 meters from nearest access road• 1 hour or more for distance of more than 30 meters from the nearest access road	Renefel Belinario Heavy Equipment Operator II Falf Fajardo Admin Aide IV Jerito Danao Jr. Admin Aide V
7. After desludging, the client will sign manifest forms for confirmation of the activity	Bring collected septage to Alabel-STF for treatment and final disposal. Submit manifest and septage loading form to STF-Chief Plant Operator	none	15 minutes	Renefel Belinario Heavy Equipment Operator II Falf Fajardo Admin Aide IV Jerito Danao Jr. Admin Aide V
TOTAL				

x. Issuance of MENRO Certification for DENR/ Permit to Cut and Permit to Transport Application

	TYPE OF SERVICE
	External
TITLE OF SERVICE:	



Issuance of MENRO Certification for DENR/ Permit to Cut and Permit to Transport Application				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT:				
Regulate and implement appropriate policy measures on tree harvesting and other resource utilization and management not detrimental to the environment (to regulate tree cutting activity in support to EO 193 - National Greening Program) Section 16, Article II of the 1987 Philippine Constitution which provides that, “the State shall protect and advance the right of the people to a balanced and healthful ecology in accord with the rhythm and harmony of nature;” PD 705 (Forestry Reform Code of 1995) -Forest Conservation and Management Dmo-2012-02 Uniform Replacement Ratio for Cut or Relocated Trees.				
Office or Division	Office of the Municipal Environment and Natural Resources			
Classification	Simple Transaction			
Type of Transaction	Government to Citizen (G2C) Government to Government (G2G) Government to Business (G2B)			
Who May Avail	Applicants who had planted/ grew their own trees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Proof of Ownership (Title/FAAS)			MENRO	
2. Deed of Sale/Transfer of Rights/Notarized Authorization (If applicant is not the registered landowner)			Landowner	
3. Tax Clearance (if the computed volume exceeds 3.0 cu.m.)			MTO	
4. Barangay Certification (interposing no objection for the proposed tree cutting)			BLGU Concerned	
5. Request letter			Applicant	
6. Photos of Trees to be cut			Applicant	
7. Accomplished form of tree planting plan/commitment form with corresponding tree replacement ratio (1:50 for planted trees in private and forest land and 1:100 for naturally grown trees)			MENRO	
8. Official Receipt			MTO	
9. Proof of tree planting			JIT	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit 1-7 lists of requirements	Evaluate submitted documents	none	10 minutes	Julieth F. Malompong – Admin Asst. III
2. Attend brief orientation on	Conduct orientation on	none	10 minutes	Romulo Abibuag



"National Greening Program"	the National Greening Program (NGP) and climate change initiatives of the LGU.			Admin Aide III Engr. Haydee U. Daugdaug – Engr.1
3. Guide/accompany the Joint Inspection Team to the site: • Representative from MENRO • Representative from DENR • Representative from MPDO • Representative from the Barangay	Conduct inspection of the (trees to be cut) and prepare report with attachments (map, geotagged photos and tally sheets) and endorsement to the frontline officer	none	excluding travel time) • 3-4 Hours for normal transaction (site has considerable topography, trees of not more than 25-trees • 1-2 days for heavy transaction (site has difficult terrain/ topography, trees of more than 25-trees)	Romulo Abibuag Admin Aide III Edwin Balagonza Admin Aide III
4. Secure/get accomplished Joint Inspection Report and Order of Payment	Prepare Joint Inspection Report (including the computation of volume) and Order of Payment with attachments (map, geotagged photos and tally sheets) and endorse to the frontline officer		• 1-2 Hours for normal transaction • 3-4hours for complex transaction	Engr. Haydee U. Daugdaug – Engr.1
5. Proceed to the Municipal Treasurer's Office for the payment of the required fees	Issuance of Official Receipt	none	5 minutes	Revenue Collection Clerk
6. Present the Official Receipt to the	Record the Official Receipt	none	5 minutes	Julieth F. Malompong –



frontline personnel for recording	Number and the release certificate			Admin Asst. III
TOTAL				

xi. Issuance of Certification for Quarry Permit

		TYPE OF SERVICE
		External
TITLE OF SERVICE: Issuance of Certification for Quarry Permit		
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: <ul style="list-style-type: none">• Assist PLGU-Sarangani in implementing regulation and management policy and measures to ensure responsible quarry/mining activities in Alabel• 2019 Revenue Code of the Province of Sarangani (Tax Ord. #2019-9-009), Alabel Municipal Tax Ordinance 2005-10• RA-7942 (Philippine Mining Act of 1995) -rational exploration, development, utilization and conservation of resources through the combined efforts of government and the private sector in order to enhance national growth in a way that effectively safeguards the environment and protect the rights of affected communities.		
Office or Division	Office of the Municipal Environment and Natural Resources	
Classification	Simple Transaction	
Type of Transaction	Government to Citizen (G2C) Government to Government (G2G) Government to Business (G2B)	
Who May Avail	Quarry Operator	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Request for inspection		Applicant
2. Proof of Ownership (Title/FAAS)		Landowner
3. Deed of Sale/Transfer of Rights/Notarized Authorization (If applicant is not the registered landowner)		Landowner
4. Tax Clearance		MTO
5. Barangay Resolution interposing no objection for the proposed quarrying activity/ Barangay Certification if renewal		Concern BLGU
6. Copy ECC and IEE		Environmental Management Bureau (EMB)
7. Quarry sketch plan (A.) river mixed- reflecting technical description of the property and the proposed quarry area; vicinity map showing the adjacent lots and the access road connecting to a public road; the old and new river course; duly signed and sealed by a duly Licensed		MGB Accredited Licensed Geodetic Engineer



Geodetic Engineer accredited by mines and geosciences bureau (MGB). (B.) mountain mixed - reflecting technical description of the property and the proposed quarry area; vicinity map showing the adjacent lots and the access road connecting to a public road, duly signed and sealed by a duly Licensed Geodetic Engineer accredited by MGB.				
8. plant and grow 100 trees annually and installation of prescribed permanent boundary markers			Applicant	
9. JIT Inspection Report			JIT	
10. Official Receipt			MTO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit 1-7 lists of requirements	Evaluate Submitted Documents	none	10 minutes	Engr. Haydee U. Daugdaug – Engr.I Julieth F. Malompong – Admin Asst. III
2. Comply the planting and growing of 100 puno bamboo trees and other available specie and inform the office if done and ready for inspection (if renewal)	Conduct inspection of the area and prepare report with attachments (map, geotagged photos and tally sheets) and endorsement to the MENRO	none	60 minutes excluding travel time	Romulo Abibuag Admin Aide III Engr. Haydee U. Daugdaug – Engr.I
3. Proceed to the Municipal Treasurer’s Office for the payment of the required fees	Issuance of Official Receipt	₱100.00	5 minutes	Revenue Collection Clerk
4. Present the Official Receipt to the frontline personnel for recording	Record the Official Receipt Number and release the certificate	none	5 minutes	Engr. Haydee U. Daugdaug – Engr.I



				Julieth F. Malompong – Admin Asst. III
TOTAL NUMBER OF HOURS AND MINUTES			1 hour and 20 minutes	

o. OFFICE OF THE MUNICIPAL ENGINEER

i. Issuance of Building Permit

	TYPE OF SERVICE
	External
TITLE OF SERVICE: Issuance of Building Permit	
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT:	



PD 1096 (National Building Code of the Philippines) - It is hereby declared to be the policy of the State to safeguard life, health, property, and public welfare, consistent with the principles of sound environmental management and control; and to this end, make it the purpose of this Code to provide for all buildings and structures, a framework of minimum standards and requirements to regulate and control their location, site, design quality of materials, construction, use, occupancy, and maintenance.				
Office or Division	Office of the Municipal Engineer/ Office of the Building Official			
Classification	Complex Transaction			
Type of Transaction	Government to Citizen (G2C) Government to Government (G2G) Government to Business (G2B)			
Who May Avail	All those who undergo construction, renovation, repair, alteration or conversion of any building or structure.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Locational Clearance			Office of the Mun. Planning and Dev't. Coordinator	
2. One (1) copy Certified True Copy of TCT			Registry of Deeds	
3. One (1) copy Lot Sketch Plan signed and sealed by Geodetic Engineer			Licensed Geodetic Engineer	
4. Barangay Clearance			Respective Barangays	
5. Duly notarized copy of the Contract of Lease/Notarized Authorization			Owner of the structure or land	
6. Duly notarized copy of Deed of Absolute Sale			Applicants	
7. Construction Safety and Health Program			Department of Labor and Employment (DOLE)	
8. Four (4) copies of the Detailed Estimates			Licensed Private Practitioner	
9. Four (4) copies of the Specifications duly signed by registered engineers of their respective profession			Licensed Private Practitioner	
10. Two (2) copies of the Design Analysis and Computation			Licensed Private Practitioner	
11. Clearance from DPWH			Department of Public Works and Highways (DPWH)	
12. Four (4) Sets of Plans duly signed and sealed by: <ul style="list-style-type: none"> • Licensed Architect/Civil Engineer • Licensed Sanitary Engineer/Master Plumber • Licensed Professional Electrical Engineer • Licensed Mechanical Engineer • Licensed Electronics and Communication Engineer 			Licensed Private Practitioner	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit the application and requirements to the frontline personnel.	Checking of all attached requirements. If complete, accept the application and record in the logbook. If incomplete, return to the applicant for compliance.	none	10 minutes	Arianne Mae C. Delostrico Admin. Aide III Rolando Pagay, Jr. Admin. Aide III
	Conduct of plan evaluation by the technical personnel.	none	1 hour	Engr. Eduardo T. Solo, Jr Engineer I Engr. Joyce Ann Marie T. Flores Engineer I Arch. Brylle Joseph P. Montefalcon Architect I
	If no findings by the technical personnel, computation of fees will follow and issuance of order of payment. Proceed to MTO for payment.	Based on Local Ordinance	10 minutes	Engr. Eduardo T. Solo, Jr. Engineer I
	Endorsement of the application and attachments to the Bureau of Fire Protection (BFP)	none	5 minutes	Engr. Eduardo T. Solo, Jr. Engineer I
2. Submit endorsement and other attachments to the BFP	Issuance of Fire Safety Evaluation Certificate (FSEC)	Based on the Fire Code of the Phils.		Municipal Fire Marshall or his/her authorized personnel
3. Endorsement of FSEC and other attachments to the MEO/OBO, and presentation	Recording of the received documents.	none	5 minutes	Arianne Mae C. Delostrico Admin. Aide III Rolando Pagay, Jr. Admin. Aide III



of the official receipt to the frontline personnel.				
	Approval of the permit.	none	1 day	Engr. Joan P. Maulion, EnP Acting Building Official Engr. Ronnie T. Calanza Engr. II Engr. Eduardo T. Solo, Jr. Engineer I
4. Claiming of approved Building Permit	Releasing of approved building permit to the applicants.	none	5 minutes	Arianne Mae C. Delostrico Admin. Aide III Rolando Pagay, Jr. Admin. Aide III
TOTAL NUMBER OF DAYS, HOURS AND MINUTES			1 day, 1 hour and 35 minutes	

ii. Issuance of Fencing Permit

		TYPE OF SERVICE
		External
TITLE OF SERVICE: Issuance of Fencing Permit		
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: PD 1096 (National Building Code of the Philippines) - It is hereby declared to be the policy of the State to safeguard life, health, property, and public welfare, consistent with the principles of sound environmental management and control; and to this end, make it the purpose of this Code to provide for all buildings and structures, a framework of minimum standards and requirements to regulate and control their location, site, design quality of materials, construction, use, occupancy, and maintenance.		
Office or Division	Office of the Municipal Engineer/ Office of the Building Official	
Classification	Complex Transaction	
Type of Transaction	Government to Citizen (G2C) Government to Government (G2G) Government to Business (G2B)	
Who May Avail	All those who undergo construction, renovation, repair, alteration or conversion of any building or structure.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Locational Clearance		Office of the Mun. Planning and Dev't. Coordinator
2. One (1) copy Certified True Copy of TCT		Registry of Deeds



3. One (1) copy Lot Sketch Plan signed and sealed by Geodetic Engineer			Licensed Geodetic Engineer	
4. Barangay Clearance			Respective Barangays	
5. Duly notarized copy of Deed of Absolute Sale			Applicants	
6. Four (4) copies of the Detailed Estimates			Licensed Private Practitioner	
7. Four (4) copies of the Specifications duly signed by registered engineers of their respective profession			Licensed Private Practitioner	
8. Four (4) sets of Plans duly signed and sealed by: a. Licensed Architect/Civil Engineer			Licensed Private Practitioner	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the application and requirements to the frontline personnel.	Checking of all attached requirements. If complete, accept the application and record in the logbook. If incomplete, return to the applicant for compliance.	none	10 minutes	Arianne Mae C. Delostrico Admin. Aide III Rolando Pagay, Jr. Admin.Aide III
	Conduct of plan evaluation by the technical personnel.	none	1 hour	Engr. Eduardo T. Solo, Jr. Engineer I Engr. Joyce Ann Marie T. Flores Engineer I Arch. Brylle Joseph P. Montefalcon Architect I
	If no findings by the technical personnel, computation of fees will follow and issuance of order of payment. Proceed to MTO for payment.	Based on the Local Ordinance	10 minutes	Engr. Eduardo T. Solo, Jr. Engineer I



2. Presentation of the official receipt to the frontline personnel.	Recording of the received documents.	none	5 minutes	Arianne Mae C. Delostrico Admin. Aide III - J.O. Rolando Pagay, Jr. Admin.Aide III
	Approval of the permit.	none	1 day	Engr. Joan P. Maulion, EnP Acting Building Official Engr. Ronnie T. Calanza Engr. II Engr. Eduardo T. Solo, Jr. Engineer I
3. Claiming of approved Fencing Permit.	Releasing of approved fencing permit to the applicants.	none	3 minutes	Arianne Mae C. Delostrico Admin. Aide III - J.O. Rolando Pagay, Jr. Admin.Aide II
TOTAL NUMBER OF DAYS, HOURS AND MINUTES			1 day, 1 hour and 30 minutes	

iii. Issuance of Occupancy Permit and Final Electrical Inspection/ Completion

	TYPE OF SERVICE
	External
TITLE OF SERVICE: Issuance of Occupancy Permit and Final Electrical Inspection/Completion	
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: PD 1096 (National Building Code of the Philippines) - It is hereby declared to be the policy of the State to safeguard life, health, property, and public welfare, consistent with the principles of sound environmental management and control; and to this end, make it the purpose of this Code to provide for all buildings and structures, a framework of minimum	



standards and requirements to regulate and control their location, site, design quality of materials, construction, use, occupancy, and maintenance.				
Office or Division	Office of the Municipal Engineer/ Office of the Building Official			
Classification	Complex Transaction			
Type of Transaction	Government to Citizen (G2C) Government to Government (G2G) Government to Business (G2B)			
Who May Avail	All those who undergo construction, renovation, repair, alteration or conversion of any building or structure.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Logbook of Daily Construction Activities			Applicants	
2. As-built Plan (in case of alterations on the approved plan)			Licensed Private Practitioner	
3. Four (4) Certificate of Final Electrical Inspection (CFEI)			Applicants	
4. Four (4) Certificate of Completion			Applicants	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the application and requirements to the frontline personnel.	Checking of all attached requirements. If complete, accept the application and record in the logbook. If incomplete, return to the applicant for compliance.	none	10 minutes	Personnel-in-charge
	Scheduling of site inspection	none	10 minutes	Engineer Assigned
	Computation of permit fee and issuance of order of payment	none	10 minutes	Acting Building Official/Engineer Assigned
	Endorsement of the application and attachments to the Bureau of Fire Protection (BFP)	none	5 minutes	Office Clerk
2. Submit endorsement and other	Issuance of Fire Safety Inspection	Based on the Fire		MPDC, ActinOffice Clerkg Building Official,



attachments to the BFP	Certificate (FSIC)	Code of the Phils.		Engineer assigned
3. Endorsement of FSIC and other attachments to the MEO/OBO, and presentation of the official receipt to the frontline personnel.	Recording of the received documents.	none	5 minutes	
4. Guide the inspectors to the project site for verification/inspection	<ul style="list-style-type: none"> •If the building conforms with the approved plans and specifications, proceed with the approval of permit. •If found nonconforming, submission of as-built plan is required. 	Based on the Local Ordinance	Maximum of 1 hour (excluding travel time)	Office Clerk
	Approval of the permit.	none	1 day	MPDC, Acting Building Official, Engineer assigned
5. Claiming of approved Occupancy Permit and Final Electrical Inspection/Completion for endorsement to SOCOTECO	Releasing of approved permit to the applicants.	none	5 minutes	Office Clerk
TOTAL NUMBER OF DAYS, HOURS AND MINUTES			1 day, 1 hour and 45 minutes	

iv. Issuance of Temporary Electrical Permit

	TYPE OF SERVICE
	External
TITLE OF SERVICE: Issuance of Temporary Electrical Permit	
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT:	



PD 1096 (National Building Code of the Philippines) - It is hereby declared to be the policy of the State to safeguard life, health, property, and public welfare, consistent with the principles of sound environmental management and control; and to this end, make it the purpose of this Code to provide for all buildings and structures, a framework of minimum standards and requirements to regulate and control their location, site, design quality of materials, construction, use, occupancy, and maintenance.				
Office or Division	Office of the Municipal Engineer/ Office of the Building Official			
Classification	Simple Transaction			
Type of Transaction	Government to Citizen (G2C)			
Who May Avail	All those temporary or makeshift dwelling units			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Duly signed and sealed Electrical Permit			Licensed private practitioners	
2. Picture of the structure being applied (colored copy)			Applicants	
3. Deed of sale/donation, Transfer of Rights Notarized authorization, if not the land owner			Applicants	
4. One (1) copy Tax Declaration of Land			Office of the Municipal Assessor	
5. One (1) copy Tax Clearance			Municipal Treasurer's Office	
6. One (1) copy Certified True Copy of TCT			Registry of Deeds	
7. Barangay Clearance			Respective Barangays	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the application and requirements to the frontline personnel.	Checking of all attached requirements. If complete, accept the application and record in the logbook. If incomplete, return to the applicant for compliance.	none	10 minutes	Office clerk assigned
	Scheduling of site inspection	none	10 minutes	Electrical Engineer assigned
2. Guide the inspectors to the project site for verification/inspection	Conduct of actual site inspection. If found eligible as temporary dwelling unit, computation of fees will follow and issuance of	Based on the Local Ordinance	Maximum of one hour (excluding travel time)	Electrical Engineer assigned



	order of payment.			
	Endorsement of the application and attachments to the Bureau of Fire Protection (BFP)	none	5 minutes	Electrical Engineer assigned
3. Submit endorsement and other attachments to the BFP	Issuance of Fire Safety Certificate (FSC) Proceed to MTO for payment.	Based on the Fire Code of the Philippines.		Municipal Fire Marshall or his/her authorized personnel
4. Endorsement of FSC and other attachments to the MEO/OBO, and presentation of the official receipt to the frontline personnel.	Recording of the received documents.	none	5 minutes	Office Clerk
	Preparation of endorsement paper to the electric service provider (SOCOTECO)	none	5 minutes	Electrical Engineer assigned I
	Approval of the permit.	none	15 minutes	Acting Building Official. Electrical Engineer
5. Claiming of approved permit and submission to SOCOTECO	Releasing of approved permit.	none	5 minutes	Office Clerk
TOTAL NUMBER OF HOURS AND MINUTES			1 hour and 55 minutes	

v. Issuance of Sand and Gravel Extraction Certification

	TYPE OF SERVICE
	External



TITLE OF SERVICE: Issuance of Sand and Gravel Extraction Certification				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: R.A. No. 7942. Chapter VIII, Section 43 - Any qualified person may apply to the provincial/city mining regulatory board for a quarry permit on privately-owned lands and/or public lands for building and construction materials such as marble, basalt, andesite, conglomerate, tuff, adobe, granite, gabbro, serpentine, inset filling materials, clay for ceramic tiles and building bricks, pumice, perlite and other similar materials that are extracted by quarrying from the ground. The provincial governor shall grant the permit after the applicant has complied with all the requirements as prescribed by the rules and regulations.				
Office or Division	Office of the Municipal Engineer			
Classification	Simple Transaction			
Type of Transaction	Government to Business (G2B) Government to Government (G2G)			
Who May Avail	All Quarry Operators			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Sketch plan of quarry site signed by a Licensed Geodetic Engineer			Licensed Geodetic Engineer	
2. One (1) copy Tax Declaration of Land			Office of the Municipal Assessor	
3. One (1) copy Tax Clearance			Municipal Treasurer's Office	
4. One (1) copy Certified True Copy of TCT			Registry of Deeds	
5. Barangay Clearance			Respective Barangays	
6. On Site Signages and Safety Signs			Applicants	
7. On Site Markers for the Following: <ul style="list-style-type: none">• Boundary and Reference• Point of Elevation			Applicants	
8. Bamboo Plants along Riverbanks			Applicants	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the application and requirements to the frontline personnel.	Checking of all attached requirements. If complete, accept the application and record in the logbook. If incomplete, return to the applicant for compliance.	none	5 minutes	Draftsman
	Scheduling of site inspection	none	5 minutes	Inspectorate Team



2. Guide the inspectors to the project site for verification/inspection	Conduct of actual site inspection. If compliant, computation of fees will follow and issuance of order of payment. Proceed to MTO for payment.	Sec. Fee: ₱80.00 Inspection Fee: ₱150.00	Maximum of 2 hours	Inspectorate Team
	Issuance of Sand and Gravel Extraction Certification	none	15 minutes	Municipal Engineer
3. Claiming of Sand and Gravel Extraction Certification.	Releasing of documents.	none	5 minutes	Office Clerk, Draftsman
TOTAL NUMBER OF HOURS AND MINUTES			2 hours and 30 minutes	

a.

			TYPE OF SERVICE	
			External	
TITLE OF SERVICE: Issuance of Business Permit				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: Joint Memorandum Circular (JMC) issuances in processing business permits and licenses in all cities and municipalities.				
Office or Division		Office of the Municipal Engineer		
Classification		Simple Transaction		
Type of Transaction		Government to Business (G2B)		
Who May Avail		All Local Entrepreneur		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Business Permit Application			Business Licensing and Permitting Office	
2. Approved Occupancy Permit			Applicants	
3. Approved Building Permit			Applicants	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit the application and requirements to the frontline personnel.	Checking of all attached requirements. If complete, accept the application and record in the logbook. If non-compliant, advise the applicant to secure Building Permit and Occupancy Permit	none	2 minutes	Engr. Eduardo T. Solo, Jr. Engineer I Arianne Mae C. Delostrico Admin. Aide III Rolando Pagay, Jr. Admin.Aide III
	Put remarks on the box provided whether requirements are complete or incomplete, and then return to the applicant or BPLO	none	3 minutes	
TOTAL NUMBER OF MINUTES			5 minutes	

vi. Processing of 15% Mobilization Payment

		TYPE OF SERVICE
		External
TITLE OF SERVICE: Processing of 15% Mobilization Payment		
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: In compliance with the Commission on Audit Circulars.		
Office or Division	Office of the Municipal Engineer	
Classification	Simple Transaction	
Type of Transaction	Government to Business (G2B)	
Who May Avail	All Contractors who have contract with LGU Alabel	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE



1. Four (4) copies - Request Letter from the Contractor			Contractor	
2. Four (4) copies - Picture/s of Billboard			Contractor	
3. Four (4) copies - Warranty Security (Surety Bond)			Insurance Company/ Contractor	
4. Four (4) copies - Notice to Proceed			Bids and Awards Committee Office	
5. Four (4) copies -Notice of Award			Bids and Awards Committee Office	
6. Four (4) copies -Contract of Agreement			Bids and Awards Committee Office	
7. Obligation Report			Office of the Municipal Engineer	
8. Disbursement Voucher			Office of the Municipal Engineer	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Contractor shall secure a request letter requesting 10% or 15% mobilization.	The Office of the Municipal Mayor and Office of the Municipal Engineer will receive the letter.	none	10 minutes	Mayor's Staff Rovie R. Lalisán - Admin. Aide III Dana Reich F. Loyola – Admin. Asst II
	Present and discuss the requirements to the contractor.	none	2 minutes	Rovie R. Lalisán - Admin. Aide III Dana Reich F. Loyola – Admin. Asst II
2. Submission of the required requirements.	Check and review the requirements. If complete, proceed with processing. If incomplete, return to the applicant for compliance.	none	1 hour and 30 minutes	Rovie R. Lalisán - Admin. Aide III Dana Reich F. Loyola – Admin. Asst II
	Preparation of obligation request and disbursement voucher.	none	30 minutes	Rovie R. Lalisán - Admin. Aide III Dana Reich F. Loyola – Admin. Asst II
	The Municipal Engineer will review and sign the obligation request and disbursement voucher.	none	15 minutes	Rovie R. Lalisán - Admin. Aide III Dana Reich F. Loyola – Admin. Asst II Engr. Joan P. Maulion, EnP – OIC Municipal Engineer



	Submit the documents to the Office of the BAC Secretary for processing.	none		Office of the BAC Secretary
TOTAL NUMBER OF HOURS AND MINUTES			2 hours and 27 minutes	

vii. Processing of First Partial Billing

			TYPE OF SERVICE	
			External	
TITLE OF SERVICE: Processing of First Partial Billing				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: In compliance with the Commission on Audit Circulars.				
Office or Division		Office of the Municipal Engineer		
Classification		Complex Transaction		
Type of Transaction		Government to Business (G2B)		
Who May Avail		All Contractors who have contract with LGU Alabel		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Four (4) copies -Request Letter from the Contractor			Contractor	
2. Inspection Report			LGU Resident Engineer	
3. Statement of Work Accomplishment			LGU Resident Engineer	
4. Statement of Time Elapsed			LGU Resident Engineer	
5. Monthly Certificate of Payment			LGU Resident Engineer	
6. Four (4) copies - Previous payments OBR and Disbursement Voucher			Contractor	
7. Notice of Award			BAC Office	
8. Notice to Proceed			BAC Office	
9. Contract Agreement			BAC Office	
10. Four (4) copies - Construction Photos (Before, During and After)			Contractor	
11. Four (4) copies - Contractors Affidavit on Payment of Laborers and Materials			Contractor	
12. Four (4) copies - Results of Test Analysis			Accredited Testing Center/ Contractor	
13. Obligation Request			Office of the Municipal Engineer	
14. Disbursement Voucher			Office of the Municipal Engineer	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Contractor shall secure a request letter requesting for a partial billing and inspection of the project.	The Office of the Municipal Mayor and Office of the Municipal Engineer will receive the letter.	none	10 minutes	Mayor's Staff Rovie R. Lalisán - Admin. Aide III Dana Reich F. Loyola Admin. Asst II
	Present and discuss the requirements to the contractor.	none	2 minutes	Rovie R. Lalisán - Admin. Aide III Dana Reich F. Loyola Admin. Asst II
	Scheduling for site inspection	none	5 minutes	LGU Resident Engineer Rovie R. Lalisán - Admin. Aide III Dana Reich F. Loyola Admin. Asst II
	Prepare a memo for site inspection.	none	10 minutes	Rovie R. Lalisán - Admin. Aide III Dana Reich F. Loyola Admin. Asst II
	Submit the MEMO to the Office of the Municipal Mayor for signatory.	none	15 minutes	Rovie R. Lalisán Admin. Aide III Dana Reich F. Loyola Admin. Asst II
	Distribute the MEMO to the different offices involved.	none	30 minutes	Rovie R. Lalisán - Admin. Aide III Dana Reich F. Loyola - Admin. Asst II
	The Office of the Municipal Engineer, Office of the Budget Officer, Office of the Municipal Accountant, and Office of the Municipal of the Planning Coordinator together with the contractor will conduct an inspection	none	1 hour (excluding travel time)	Inspectorate Team



	on the project site.			
2. Submission of the required requirements.	Check and review the requirements. If complete, proceed with processing. If incomplete, return to the applicant for compliance.	none	1 hour and minutes	Rovie R. Lalisan Admin. Aide III/J.O Dana Reich R. Loyola - Admin. Asst II/J.O
	The Resident Engineer will comply the needed requirements and will be signed by the respective department heads involved.	none	3 days	Resident Engineer Rovie R. Lalisan - Admin. Aide III/J.O Dana Reich R. Loyola - Admin. Asst II/J.O
	Preparation of obligation request and disbursement voucher.	none	30 minutes	Rovie R. Lalisan - Admin. Aide III/J.O Dana Reich R. Loyola - Admin. Asst II/J.O
	The Municipal Engineer will review and sign the obligation request and disbursement voucher.	none	15 minutes	Rovie R. Lalisan - Admin. Aide III/J.O Dana Reich R. Loyola - Admin. Asst II/J.O Engr. Joan P. Maulion, EnP - OIC Municipal Engineer
	Submit the documents to the Office of the Bids and Awards Committee for the attachment of bidding documents and processing.	none		Office of the BAC Secretary
TOTAL NUMBER OF DAYS, HOURS AND MINUTES			3 days, 4 hours and 27 minutes	



viii. Processing of Progressive Billing

			TYPE OF SERVICE	
			External	
TITLE OF SERVICE: Processing of Progressive Billing				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: In compliance with the Commission on Audit Circulars.				
Office or Division		Office of the Municipal Engineer		
Classification		Complex Transaction		
Type of Transaction		Government to Business (G2B)		
Who May Avail		All Contractors who have contract with LGU Alabel		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Four (4) copies -Request Letter from the Contractor			Contractor	
2. Inspection Report			LGU Resident Engineer	
3. Statement of Work Accomplishment			LGU Resident Engineer	
4. Statement of Time Elapsed			LGU Resident Engineer	
5. Monthly Certificate of Payment			LGU Resident Engineer	
6. Four (4) copies - Previous payments OBR and Disbursement Voucher			Contractor	
7. Notice of Award			BAC Office	
8. Notice to Proceed			BAC Office	
9. Contract Agreement			BAC Office	
10. Four (4) copies - Construction Photos (Before, During and After)			Contractor	
11. Four (4) copies - Contractors Affidavit on Payment of Laborers and Materials			Contractor	
12. Four (4) copies - Results of Test Analysis			Accredited Testing Center/ Contractor	
13. Obligation Request			Office of the Municipal Engineer	
14. Disbursement Voucher			Office of the Municipal Engineer	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Contractor shall secure a request letter requesting for a partial billing and inspection of the project.	The Office of the Municipal Mayor and Office of the Municipal Engineer will receive the letter.	none	10 minutes	Mayor's Staff Rovie R. Lalisan - Admin. Aide III Dana Reich F. Loyola Admin. Asst II
	Present and discuss the	none	2 minutes	Rovie R. Lalisan - Admin. Aide III



	requirements to the contractor.			Dana Reich F. Loyola Admin. Asst II
	Scheduling for site inspection	none	5 minutes	LGU Resident Engineer Rovie R. Lalisán Admin. Aide III Dana Reich F. Loyola Admin. Asst II
	Prepare a memo for site inspection.	none	10 minutes	Rovie R. Lalisán - Admin. Aide III Dana Reich F. Loyola - Admin. Asst II
	Submit the MEMO to the Office of the Municipal Mayor for signatory.	none	15 minutes	Rovie R. Lalisán - Admin. Aide III Dana Reich F. Loyola Admin. Asst II
	Distribute the MEMO to the different offices involved.	none	30 minutes	Rovie R. Lalisán - Admin. Aide III Dana Reich F. Loyola Admin. Asst II
	The Office of the Municipal Engineer, Office of the Budget Officer, Office of the Municipal Accountant, and Office of the Municipal Planning Coordinator together with the contractor will conduct an inspection on the project site.	none	1 hour (excluding travel time)	Inspectorate Team
2. Submission of the required requirements.	Check and review the requirements. If complete, proceed with processing. If incomplete, return to the applicant for compliance.	none	1 hour and 30 minutes	Rovie R. Lalisán - Admin. Aide III Dana Reich F. Loyola Admin. Asst II



	The Resident Engineer will comply the needed requirements and will be signed by the respective department heads involved.	none	3 days	Resident Engineer Rovie R. Lalisán - Admin. Aide III Dana Reich F. Loyola Admin. Asst II
	Preparation of obligation request and disbursement voucher.	none	30 minutes	Rovie R. Lalisán - Admin. Aide III Dana Reich F. Loyola Admin. Asst II
	The Municipal Engineer will review and sign the disbursement voucher.	none	15 minutes	Rovie R. Lalisán - Admin. Aide III Dana Reich F. Loyola Admin. Asst II Engr. Joan P. Maulion, EnP OIC Municipal Engineer
	Submit the documents to the Office of the BAC Secretary for processing.	none		Office of the BAC Secretary
TOTAL NUMBER OF DAYS, HOURS AND MINUTES			3 days, 4 hours and 27 minutes	

ix. Processing of Final Billing (100%)

		TYPE OF SERVICE
		External
TITLE OF SERVICE: Processing of Final Billing (100%)		
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: In compliance with the Commission on Audit Circulars.		
Office or Division	Office of the Municipal Engineer	
Classification	Complex Transaction	
Type of Transaction	Government to Business (G2B)	
Who May Avail	All Contractors who have contract with LGU Alabel	



CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Four (4) copies - Request Letter from the Contractor			Contractor	
2. Inspection Report			LGU Resident Engineer	
3. Statement of Work Accomplishment			LGU Resident Engineer	
4. Statement of Time Elapsed			LGU Resident Engineer	
5. Monthly Certificate of Payment			LGU Resident Engineer	
6. Four (4) copies - Previous payments OBR and Disbursement Voucher			Contractor	
7. Notice of Award			BAC Office	
8. Notice to Proceed			BAC Office	
9. Contract Agreement			BAC Office	
10. Four (4) copies - Construction Photos (Before, During and After)			Contractor	
11. Four (4) copies - Contractors Affidavit on Payment of Laborers and Materials			Contractor	
12. Four (4) copies - Results of Test Analysis			Accredited Testing Center/ Contractor	
13. Certificate of Completion			LGU Resident Engineer	
14. Certificate of Acceptance			LGU Resident Engineer	
15. Four (4) copies - As Built Plans			Contractor	
16. Four (4) copies - Clearance from Provincial Treasurer			PTO/ Contractor	
17. Four (4) copies - Warranty Security (Surety Bond)			Insurance Company/ Contractor	
18. Daily Construction Logbook			Contractor	
19. Four (4) copies - Certificate of Warranty			Contractor	
20. Construction Safety and Health Program			Contractor	
21. Obligation Request			Office of the Municipal Engineer	
22. Disbursement Voucher			Office of the Municipal Engineer	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Contractor shall secure a request letter requesting for a final billing and	The Office of the Municipal Mayor and Office of the	none	10 minutes	Mayor's Staff Office Clerk



final inspection of the project.	Municipal Engineer will receive the letter.			
	Present and discuss the requirements to the contractor.	none	2 minutes	Office Clerk
	Scheduling for site inspection	none	5 minutes	Office Clerk
	Prepare a memo for site inspection.	none	10 minutes	Office Clerk
	Submit the MEMO to the Office of the Municipal Mayor for signatory.	none	15 minutes	Office Clerk
	Distribute the MEMO to the different offices involved.	none	30 minutes	Office Clerk
	The office of the MAO, MEO, MLGOO, ABC President, MBO, MTO, LDRRMO, GSO, Religious Sector Representative, OMAG and MPDC together with the contractor will conduct an inspection on the project site.	none	1 hour (excluding travel time)	Inspectorate Team
2. Submission of the required requirements.	Check and review the requirements. If complete, proceed with processing. If incomplete, return to the applicant for compliance.	none	1 hour and 30 minutes	Office Clerk
	The Resident Engineer will comply the needed	none	3 days	Resident Engineer, Office Clerk



	requirements and will be signed by the respective department heads involved.			
	Preparation of obligation request and disbursement voucher.	none	30 minutes	Office Clerk
	The Municipal Engineer will review and sign the disbursement voucher.	none	15 minutes	Municipal Engineer
	Submit the documents to the Office of the Bids and Awards Committee for the attachment of bidding documents and processing.	none		Office of the BAC Secretary
TOTAL NUMBER OF DAYS, HOURS AND MINUTES			3 days, 4 hours and 27 minutes	

x. Processing the Withdrawal of 10% Retention

		TYPE OF SERVICE
		External
TITLE OF SERVICE: Processing the Withdrawal of 10% Retention		
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: In compliance with the Commission on Audit Circulars.		
Office or Division	Office of the Municipal Engineer	
Classification	Simple Transaction	
Type of Transaction	Government to Business (G2B)	
Who May Avail	All Contractors who have contract with LGU Alabel	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE



1. Four (4) copies - Request Letter from the Contractor			Contractor	
2. Four (4) copies - Previous payments OBR and Disbursement Voucher			Contractor	
3. Four (4) copies - Certificate of Warranty			Contractor	
4.				
5. Notice of Award			BAC Office	
6. Notice to Proceed			BAC Office	
7. Contract Agreement			BAC Office	
8. Certificate of Completion			LGU Resident Engineer	
9. Certificate of Acceptance			LGU Resident Engineer	
10. Warranty Security (Surety Bond)			Insurance Company/ Contractor	
11. Disbursement Voucher			Office of the Municipal Engineer	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Contractor shall secure a request letter requesting for withdrawal of 10% retention.	The Office of the Municipal Mayor and Office of the Municipal Engineer will receive the letter.	none	10 minutes	Mayor's Staff Rovie R. Lalisán - Admin. Aide III Dana Reich F. Loyola - Admin. Asst II
	Present and discuss the requirements to the contractor.	none	2 minutes	Rovie R. Lalisán - Admin. Aide III Dana Reich F. Loyola - Admin. Asst II
2. Submission of the required requirements.	Check and review the requirements. If complete, proceed with processing. If incomplete, return to the applicant for compliance.	none	1 hour and 30 minutes	Rovie R. Lalisán - Admin. Aide III Dana Reich F. Loyola - Admin. Asst II
	Preparation of disbursement voucher.	none	30 minutes	Rovie R. Lalisán - Admin. Aide III Dana Reich F. Loyola - Admin. Asst II
	The Municipal Engineer will review and	none	15 minutes	Rovie R. Lalisán - Admin. Aide III Dana Reich F.



	sign the disbursement voucher.			Loyola - Admin. Asst II Engr. Joan P. Maulion, EnP - OIC Municipal Engineer
	Submit the documents to the Office of the BAC Secretary for processing.	none		Office of the BAC Secretary
TOTAL NUMBER OF HOURS AND MINUTES			2 hours and 27 minutes	

xi. Issuance of Pouring Permit

				TYPE OF SERVICE
				External
TITLE OF SERVICE: Issuance of Pouring Permit				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: 1. To be able to check the quality of the site prior to concrete pouring; and 2. To be able to check the quality of the materials used in the site prior to concrete pouring in accordance to the plans and specification imposed by the Resident Engineer.				
Office or Division		Office of the Municipal Engineer		
Classification		Highly Technical Transaction		
Type of Transaction		Government to Business (G2B)		
Who May Avail		All Contractors who have contract with LGU Alabel		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request Letter from the Contractor			Contractor	
2. Field Density Test			Accredited Testing Center	
3. Pouring Permit			Office of the Municipal Engineer	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Contractor shall secure a request letter requesting for Field Density Test.	The Office of the Municipal Mayor and Office of the Municipal Engineer will receive the letter.	none	10 minutes	Mayor's Staff Rovie R. Lalisan Admin. Aide III Dana Reich F. Loyola Admin. Asst II
	The Resident Engineer will visit and witness the conduct of	none	1 hour (excluding travel time)	LGU Resident Engineer Contractor



	Field Density Testing in the site.			
2. Contractor shall secure again a request letter requesting for pouring.	The Office of the Municipal Mayor and Office of the Municipal Engineer will receive the letter.	none	10 minutes	
3. Contractor shall secure a hard copy result of the FDT and attach in the pouring permit.	Receive the documents and refer to the Resident Engineer.	none	5 minutes	Rovie R. Lalisan Admin. Aide III Dana Reich F. Loyola Admin. Asst II
	Approval of Pouring Permit	none	10 minutes	Engr. Joan P. Maulion, EnP/OIC - Municipal Engineer Engr. Joyce Ann Marie Flores/Engineer I
	The Resident Engineer will visit the site and witness the conduct of pouring.	none	1 hour	LGU Resident Engineer Contractor
TOTAL NUMBER OF HOURS AND MINUTES			2 hours and 35 minutes	

p. OFFICE OF THE MUNICIPAL MOTORPOOL

i. Repair of Small Engine Machineries

		TYPE OF SERVICE
		Internal
TITLE OF SERVICE: Repair of Small Engine Machineries		
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: The motor pool division provides repair and maintenance services to all government-owned small engine, light service vehicle and heavy equipment for safe and dependable units for Municipal personnel to perform their duties effectively with minimum downtime.		
Office or Division	Motorpool Division	



Classification	Simple Transaction			
Type of Transaction	Government to Government (G2G)			
Who May Avail	All Department of the Local Government Unit and National Agency			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Job Request form			Motorpool Division Office	
2. List of Spare Parts			Motorpool Division Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach assigned frontline personnel and inform your request.	Register in logbook the client's information and prepare the job request form.	none	5 minutes	Joyce C. Tatel - Administrative Aide III
2. Wait while the request is forwarded to the Motorpool Administrator for approval.	If the request is approve, forward the job request form to the Mechanical Shop Foreman or the Mechanic.	none	2 minutes	Engr. Cesar P. Gingoyon Jr. - Motorpool Administrator
3. Wait while the request is forwarded to the Mechanical Shop Foreman and/or Mechanic.	Check the light service vehicle and prepares diagnoses report/ pre-repair evaluation (including the spare parts to be purchase).	none	10 minutes	Virgilio T. Rivera Mech. Shop Foreman Rommel Serentas C&G Maintenance Foreman / Mechanic
4. Deposit the small engine that need to be repair and process the spare parts to be purchased.	none	none		Requesting department
5. Give the purchased spare parts to the Mechanic.	Actual repair of the small engine including the testing.	none	2 days	Rommel Serentas C&G Maintenance Foreman / Mechanic
	Inform the client that the small engine is already repaired.	none		



6. Claim the repaired small engine.	Secure release paper of the small engine.	none	20 minutes	Joyce C. Tatel - Administrative Aide III /
TOTAL NUMBER OF DAYS, HOURS AND MINUTES			2 days and 27 minutes	

ii. Repair of Light Service Vehicle

			TYPE OF SERVICE	
			Internal	
TITLE OF SERVICE: Repair of Light Service Vehicle				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: The motorpool division provides repair and maintenance services to all government-owned small engine, light service vehicle and heavy equipment for safe and dependable units for Municipal personnel to perform their duties effectively with minimum downtime.				
Office or Division		Motorpool Division		
Classification		Complex Transaction		
Type of Transaction		Government to Government (G2G)		
Who May Avail		All Department of the Local Government Unit and National Agency		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Job Request form			Motorpool Division Office	
2. List of Spare Parts			Motorpool Division Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach assigned frontline personnel and inform your request.	Register in logbook the client's information and prepare the job request form.	none	5 minutes	Joyce C. Tatel - Administrative Aide III
2. Wait while the request is forwarded to the Motorpool Administrator for approval.	If the request is approved, forward the job request form to the Mechanical Shop Foreman or the Mechanic.	none	2 minutes	Engr. Cesar P. Gingoyon Jr. - Motorpool Administrator
3. Wait while the request is forwarded to the Mechanical Shop Foreman and/or Mechanic.	Check the light service vehicle and prepares diagnoses report/ pre-repair evaluation (including the spare	none	15 minutes	Virgilio T. Rivera Mech. Shop Foreman Rommel Serentas



	parts to be purchase).			C&G Maintenance Foreman / Mechanic
4. Deposit the light service vehicle that need to be repair and process the spare parts to be purchased.	none	none		Requesting department
5. Give the purchased spare parts to the Mechanic.	Actual repair of the light service vehicle.	none	5 days	Rommel Serentas C&G Maintenance Foreman / Mechanic
6. Road test the repaired light service vehicle.	Accompany the owner/driver in the conduct of vehicle road test.	none	1 hour	Rommel Serentas C&G Maintenance Foreman / Mechanic
7. Claim the repaired light service vehicle	Secure release paper of the light service vehicle.	none	10 minutes	Joyce C. Tatel - Administrative Aide III
TOTAL NUMBER OF DAYS, HOURS AND MINUTES			5 days, 1 hour and 32 minutes	

iii. Repair and Maintenance of Heavy Equipment

		TYPE OF SERVICE
		Internal
TITLE OF SERVICE: Repair and Maintenance of Heavy Equipment		
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: The motorpool division provides repair and maintenance services to all government-owned small engine, light service vehicle and heavy equipment for safe and dependable units for Municipal personnel to perform their duties effectively with minimum downtime.		
Office or Division	Motorpool Division	
Classification	Highly Technical Transaction	



Type of Transaction	Government to Government (G2G)			
Who May Avail	All Department of the Local Government Unit and National Agency			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Job Request form			Motorpool Division Office	
2. List of Spare Parts			Motorpool Division Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach assigned frontline personnel and inform your request.	Register in logbook the client's information and prepare the job request form.	none	5 minutes	Joyce C. Tatel - Administrative Aide III
2. Wait while the request is forwarded to the Motorpool Administrator for approval.	If the request is approved, forward the job request form to the Mechanical Shop Foreman or the Mechanic.	none	2 minutes	Engr. Cesar P. Gingoyon Jr. Motorpool Administrator
3. Wait while the request is forwarded to the Mechanical Shop Foreman and/or Mechanic.	Check the light service vehicle and prepares diagnoses report/ pre-repair evaluation (including the spare parts to be purchase).	none	15 minutes	Virgilio T. Rivera Mech. Shop Foreman Rommel Serentas C&G Maintenance Foreman / Mechanic
4. Deposit the heavy equipment that need to be repair and process the spare parts to be purchased.	none	none	none	Requesting department
5. Give the purchased spare parts to the Mechanic.	Actual repair of the heavy equipment.	none	8 days	Rommel Serentas C&G Maintenance Foreman / Mechanic
6. Road test the repaired light service vehicle.	Accompany the owner/driver in the conduct of vehicle road test.	none	1 hour	Rommel Serentas C&G Maintenance Foreman / Mechanic



7. Claim the repaired heavy equipment.	Secure release paper of the heavy equipment.	none	10 minutes	Joyce C. Tatel - Administrative Aide III / Receiving Officer
TOTAL NUMBER OF DAYS, HOURS AND MINUTES			8 days, 1 hour and 32 minutes	

iv. Rental of Heavy Equipment

			TYPE OF SERVICE	
			External	
TITLE OF SERVICE: Rental of Heavy Equipment				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: Tax Ordinance No. 13-2021-017 - An ordinance amending the Tax Ordinance No. 2005-010, otherwise known as the revised revenue code of the Municipality of Alabel, hereby imposed the rental rates for the use of municipal government-owned and operated light and heavy equipment and machineries.				
Office or Division		Motorpool Division		
Classification		Simple Transaction		
Type of Transaction		Government to Government (G2G) Government to Citizen (G2C) Government to Business (G2B)		
Who May Avail		All Private and Public Sector		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request Letter			Requisitioner	
2. Official Receipt			Municipal Treasurer’s Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach assigned frontline personnel and submit your written request	Register in logbook the client's information.	none	10 minutes	Kimberly P. Rabago, REE - Engineer II
	Check the schedule or the availability of the equipment and compute the corresponding fees.	none		
2. Wait while the request is forwarded to the	Prepare the Rental Agreement including the billing statement and	none	5 minutes	Engr. Cesar P. Gingoyon Jr. - Motorpool Administrator



Motorpool Administrator for approval.	advise the client to pay the fees at the Municipal Treasurer's Office.			Kimberly P. Rabago, REE - Engineer II
3. Present the Official Receipt to the attending personnel for the signing of the Rental Agreement and the scheduling of the equipment/s.	Set the final date of the activity for scheduling and record the Official Receipt Number	none	5 minutes	Kimberly P. Rabago, REE - Engineer II
TOTAL NUMBER OF MINUTES			20 minutes	

v. Vehicular Assistance or Utilization of Heavy Equipment for a Particular Activity/Request

			TYPE OF SERVICE	
			External	
TITLE OF SERVICE: Vehicular Assistance or Utilization of Heavy Equipment for a Particular Activity/ Request				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: The motorpool division extends to provide vehicular assistance or the utilization of the heavy equipment for specific services to support the governments activity and other sector.				
Office or Division		Motorpool Division		
Classification		Simple Transaction		
Type of Transaction		Government to Government (G2G) Government to Citizen (G2C)		
Who May Avail		All Private and Public Sector		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request Letter received by the Municipal Mayor's Office			Requisitioner	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach assigned frontline personnel and submit your written request received by the	Register in logbook the client's information.	none	7 minutes	Kimberly P. Rabago, REE - Engineer II



Municipal Mayor's Office				
	Check the schedule or the availability of the vehicle and/or equipment.	none		
2. Wait while the request is forwarded to the Motorpool Administrator for approval.	Set and record the final date of the request.	none	5 minutes	Engr. Cesar P. Gingoyon Jr.
TOTAL NUMBER OF MINUTES			12 minutes	

q. OFFICE OF THE MUNICIPAL DISASTER RISK REDUCTION AND MANAGEMENT OFFICER

i. Request for Basic DRRM Training (BLS, SFA, Basic Water Safety, Etc.)

	TYPE OF SERVICE
	External
TITLE OF SERVICE: Request for Basic DRRM Training (BLS, SFA, Basic Water Safety, Etc.)	
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT:	



Per RA 10121, otherwise known as the Philippine Disaster Risk Reduction and Management Act of 200, the MDRRMO shall organize and conduct training, orientation, and knowledge management activities on DRRM at local level.				
Office or Division	Municipal Disaster Risk Reduction and Management Office – Admin and Training			
Classification	Simple Transaction			
Type of Transaction	Government to Citizen (G2C) Government to Government (G2G) Government to Business (G2B)			
Who May Avail	All Sectors (PWD, Women, Transport Group, Youth, Business Establishments)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter Request from the requesting party				
2. Approved Request/Confirmation			MDRRMO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Request to MDRRMO (preferably a week before the scheduled activity)	Receiving of Request	none	1 minute	Receiving Officer/Cristian P. Regidor
	Check if there is an available facilitator during the scheduled date	none	2 minutes	Section Chief/Ian Sydney Ebona
	Refer to MDRRMO-Designate for approval	none	2 minutes	Section Chief/Ian Sydney Ebona
	Approval of request for Basic DRRM Training	none	1 minute	MDRRMO-Designate/Narvin B. Lachica, CPA
TOTAL NUMBER OF MINUTES			6 minutes	

ii. **Information Education and Campaign (IEC) on Various Hazards in the Municipality (Geological and Hydro Meteorological)**

	TYPE OF SERVICE
	External
TITLE OF SERVICE: Information Education and Campaign (IEC) on Various Hazards in the Municipality (Geological and Hydro Meteorological)	



OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: Per RA 10121 otherwise known as Philippine Disaster Risk Reduction and Management Act of 2010, the MDRRMO shall disseminate information and raise public awareness about hazards, vulnerabilities and risks in the municipality.				
Office or Division	Municipal Disaster Risk Reduction and Management Office – Admin and Training			
Classification	Simple Transaction			
Type of Transaction	Government to Citizen (G2C) Government to Government (G2G) Government to Business (G2B)			
Who May Avail	All Sectors (PWD, Women, Transport Group, Youth, Business Establishments)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter Request to Respective Barangay			MDRRMO	
2. DRMM Preparedness Pamphlets			OCD XII	
3. Geologic and Hydromet Hazards Collaterals			PDRRMO/ PHIVOLCS/OCD XII	
4. Operation Listo Gabay at Mapa			DILG XII	
5. Weather Updates/Advisories			DOST – PAGASA	
6. Hazard Maps			DENR – MGB XII	
7. Vulnerability and Risk Assessment (VRA)			MDRRMO	
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Received the letter informing the respective Barangay/ Establishments Company/ Schools and other entities where activity to be conducted.	Submit Letter of Intent to Respective Barangay where the IEC to be conducted	none	1 minute	Receiving Officer of Barangay/Establishments/Company/and other entities
	Scheduling of the activity	none	1 minute	Officer In-charge/Ian Sydney Ebona
2. Approval of the proposed schedule of the activity		none	1 minute	Authorized Officer of Barangay/Establishments/Company/and other entities
	Actual activity implementation	none	1 day	MDRRMO Facilitators



TOTAL NUMBER OF DAYS, HOURS AND MINUTES	1 day and 3 minutes	
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iii. Conduct of Earthquake Drill

			TYPE OF SERVICE	
			External	
TITLE OF SERVICE: Conduct of Earthquake Drill				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: Per RA 10121 otherwise known as Philippine Disaster Risk Reduction and Management Act of 2010, the MDRRMO shall disseminate information and raise public awareness about hazards, vulnerabilities and risks in the municipality.				
Office or Division	Municipal Disaster Risk Reduction and Management Office – Admin and Training			
Classification	Simple Transaction			
Type of Transaction	Government to Citizen (G2C) Government to Government (G2G) Government to Business (G2B)			
Who May Avail	All Sectors (PWD, Women, Transport Group, Youth, Business Establishments)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter Request to prospect beneficiaries			MDRRMO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Received the letter informing the respective beneficiary where the activity to be conducted.	Submit letter of intent to respective area where the Drill to be conducted	none	1 minute	Personnel in charge/Ian Cerna
	Scheduling of the activity	none	2 minutes	Personnel in charge/Ian Sydney Ebona
2. Approval of the proposed schedule of the activity		none	2 minutes	Authorized officer of the Beneficiary
	Actual activity implementation	none	1 day	MDRRMO Facilitators
TOTAL NUMBER OF DAYS, HOURS AND MINUTES			1 day and 5 minutes	

iv. Request for Formulation of DRRM Related Plans (LDRRMP, BDRRMP, Contingency Plan per Hazard and other DRRM Related Plans)



			TYPE OF SERVICE	
			External	
TITLE OF SERVICE: Request for Formulation of DRRM Related Plans (LDRRMP, BDRRMP, Contingency Plan per Hazard and other DRRM Related Plans)				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: Per RA 10121 otherwise known as Philippine Disaster Risk Reduction and Management Act of 2010, the MDRRMO shall Facilitate the Formulation of DRRM Related Plans.				
Office or Division	Municipal Disaster Risk Reduction and Management Office – Research and Planning			
Classification	Simple Transaction			
Type of Transaction	Government to Citizen (G2C) Government to Government (G2G)			
Who May Avail	MLGU, BLGU, SDRRMCs			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter Request from the requesting part				
2. Approved Request/ Confirmation			MDRRMO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request to MDRRMO	Receiving request	none	1 minute	Nicon G. Perez/Jude Erwin L. Sabellano
	Check if there is an available facilitator during the scheduled date	none	1 minute	Pearl Joy B. Aceron
	Refer to MDRRMO-Designate for approval	none	1 minute	Pearl Joy B. Aceron
	Approval of request for the Formulation of DRRM related plans.	none	1 minute	Narvin B. Lachica, CPA
TOTAL NUMBER OF MINUTES			4 minutes	

v. **Formulation of DRRM Related Plans (LDRRMP, BDRRMP, Contingency Plan per Hazard and other DRRM Related Plans)**

		TYPE OF SERVICE
		External
TITLE OF SERVICE:		



Formulation of DRRM Related Plans (LDRRMP, BDRRMP, Contingency Plan per Hazard and other DRRM Related Plans)				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: Per RA 10121 otherwise known as Philippine Disaster Risk Reduction and Management Act of 2010, the MDRRMO shall Facilitate the Formulation of DRRM Related Plans.				
Office or Division	Municipal Disaster Risk Reduction and Management Office – Research and Planning			
Classification	Simple Transaction			
Type of Transaction	Government to Citizen (G2C) Government to Government (G2G)			
Who May Avail	MLGU, BLGU, SDRRMCs			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Venue, Meals, Supplies and other logistical needs				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare all the logistical needs during formulation	Checking of venue and logistical needs	none	5 minutes	Secretariat
	Facilitate workshops/ writeshops	none	5 days	MDRRMO Facilitator
	Next steps	none	10 minutes	MDRRMO Facilitator
	After activity evaluation	none	5 minutes	MDRRMO Facilitator
TOTAL NUMBER OF DAYS, HOURS AND MINUTES			5 days and 20 minutes	

vi. Request for Availability of Database on Vulnerability and Risk Assessment (VRA) and other Baseline Data

	TYPE OF SERVICE
	External
TITLE OF SERVICE: Request for Availability of Database on Vulnerability and Risk Assessment (VRA) and other Baseline Data	
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT:	



Per RA 10121 otherwise known as Philippine Disaster Risk Reduction and Management Act of 2010, the MDRRMO shall maintain database on all inventory of resources in disaster management/responses.				
Office or Division	Municipal Disaster Risk Reduction and Management Office – Research and Planning			
Classification	Simple Transaction			
Type of Transaction	Government to Citizen (G2C) Government to Government (G2G) Government to Business (G2B)			
Who May Avail	All Sectors			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter Request from the requesting party				
2. Approved Request/ Confirmation			MDRRMO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request to MDRRMO	Receiving of request	none	1 minute	Receiving Officer/Nicon G. Perez/Jude Erwin L. Sabellano
	Refer to MDRRMO-Designate for approval	none	1 minute	Section Chief/Pearl Joy B. Acheron
	Approval of request for baseline data.	none	1 minute	MDRRMO-Designate/Narvin B. Lachica, CPA
2. Client will secure the data needed	Releasing of need data	none	3 minutes	Releasing Officer/Nicon G. Perez/Jude Erwin L. Sabellano
TOTAL NUMBER OF MINUTES			6 minutes	

vii. Rapid Damage Assessment and Needs Analysis (RDANA) Team Deployment

	TYPE OF SERVICE
	External
TITLE OF SERVICE: Rapid Damage Assessment and Needs Analysis (RDANA) Team Deployment	
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: Per RA 10121 otherwise known as Philippine Disaster Risk Reduction and Management Act of 2010, the MDRRMO shall respond to and manage the adverse effects of emergency and carry out activities to the affected areas and most vulnerable sectors	



ensuring that there is an efficient mechanism for immediate delivery of food, shelter and medical supplies.				
Office or Division	Municipal Disaster Risk Reduction and Management Office – Research and Planning			
Classification	Simple Transaction			
Type of Transaction	Government to Citizen (G2C)			
Who May Avail	All Vulnerable Sectors			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. RDANA Forms			MDRRMO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Distress Call	Receiving of calls and extraction of vital information	none	2 minutes	Communication Equipment Operator
	Convene members of the RDANA Team thru Memorandum	none	30 minutes	Research & Planning Personnel
	Enroute to Place of Incident (POI)	none	2 hours	RDANA Team
	Findings on POI	none	10 minutes	RDANA Team
	Assessment of damages on households, crops/ livestock and infrastructure including psychosocial well-being	none	2 hours	RDANA Team
	Recommendations based on assessment	none	15 minutes	RDANA Team
	Crafting of RDANA Report	none	1 hour	Research & Planning Personnel
TOTAL NUMBER OF HOURS AND MINUTES			5 hours 57 minutes	

viii. **Transportation of Client/ Patient to Medical Facilities**

	TYPE OF SERVICE
	External
TITLE OF SERVICE: Transportation of Client/ Patient to Medical Facilities	
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: Per RA No. 10121, otherwise known as Philippine Disaster Risk Reduction and Management Act of 2010, the MDRRMO shall respond to and manage the adverse	



effects of emergency and carry out recovery activities to the most vulnerable areas and sectors.				
Office or Division	Municipal Disaster Risk Reduction and Management Office – Operation and Warning			
Classification	Simple Transaction			
Type of Transaction	Government to Citizen (G2C)			
Who May Avail	All Vulnerable Sectors			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Distress Call	Receiving of calls and extraction of vital information	none	2 minutes	Communication Equipment Operator
	Dispatch system to available resources applied	none	3 minutes	Team Leader (Alpha or Bravo)
	Enroute to Place of Incident (POI)	none	7 minutes – 2 hours	Driver & Crew
	Transportation of client from POI to Medical Facility	none	15 minutes – 2 hours	Driver & Crew
TOTAL NUMBER OF MINUTES			10 minutes	

ix. Transportation of ROFs and RRS

		TYPE OF SERVICE
		External
TITLE OF SERVICE: Transportation of ROFs and RRs		
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: Per RA 10121 otherwise known as Philippine Disaster Risk Reduction and Management Act of 2010, the MDRRMO shall coordinate other disaster risk reduction and management activities.		
Office or Division	Municipal Disaster Risk Reduction and Management Office – Operation and Warning	
Classification	Simple Transaction	
Type of Transaction	Government to Citizen (G2C)	
Who May Avail	Returning Overseas Filipinos, Returning Residents	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Certificate of Acceptance		MHO
2. Negative Report of RAT/RT-PCR		Testing Facilities



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Letter of acceptance and other requirements	Coordinate with ROFs/ RRs	none	10 minutes	Personnel in-charge/Joylyn Marzo
	MESU approval of acceptance letter	none	10 minutes	MESU/Rosanna Unajan
	Coordinate with authorized personnel on location and estimated time of arrival of client	none	1 minute	Driver & Crew
	Transport client from point of origin to the Municipal Isolation Unit (MIU)	none	• 1 day (other areas of Region XI and XII • 2 days (Zamboanga Peninsula to Pagadian – Region IX)	Driver & Crew
	Transportation from MIU to client's residence	none	1 day	Driver & Crew
TOTAL NUMBER OF DAYS, HOURS AND MINUTES			3 days and 11 minutes	

x. Search and Rescue Operations

	TYPE OF SERVICE
	External
TITLE OF SERVICE: Search and Rescue Operations	
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT:	



Per RA 10121 otherwise known as Philippine Disaster Risk Reduction and Management Act of 2010, the MDRRMO shall respond to and manage the adverse effects of emergency and carry out recovery activities to the most vulnerable areas and sectors.				
Office or Division	Municipal Disaster Risk Reduction and Management Office – Operation and Warning			
Classification	Simple Transaction			
Type of Transaction	Government to Citizen (G2C)			
Who May Avail	All Vulnerable Sectors			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Distress call	Receiving of calls and extraction of vital information	none	2 minutes	Communication Equipment Operator
	Phase 1. Early Report	none	5 minutes	Alabel Rescue Team (ART)
	Phase 2. Care on scene care on transit	none	8 hours	Alabel Rescue Team (ART)
TOTAL NUMBER OF HOURS AND MINUTES			8 hours and 7 minutes	

xi. **Assessment/ Incident Report**

			TYPE OF SERVICE	
			External	
TITLE OF SERVICE: Assessment/ Incident Report				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: Per RA 10121 otherwise known as Philippine Disaster Risk Reduction and Management Act of 2010, the MDRRMO shall respond to and manage the adverse effects of emergency and carry out recovery activities to the most vulnerable areas and sectors.				
Office or Division	Municipal Disaster Risk Reduction and Management Office – Operation and Warning			
Classification	Simple Transaction			
Type of Transaction	Government to Citizen (G2C)			
Who May Avail	All Vulnerable Sectors			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Distress Call	Receiving of calls and extraction of vital information	none	2 minutes	Communication Equipment Operator
	Enroute to Place of Incident (POI)	none	1 day	Responder/MDRRMO Personnel
	Findings on POI	none	10 minutes	Responder/MDRRMO Personnel
	Assessment of incident	none	15 minutes	Responder/MDRRMO Personnel
	Recommendation to MDRRMC Chairperson	none	10 minutes	Responder/MDRRMO Personnel
TOTAL NUMBER OF HOURS AND MINUTES			8 hours and 7 minutes	

xii. CoViD-19 Related Responses

			TYPE OF SERVICE	
			External	
TITLE OF SERVICE: CoViD-19 Related Responses				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: Per RA 10121 otherwise known as Philippine Disaster Risk Reduction and Management Act of 2010, the MDRRMO shall Respond to and manage the adverse effects of emergency and carry out recovery activities to the most vulnerable areas and sectors.				
Office or Division	Municipal Disaster Risk Reduction and Management Office – Operation and Warning			
Classification	Simple Transaction			
Type of Transaction	Government to Citizen (G2C)			
Who May Avail	All Vulnerable Sectors			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Transport suspected COVID-19 infected individuals to MHO for Antigen/RT-PCR Testing	none	1 day	Driver & Crew
	Transport COVID-19 confirmed cases to the Municipal Isolation Unit (MIU)	none	1 day	Driver & Crew
	Transport COVID-19 patient to health care facility	none	1 day	Driver & Crew



	Transport discharged patients to their residence	none	1 day	Driver & Crew
TOTAL NUMBER OF DAYS			4 days	

xiii. Ambulance Station for Major Activities/ Events

			TYPE OF SERVICE	
			External	
TITLE OF SERVICE: Ambulance Station for Major Activities/ Events				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: Per RA 10121 otherwise known as Philippine Disaster Risk Reduction and Management Act of 2010, the MDRRMO shall coordinate other disaster risk reduction and management activities.				
Office or Division		Municipal Disaster Risk Reduction and Management Office – Operation and Warning		
Classification		Simple Transaction		
Type of Transaction		Government to Citizen (G2C)		
Who May Avail		All Vulnerable Sectors		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request letter from requisitioning party				
2. Approval/ confirmation			MDRRMO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter/ communication to MDRRMO	Receives the letter/ communication from the client	none	1 minute	Receiving Officer/Christian P. Regidor
	Refer the letter/ communication to the MDRRMO-Designate	none	2 minutes	Section Chief/Vincent Ariston F. Lim
	Approval of the request	none	2 minutes	MDRRMO-Designate/Narvin B. Lachica, CPA
TOTAL NUMBER OF MINUTES			5 minutes	

xiv. Request for Decontamination

		TYPE OF SERVICE
		External
TITLE OF SERVICE:		



Request for Decontamination				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: Per RA 10121 otherwise known as Philippine Disaster Risk Reduction and Management Act of 2010, the MDRRMO shall respond to and manage the adverse effects of emergency and carry out recovery activities to the most vulnerable areas and sectors.				
Office or Division	Municipal Disaster Risk Reduction and Management Office – Operation and Warning			
Classification	Simple Transaction			
Type of Transaction	Government to Citizen (G2C)			
Who May Avail	All Vulnerable Sectors			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Written/ Verbal Request				
2. Approval/ confirmation			MDRRMO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit written/ verbal request to MDRRMO	Receives the written/ verbal request from the requisitioning party	none	1 minute	Receiving Officer/Cristian P. Regidor
	Refer the request to Section Chief	none	2 minutes	Section Chief/Vincent Ariston F. Lim
	Approval of the request	none	2 minutes	MDRRMO-Designate/Narvin B. Lachica, CPA
TOTAL NUMBER OF MINUTES			5 minutes	

xv. Deliver Aid/ Food Packs for Close Contacts of CoViD-19 Patient/ Affected

	TYPE OF SERVICE
	External
TITLE OF SERVICE: Deliver Aid/ Food Packs for Close Contacts of CoViD-19 Patient/ Affected	



OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: Per RA 10121 otherwise known as Philippine Disaster Risk Reduction and Management Act of 2010, the MDRRMO shall respond to and manage the adverse effects of emergency and carry out recovery activities to the most vulnerable areas and sectors.				
Office or Division	Municipal Disaster Risk Reduction and Management Office – Operation and Warning			
Classification	Simple Transaction			
Type of Transaction	Government to Citizen (G2C)			
Who May Avail	All Vulnerable Sectors			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. List of Close Contacts			MMO	
2. Close Contact Waiver/ Agreement form			BHW/BHRT	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Receives the list of close contact from MMO personnel through email.	none	1 minute	Receiving Officer/Racel Remoroza
	Printing of the list of close contact	none	2 minutes	Receiving Officer/Racel Remoroza
	Deliver aid/ food packs to the close contacts	none	7 hours	Team Ayuda/Racel Remoroza
TOTAL NUMBER OF HOURS AND MINUTES			7 hours and 3 minutes	

xvi. Programs, Projects, Activities Project/Program/Activity Proposal/ Design Process

	TYPE OF SERVICE
	Internal
TITLE OF SERVICE: Programs, Projects, Activities Project/Program/Activity Proposal/Design Process	
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT:	



Per RA 10121 otherwise known as Philippine Disaster Risk Reduction and Management Act of 2010, the MDRMO shall design, program and coordinate DRRM activities consistent to guidelines.				
Office or Division		Municipal Disaster Risk Reduction and Management Office – Research and Planning		
Classification		Simple Transaction		
Type of Transaction		Government to Citizen (G2C)		
Who May Avail		All Vulnerable Sectors		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Crafting of Project Proposal	none	5 hours	Officer in-charge/Nicon G. Perez
	Checking of Proposal/ Design	none	2 minutes	Section Chief/Pearl Joy B. Acheron MDRMO-Designate/Narvin B. Lachica, CPA
	Processing of Project Proposal		2 hours	Officer in-charge/Nicon G. Perez/Jude Erwin L. Sabellano
	Approval of the LCE	none	10 minutes	Officer in-charge/Nicon G. Perez/Jude Erwin L. Sabellano
TOTAL NUMBER OF HOURS AND MINUTES			7 hours and 12 minutes	

r. OFFICE OF THE LEVEL III WATER SYSTEM

i. Application for New Water Service Connection

	TYPE OF SERVICE
	External
TITLE OF SERVICE: Application for New Water Service Connection	
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT:	



Filing an application of new water service connection to access water supply from Level III Water System.				
Office or Division	Level III Water System Office			
Classification	Complex Transaction			
Type of Transaction	Government to Citizen (G2C) Government to Government (G2G) Government to Business (G2B)			
Who May Avail	All within the Level III Water System Service Area			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Proof of ownership (Land Title, Tax Declaration, Deed of Sale)			Applicant	
2. If applicant is not the owner, notarized authorization to apply/install a water service			Applicant	
3. Photocopy of any government issued ID			LTO, COMELEC, Post Office, DFA, etc.	
4. Location Sketch			Applicant	
5. Attend Orientation/Seminar			Level III Water System Office	
6. Official Receipt			Level III Water System Office/Municipal Treasurer's Office	
7. Plumbing Materials			Hardwares /Plumbing Materials Supplier	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure a service queue number and wait for the turn to be serviced	Issue service queue number	none	1 minute	Roda Tonogbanua Administrative Aide III
2. Inquire from the frontline personnel on how to avail of the water service connection and installation	Provide information of the services applied for and the requirements needed	none	5 minutes	Roda Tonogbanua Administrative Aide III
3. Submit requirements and fills-out service application form	Receives requirements to check/verify and provide service application form	none	15 minutes	Roda Tonogbanua Administrative Aide III
4. Attend Orientation/ Seminar	Conduct orientation/seminar to explain the rules and regulations regarding water service connection	none	1 hour	Israel Delvo Administrative Officer V Eusebio Manacio Meter Reader III
5. Schedule of site inspection and	Conduct site inspection/ report preparation for	none	5 working days	Eusebio Manacio



secure water connection estimates/list	approval and provide materials water estimate/list			Meter Reader III Edwin Gadia Administartive Aide III
6. Proceed to payment of the required fees	Accept payment of New Service Connection fee and issues official receipt.	•Service Conne-ction Fee: ₱400.00 •Tapping Fee: ₱100.00 •Maint. Fee ₱150.00	5 minutes	Agie Mae Añora LRCO I/Assigned Collector
7. Endorsement of the application form to Municipal Economic Enterprise Manager and to the Municipal mayor	Approval	none	2 working days	Roda Tonogbanua Administrative Aide III
8. Received copy of the approved application form and wait for the schedule of installation	Provide copy of the approved application form	none	5 minutes	Roda Tonogbanua Administrative Aide III
9. Witness installation and acknowledge Service and Connection Order	Install the water service connection	none	2 hours	Edwin Gadia Administartive Aide III
TOTAL NUMBER OF DAYS, HOURS AND MINUTES			7 days, 1 hour and 31 minutes	

ii. Transfer Site of Tapping

	TYPE OF SERVICE
	External
TITLE OF SERVICE: Transfer Site of Tapping	
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT:	



For relocating (transferring) the tapping point of the service connection.				
Office or Division	Level III Water System Office			
Classification	Complex Transaction			
Type of Transaction	Government to Citizen (G2C) Government to Government (G2G) Government to Business (G2B)			
Who May Avail	All Registered Level III Water System Consumer			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Proof of ownership (Land Title, Tax Declaration, Deed of Sale)			Applicant	
2. Location Sketch			Applicant	
3. Official receipt			Level III Water System Office	
4. Plumbing Materials			Hardwares and Plumbing Materials Supplier	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure a service queue number and wait for the turn to be serviced	Issue service queue number	none	1 minute	Roda Tonogbanua Administrative Aide III
2. Make a request to frontline personnel for the transfer of service connection	Check filled up request form/provide information	none	5 minutes	Roda Tonogbanua Administrative Aide III
3. Schedule of site inspection and secure water connection estimates/list	Conduct site inspection/ report preparation for approval and provide water materials estimate/list	none	5 working day	Eusebio Manacio Meter Reader III Edwin Gadia Administartive Aide III
4. Proceed to payment of the required fees	Accept payment and issue official receipt	•Service Connec- tion Fee ₱400.00 •Tapping Fee: ₱100.00	5 minutes	Agie Mae Añora LRCO I/ Assigned Collector
5. Witness the transfer of water service line and acknowledge Service and Connection Order	Transfer water service line	none	2 working days	Edwin Gadia Administartive Aide III



TOTAL NUMBER OF DAYS, HOURS AND MINUTES	7 days and 11 minutes	
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iii. Change of Account Name

				TYPE OF SERVICE
				External
TITLE OF SERVICE: Change of Account Name				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: Update of account name to reflect new and or actual owner.				
Office or Division	Level III Water System Office			
Classification	Complex Transaction			
Type of Transaction	Government to Citizen (G2C) Government to Government (G2G) Government to Business (G2B)			
Who May Avail	All Registered Level III Water System Consumer			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Proof of ownership			Applicant	
2. Photocopy of any government issued ID:			LTO, COMELEC, Post Office, DFA, etc.	
3. Water Bill/Official Receipt			Level III Water System	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure a service queue number and wait for the turn to be serviced	Issue service queue number	none	1 minute	Roda Tonogbanua Administrative Aide III
2. Make a request to frontline personnel for the transfer of service connection	Check filled up request form/provide information	none	5 minutes	Roda Tonogbanua Administrative Aide III
3. Submit requirements and fills-out Service Connection Transfer form	Receives requirements check/verify and provide service connection transfer form	none	15 minutes	Roda Tonogbanua Administrative Aide III
4. Attend Orientation/ Seminar	Conduct orientation/seminar to explain the rules and regulations regarding water service connection	none	1 hour	Israel Delvo Administrative Officer V Eusebio Manacio



				Meter Reader III
5. Proceed to payment of the required fees	Accept payment and issue official receipt	Maint. Fee: ₱100.00	5 minutes	Agie Mae Añora LRCO I/ Assigned Collector
6. Endorsement of the Service Connection Transfer form to Municipal Economic Enterprise Manager and to the Municipal mayor	Approval		2 working days	Roda Tonogbanua Administrative Aide III
7. Received copy of the approved Service Application Connection Transfer form	Provide copy of the approved Service Connection Transfer form		5 minutes	Roda Tonogbanua Administrative Aide III
TOTAL NUMBER OF DAYS, HOURS AND MINUTES			2 days, 1 hour and 31 minutes	

iv. Reconnection of Service Line

		TYPE OF SERVICE
		External
TITLE OF SERVICE: Reconnection of Service Line		
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: Reconnection of water service line from being disconnected.		
Office or Division	Level III Water System Office	
Classification	Complex Transaction	
Type of Transaction	Government to Citizen (G2C) Government to Government (G2G) Government to Business (G2B)	
Who May Avail	All Registered Level III Water System Consumer	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Water Bill/Official Receipt		Level III Water System



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure a service queue number and wait for the turn to be serviced	Issue service queue number	none	1 minute	Roda Tonogbanua Administrative Aide III
2. Make a request	Issues statement of account	none	5 minutes	Roda Tonogbanua Administrative Aide III
3. Pay Water Bill and other charges	Accept payment and issue official receipt	•Total Water Bill •Recon. Fee: ₱300.00	5 minutes	Agie Mae Añora LRCO I/ Assigned Collector
4. Present Official receipt to Customer Service Officer	Approved request	none	10 minutes	Agie Mae Añora LRCO I/ Assigned Collector
5. Witness reconnection of service line and acknowledge Service and Connection Order	Reconnect water service line	none	1 working day	Jeffrey Cabradilla Plumber I
TOTAL NUMBER OF DAYS, HOURS AND MINUTES			1 day and 21 minutes	

v. Request for Repairs, Maintenance, and Technical Assistance

		TYPE OF SERVICE
		External
TITLE OF SERVICE: Request for Repairs, Maintenance, and Technical Assistance		
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: To repair and maintain water service connection line and provide technical assistance to concessioners as per request.		
Office or Division	Level III Water System Office	



Classification	Complex Transaction			
Type of Transaction	Government to Citizen (G2C) Government to Government (G2G) Government to Business (G2B)			
Who May Avail	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Water Bill/Official Receipt			Level III Water System	
2. Location			Internet Maps/ Sketch Map	
3. Plumbing Materials			Hardwares and Plumbing Materials Supplier	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure a service queue number and wait for the turn to be serviced	Issue service queue number	none	1 minute	Roda Tonogbanua Administrative Aide III
2. Report/Fill-up Complaint Form	Received accomplished Request Form/ refer concerned section	none	5 minutes	Roda Tonogbanua Administrative Aide III
3. Wait for the approval of request	Approve Request	none	10 minutes	Eusebio Manacio Meter Reader III
4. Schedule of site inspection and secure water connection estimates/list	Conduct site inspection and provide water materials estimate/list	none	2 working days	Eusebio Manacio Meter Reader III Edwin Gadia Administartive Aide III
5. Witness repair, maintenance, other services, and acknowledge Maintenance Order	Repair, maintain, and perform requested technical assistance	none	2 working day	Jeffrey Cabradilla Plumber I
TOTAL NUMBER OF DAYS, HOURS AND MINUTES			4 days and 16 minutes	

vi. Issuance of Official Receipt for Payment of Water Bill

	TYPE OF SERVICE
	External



TITLE OF SERVICE: Issuance of Official Receipt for Payment of Water Bill				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: To repair and maintain water service connection line and provide technical assistance to concessioners as per request.				
Office or Division	Level III Water System Office			
Classification	Complex Transaction			
Type of Transaction	Government to Citizen (G2C) Government to Government (G2G) Government to Business (G2B)			
Who May Avail	All Registered Level III Water System Consumer			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Water Bill/Official Receipt			Level III Water System	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Water Bill	Verification	None	1 minute	Agie Mae Añora LRCO I/ Assigned Collector
2. Pay Water Bill	Accept payment and issue official receipt	Depends on the consumption and the amount stated in the statement of account	5 minutes	Agie Mae Añora LRCO I/ Assigned Collector
TOTAL NUMBER OF MINUTES			6 minutes	

vii. Request of Temporary Disconnection

		TYPE OF SERVICE
		External
TITLE OF SERVICE: Request of Temporary Disconnection		
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: To temporarily disconnect the service connection line from not being used.		
Office or Division	Level III Water System Office	



Classification	Complex Transaction			
Type of Transaction	Government to Citizen (G2C) Government to Government (G2G) Government to Business (G2B)			
Who May Avail	All Registered Level III Water System Consumer			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Water Bill/Official Receipt			Level III Water System	
2. Location			Internet Maps/ Sketch Map	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure a service queue number and wait for the turn to be serviced	Issue service queue number	none	1 minute	Roda Tonogbanua Administrative Aide III
2. Report/Fill-up request form	Check and filled-up request form/ Provide information	none	5 minutes	Roda Tonogbanua Administrative Aide III
	Approved request	none	5 minutes	Jayve Letigio Admin Asst. II
3. Wait for schedule	Get the water meter/and plugged the meter stand	none	1 hour	Eusebio Manacio Meter Reader III
TOTAL NUMBER OF HOURS AND MINUTES			1 hour and 11 minutes	

viii. Issuance of Promissory Note

		TYPE OF SERVICE
		External
TITLE OF SERVICE: Issuance of Promissory Note		
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: Submission of promissory note for the extension period of time payment.		
Office or Division	Level III Water System Office	
Classification	Complex Transaction	



Type of Transaction	Government to Citizen (G2C) Government to Government (G2G) Government to Business (G2B)			
Who May Avail	All Registered Level III Water System Consumer			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Water Bill/Official Receipt			Level III Water System	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure a service queue number and wait for the turn to be serviced	Issue service queue number	none	1 minute	Roda Tonogbanua Administrative Aide III
2. Request/Agree on the date of payment and the amount to paid	Provide information	none	5 minutes	Agie Mae Añora LRCO I Jayve Letigio Admin Asst. II
3. Execute Promissory Note	File signed Promissory Note	none	5 minutes	Agie Mae Añora LRCO I Jayve Letigio Admin Asst. II
TOTAL NUMBER OF MINUTES			11 minutes	

ix. Service Complaints

			TYPE OF SERVICE	
			External	
TITLE OF SERVICE: Service Complaints				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: To attend and respond concessioner’s service request and complaints.				
Office or Division	Level III Water System Office			
Classification	Complex Transaction			
Type of Transaction	Government to Citizen (G2C) Government to Government (G2G) Government to Business (G2B)			
Who May Avail	All Registered Level III Water System Consumer			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Water Bill/Official Receipt			Level III Water System	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure a service queue number and wait for the turn to be serviced	Issue service queue number	none	1 minute	Roda Tonogbanua Administrative Aide III



2. Report/Fill-up Complaint Form	Received accomplished Complaint Form/ refer concerned section/personnel	none	5 minutes	Roda Tonogbanua Administrative Aide III
3. Wait for the Result	Accommodate complaint and perform site inspection if needed	none	1 hour	Concerned Section/Personnel
4. Wait for the concerned section/personnel to attend to the complaints and request	Initiate appropriate action or advise if necessary	none	30 minutes	Concerned Section/Personnel
TOTAL NUMBER OF HOURS AND MINUTES			1 hour and 36 minutes	

s. OFFICE OF THE ECONOMIC ENTERPRISE – MARKET ADMINISTRATION

i. Transfer of Lessee in Case of Death of the Lessee

	TYPE OF SERVICE
	External
TITLE OF SERVICE: Transfer of Lessee in Case of Death of the Lessee	
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: As provided in Section 13, Tax Ordinance No. 2009–011, upon the death of the stallholder/ lessee, the contract of lease covering said stall shall be deemed terminated.	



However, if the deceased leaves a surviving spouse or legal heirs who are not disqualified under the provisions of this Code and who expressed the intention to continue the desire of the deceased, the lease may be transferred to the deceased’s spouse or legal heirs upon application therefore.				
Office or Division		Office of the Economic Enterprise – Market Administration		
Classification		Highly Technical Transaction		
Type of Transaction		Government to Business (G2B)		
Who May Avail		Stall Holder/ Lessee		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Notification in writing within thirty (30) days after death of the original lessee of the desire of the spouse or legal heirs to assume the said stall and proof showing the surviving spouse or legal heir				
2. Death Certificate			Municipal Civil Registrar/Philippine Statistics Authority	
3. Special Power of Attorney for the appointment of specific heir in case if the deceased has more than one (1) legal heir			Notary Public	
4. Payment of all necessary rents or lease due at the time of the original lessee and secure notice that the deceased has no pending payments/delinquency.			Municipal Treasurer's Office	
5. Secure duly notarized Lease Contract			Market Committee	
6. Secure new business permits and licenses			BPLO	
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit in writing notification of the death of the original lessee to the Market Office	Received the letter and copy of death certificate and special power of attorney	none	2 minutes	Rodrigo Gerodias Adminisrative Aide III
2. Payment of all necessary rents or lease due at the time of the original lessee and secure Certification that the Lessee has no pending	Received the copy of Certificate of Non-Delinquency	To be deter - mine	2 minutes	Rodrigo Gerodias Adminisrative Aide III



payments/delinquency.				
3. Secure the Approval of the Market Committee	The Committee shall evaluate the applicant according to submitted documents. In case the committee needs more information and explanation, the applicant shall be personally invited to appear before the meeting of the Committee. The notice of appearance shall be sent to the applicant at least two (2) days before the conduct of such meeting.	none	7 days	RHEA TORRECAMPO/BRYAN MENDOZA Market Committee Secretariat
4. If approved, secure new business permits and licenses	Received a copy Business Permit	none	7 days	Johnny Demate
5. The new stallholder needs to attend a Lease Contract Orientation, and secure a Certificate of Attendance which shall be a supporting	Conduct Lease Contract Orientation and Issue a Certificate of Attendance	none	1 hour	RHEA TORRECAMPO/BRYAN MENDOZA Market Committee Secretariat



document for the signing of contract				
6. Signing of Lease Contract and Awarding of Stall	Business Permit copy shall be submitted to the Committee as a supporting document necessary prior to the signing of the Lease Contract, Lease contract shall be signed by the stallholder and the Local Chief Executive	none	1 day	RHEA TORRECAMPO/BRYAN MENDOZA Market Committee Secretariat
TOTAL NUMBER OF DAYS, HOURS AND MINUTES			15 days, 1 hour and 4 minutes	

ii. Transfer of Lessee in Case of Transfer of Privilege and Rights

	TYPE OF SERVICE
	External
TITLE OF SERVICE: Transfer of Lessee in Case of Transfer of Privilege and Rights	
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: As provided in Section 11, TAX ORDINANCE NO. 2009 – 011, Transfer of privilege over stalls may be allowed, provided, that the transferor must first seek the approval of the	



Committee in which case a transfer fee is set to 75% rate of the Goodwill Fee as stipulated in the Alabel Revised Revenue Code and payment of other fees as provided herein.				
Office or Division		Office of the Economic Enterprise – Market Administration		
Classification		Complex Transaction		
Type of Transaction		Government to Business (G2B)		
Who May Avail		Stall Holder/ Lessee		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. The Lessee must inform in writing that he/she has the intentions to transfer his privilege and rights sighting reasons thereof and submit to the Market Supervisor				
2. Secure duly notarized Affidavit/Waiver for Transfer of Privilege and Rights			Notary Public	
3. Payment of all necessary rents or lease due at the time of the original lessee and secure CERTIFICATION that the LESSEE has no pending payments/delinquency.			Municipal Treasurer's Office	
4. Secure an approval for Transfer of Privilege and Rights from the Market Committee			Market Committee	
5. Secure duly notarized Lease Contract			Notary Public	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform in writing that the lessee has the intentions to transfer his privilege and rights to the Market Office	Received the letter and copy of request	none	2 minutes	Rodrigo Gerodias Adminisrative Aide III
2. Secure and present a Notarized copy of Waiver for Transfer of Rights and Ask for the Approval of the Market Committee	The Committee shall evaluate the applicant according to submitted documents. In case the committee needs more information and explanation,	none	6 days	Notary Public



	the applicant shall be personally invited to appear before the meeting of the Committee. The notice of appearance shall be sent to the applicant at least two (2) days before the conduct of such meeting.			
3. If Approved, Payment of Transfer Fee and other fees including his/her business permits and licenses (75% or 25% of the Goodwill Fee paid by the previous lessee depending on the location of the stall	Received a copy of Official Receipt for the payment Goodwill Fee and New Business Permit	To be determine	30 minutes	REVENUE COLLECTION CLERK
4. The new stallholder needs to attend a Lease Contract Orientation, and secure a Certificate of Attendance which shall be a supporting document for the signing of contract	Conduct Lease Contract Orientation and Issue a Certificate of Attendance	none	1 hour	RHEA TORRECAMPO/BRYAN MENDOZA Market Committee Secretariat
5. Signing of Lease Contract and Awarding of Stall	Business Permit copy shall be submitted to the Committee as a supporting document necessary	none	1 day	RHEA TORRECAMPO/BRYAN MENDOZA Market Committee Secretariat



	prior to the signing of the Lease Contract, Lease contract shall be signed by the stallholder and the Local Chief Executive			
TOTAL NUMBER OF DAYS, HOURS AND MINUTES			7 days, 1 hour and 32 minutes	

iii. **Application for Vacancy of Stall/Both and Adjudication to Applicants**

			TYPE OF SERVICE	
			External	
TITLE OF SERVICE: Application for Vacancy of Stall/Both and Adjudication to Applicants				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: As provided in Article VII Market Fees and Charges Section 7 of Tax Ordinance No. 2009-011, Vacancy of Stall/Booth and Adjudication to Applicants.				
Office or Division	Office of the Economic Enterprise – Market Administration			
Classification	Simple Transaction			
Type of Transaction	Government to Business (G2B)			
Who May Avail	Stall Holder/ Lessee			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Application to Lease Market Stall			Market Committee Secretariat	
2. Qualifications of Applicants			Market Committee Secretariat	
3. Payment of Goodwill Fee			Municipal Treasurer’s Office	
4. Adjudication of Qualified Applicants			Market Committee Secretariat	
5. Notice of Qualifications/ Disqualification and Schedule of Drawing Lots			Municipal Treasurer’s Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure an application to Lease a Market Stall	All interested parties to lease a stall, booth or	none	2 minutes	Rodrigo Gerodias Adminisrative Aide III



	space shall secure and fill up an application form to be provided free by the Office of the Market Supervisor			
2. Submission of applicable registration depending on the business lines	The application shall be made under oath. It shall be submitted to the Municipal Treasurer's Office by the applicant either in person or through his or her attorney	none	10 minutes	RHEA TORRECAMPO/BRYAN MENDOZA Market Committee Secretariat
3. All interest bidder shall be required to deposit his Goodwill Fee upon registration to the Municipal Treasurer's Office in Cash, prior to the conduct of Bidding for Occupancy and secure a Bidder Number to the qualified Bidder	Municipal Treasurers Office shall issue Official Receipt and provide a Bidder Number	Starting Bid Price – Goodwill Fee: (a) Rooms at the Perimeter Bldgs.: ₱30,000.0 (b) Dry Goods Section – Public Market Bldg. A: ₱20,000.0 (c)Wet Section for Vegetable – Public Market Bldg. B: ₱10,000.0	10 minutes	REVENUE COLLECTION CLERK
4. The Interested Bidder shall wait	Adjudication of the stall	none		RHEA TORRECAMPO/BRYAN



for the Notice of schedule for Public Bidding	shall be made through public bidding to be conducted by the Market Committee on the date and hour specified in the Notice. The result of the public bidding (highest bidder) shall be reported immediately by the Committee to the Municipal Mayor for appropriate action.			MENDOZA Market Committee Secretariat
5. The successful applicant shall furnish the Municipal Treasurer two (2) copies of his or her picture (1"x1") immediately after the award of the lease.	Municipal Treasurers Office shall kept the picture to affix one (1) copy for the record card	none	10 minutes	Municipal Tresurers Office
6. The winning bidder is given seven (7) days after winning the bid to comply all Balance of Payments over and above the deposited starting bid price, otherwise forfeited in favor of the Local	The Municipal Treasurers Office shall issue Official Receipt	To be deter- mine	10 minutes	REVENUE COLLECTION CLERK



Government of Alabel for non-payment of the said balance				
7. A bidder must present an Official Receipt for the refund to his/her Goodwill Fee in the event that he/she did not win in the bidding process	The Municipal Treasurers Office will process the payment of refund	none	20 minutes	Municipal Tresurers Office
8. Appeals. – Any applicant who is not satisfied with the adjudication made by the Municipal Treasurer or the Market Committee of the stall applied by him, may file his appeal with the Municipal Mayor whose decision in such cases shall be final	The Mayor Office will receive the complaint	none	10 minutes	Municipal Tresurers Office
9. The new stallholder need to attend a Lease Contract Orientation, and secure a Certificate of Attendance which shall be a supporting document for the signing of contract	Conduct Lease Contract Orientation and Issue a Certificate of Attendance	none	1 hour	RHEA TORRECAMPO/BRYAN MENDOZA Market Committee Secretariat
10. Signing of Lease Contract and Awarding of Stall	Business Permit copy shall be submitted to the Committee	none	1 hour	RHEA TORRECAMPO/BRYAN MENDOZA Market Committee Secretariat



	as a supporting document necessary prior to the signing of the Lease Contract, Lease contract shall be signed by the stallholder and the Local Chief Executive			
TOTAL NUMBER OF HOURS AND MINUTES			3 hours and 2 minutes	

iv. Request for Approval for Change/ Addition of Business

			TYPE OF SERVICE	
			External	
TITLE OF SERVICE: Request for Approval for Change/ Addition of Business				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: All stall awardees who signify their intention to change their business name and address are mandated to seek approval of the Public Market Committee.				
Office or Division		Office of the Economic Enterprise – Market Administration		
Classification		Complex Transaction		
Type of Transaction		Government to Business (G2B)		
Who May Avail		Stall Holder/ Lessee		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request Letter for the Approval for Change/ Addition of business				
2. Payment for additional fees and other charges			Municipal Treasurer’s Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter to the Market Supervisor for the approval of Change.	Receive a copy of the letter and submit to	none	3 minutes	Rodrigo Gerodias Adminisrative Aide III



Additional Business in consideration of Zoning Operation and Design	the Market Committee for approval.			
2. Secure the Approval of the Market Committee	The Committee shall evaluate the applicant according to submitted documents. In case the committee needs more information and explanation, the applicant shall be personally invited to appear before the meeting of the Committee. The notice of appearance shall be sent to the applicant at least two (2) days before the conduct of such meeting.	none	7 days	RHEA TORRECAMPO/BRYAN MENDOZA Market Committee Secretariat
TOTAL NUMBER OF DAYS, HOURS AND MINUTES			7 days and 3 minutes	

v. Issuance of Certificate of Policy Compliance (Market Clearance)

	TYPE OF SERVICE
	External
TITLE OF SERVICE: Issuance of Certificate of Policy Compliance (Market Clearance)	
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT:	



As provided in Section 11, TAX ORDINANCE NO. 2009 – 011, Transfer of privilege over stalls may be allowed, provided, that the transferor must first seek the approval of the Committee in which case a transfer fee is set to 75% rate of the Goodwill Fee as stipulated in the Alabel Revised Revenue Code and payment of other fees as provided herein.				
Office or Division	Office of the Economic Enterprise – Market Administration			
Classification	Simple Transaction			
Type of Transaction	Government to Business (G2B)			
Who May Avail	Stall Holder/ Lessee			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Certificate of Attendance during Annual Re-orientation			Market Office	
2. Certificate of Attendance for Lease Contract Orientation			Market Office	
3. Provision of four (4) color-coded covered refuse receptacles lined with the same color plastic bag for biodegradable wastes, plastic bags, containers, glass, and tin cans				
4. Health Certification to all Stallholders and Workers			Municipal Health Office	
5. Certificate of Non-Delinquency			Municipal Treasurer’s Office	
6. Renewal of Lease Contract if its more than Three Years			Notary Public	
7. Certificate of Attendance during the conduct of Earthquake Drill			MDRRMO	
* Stallholders with violations that fall to moderate and heavy category shall not be issued a Certificate of Policy Compliance				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The stallholder must present/secure/provide the following:				
a. Secure a Certificate of Attendance for Annual Re-orientation in the Market Office	Check and issue a Certificate of attendance	none	5 minutes	Rodrigo Gerodias Adminisrative Aide III
b. Provide proof of Four Color-coded refuse receptacle	Check the validity of the provision of Receptacle	none	10 minutes	Rodrigo Gerodias Adminisrative Aide III
c. Payment of all necessary rents or lease and water bill	Received the copy of Certificate of Non-Delinquency	To be deter mine	2 minutes	Revenue Collection Clerk



d. Present a Health Certification	Received and have a photocopy of the Health Certification	none	2 minutes	Rodrigo Gerodias Administrative Aide III
e. Provide a copy of the Renewal of Lease Contract	Received and have a photocopy of the Lease Contract	none	2 minutes	Rodrigo Gerodias Administrative Aide III
f. Provide a copy of the Certificate of Attendance during the conduct of Earthquake Drill	Received and have a photocopy of the Certificate of Attendance	none	2 minutes	Rodrigo Gerodias Administrative Aide III
2. Payment for the Certificate of Policy Compliance at the authorized Revenue Collection Clerk	check the official receipt	₱85.00	10 minutes	Revenue Collection Clerk
3. Present the Official Receipt for the payment and secure a copy of the Certificate of Policy Compliance	Issue a Certificate of Policy Compliance	none	10 minutes	Bryan Mendoza Market Inspector II
TOTAL NUMBER OF MINUTES			43 minutes	

vi. Request for Improvement of Stall

	TYPE OF SERVICE
	External
TITLE OF SERVICE: Request for Improvement of Stall	
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: As provided in the conditions of CONTRACT OF LEASE, Number 7. That the lessee shall not introduce any improvement/s on said stall at public market space without securing permit from the lessor.	



Office or Division	Office of the Economic Enterprise – Market Administration			
Classification	Complex Transaction			
Type of Transaction	Government to Business (G2B)			
Who May Avail	Stall Holder/ Lessee			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request Letter for the improvement of his/her stall				
2. Provide a copy of Simple Plans/designs of the stall to be improve and secure an approval from the Municipal Engineering Office			Municipal Engineering Office	
3. Secure an Approval from the Market Committee			Market Committee Secretariat	
4. Provide a copy of the approval of the committee thru a resolution			Public Market Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit in writing a notification of the improvement of the stall	Received the letter and submit a copy to the Municipal Engineering Office	none	2 minutes	Rodrigo Gerodias Adminisrative Aide III
2. Present an approval from the Municipal Engineering Office	Validate the Documents	none	30 minutes	MEO
3. Secure an approval from the Market Committee	Submit all the necessary documents to the Market Committee for consideration and approval of improvement of the stall	none	7 days	RHEA TORRECAMPO/BRYAN MENDOZA Market Committee Secretariat
4. The Market Committee Secretariat will inform the Client of the decision of the Market Committee thru a resolution	Market Committee Secretariat will provide the stallholder a copy of the approval thru	none	5 minutes	RHEA TORRECAMPO/BRYAN MENDOZA Market Committee Secretariat



	a resolution that the request is approved			
TOTAL NUMBER OF DAYS, HOURS AND MINUTES			7 days and 37minutes	

vii. Request for Issuance of Special Permit for Public Market Space or Billboard

			TYPE OF SERVICE	
			External	
TITLE OF SERVICE: Request for Issuance of Special Permit for Public Market Space or Billboard				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: All constituents who want to avail special permit for public space are requested to seek.				
Office or Division		Office of the Economic Enterprise – Market Administration		
Classification		Simple Transaction		
Type of Transaction		Government to Business (G2B)		
Who May Avail		Stall Holder/ Lessee		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request Letter for the issuance of Special Permit and furnish copy to the Mayor’s Office				
2. Payment of Special Permit			Municipal Treasurer’s Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter stating the content of the special permit and submit a copy to the Mayor’s Office for approval	The Mayor’s Office will inform the Market Supervisor for the approval of the Request for the Special Permit	none	30 minutes	Rodrigo Gerodias Adminisrative Aide III
2. If approve, payment of special permit from the Municipal Treasurers Office	Receive a photocopy of the payment of the Special Permit	To be deter- mine	5 minutes	Revenue Collection Clerk
TOTAL NUMBER OF MINUTES			35 minutes	



t. OFFICE OF THE SLAUGHTERHOUSE OPERATION

i. Hog Slaughtering Process and Issuance of Meat Certificate

	TYPE OF SERVICE
	External
TITLE OF SERVICE: Hog Slaughtering Process and Issuance of Meat Certificate	
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT:	



The Municipal Slaughterhouse provides a safe slaughtering process to food animals which aims to prevent diseased or otherwise unwholesome meat being marketed or being offered for sale for human consumption in the municipality.				
Office or Division		Municipal Slaughterhouse		
Classification		Simple Transaction		
Type of Transaction		Government to Citizen (G2C) Government to Business (G2B)		
Who May Avail		Meat Consumers and Meat Vendors in the Municipality		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Official Receipt			Municipal Treasurer's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Official Receipt	Check the Official Receipt	₱180.00 Slaughtering Fee	1 minute	Cesar Minoza/ SecurityGuard
	Receive the Hog	None	1 minute	Michael Robles, Jerico Sinoy/Meat Inspector
	Lairaging/ Ante Mortem	none	2-6 hours	Michael Robles, Jerico Sinoy/Meat Inspector
	Shower and Bath	none	2 minutes	Benjie Maque/Butcher
	Stunning Sticking and Bleeding	none	30 seconds	Jonel Castor & Eliazar Llavado, Butcher
	Scalding Bath	none	3 minutes	Jonel Castor & Eliazar Llavado, Butcher
	Dehairing	none	3 minutes	Jonel Castor, Eliazar Llavado, Ronald Surmel Michel Robles, Butcher & Meat Inspector
	Initial Washing	none	10 seconds	Butcher Assigned
	Gambrelling, Breastbone cutting and Evisceration	none	20 seconds	Butcher Assigned
	Singeing, Washing and Splitting	none	20 seconds	Butcher Assigned
	Inspection of Carcass	none	10 seconds	Michael Robles, Jerico Sinoy/Meat Inspector



	Branding	none	5 seconds	Michael Robles, Jerico Sinoy/Meat Inspector
	Weighing and Dispatching of Carcass	none	10 minutes	Michael Robles, Jerico Sinoy/Meat Inspector
	Issuance of Meat Inspection Certificate	none	1 minute	Michael Robles, Jerico Sinoy/Meat Inspector
	Transportation of Carcass	none	15 minutes	Meat Van Driver
2. Receive Carcass and Meat Inspection Certificate		none	5 minutes	Meat Inspector, Meat Van Driver
TOTAL NUMBER OF HOURS, MINUTES AND SECONDS			6 hours, 31 minutes 35 seconds	

i. Cattle Slaughtering Process and Issuance of Meat Certificate

			TYPE OF SERVICE	
			External	
TITLE OF SERVICE: Hog Slaughtering Process and Issuance of Meat Certificate				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: The Municipal Slaughterhouse provides a safe slaughtering process to food animals which aims to prevent diseased or otherwise unwholesome meat being marketed or being offered for sale for human consumption in the municipality.				
Office or Division	Municipal Slaughterhouse			
Classification	Simple Transaction			
Type of Transaction	Government to Citizen (G2C) Government to Business (G2B)			
Who May Avail	Meat Consumers and Meat Vendors in the Municipality			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Barangay Certificate			Office of the Sangguniang Barangay	
2. Credentials			Municipal Treasurer's Office	
3. Official Receipt			Municipal Treasurer's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Secure Receipt	Official	Check the Official Receipt	₱650.00 Slaughtering Fee	1 minute	Cesar Minoza/ SecurityGuard
		Receive the Cattle	none	2 minutes	Eliazar Llavado, Michel Robles, Butcher & Meat Inspector
		Lairaging/ Ante Mortem	none	6-12 hours	Eliazar Llavado, Michel Robles, Butcher & Meat Inspector
		Shower and Bath	none	2 minutes	Eliazar Llavado, Michel Robles, Butcher & Meat Inspector
		Stunning, Shackling, Hoisting, Sticking and Bleeding	none	2 minutes	Eliazar Llavado, Michel Robles, Butcher & Meat Inspector
		Removal of Legs, Head and Tail	none	2 minutes	Eliazar Llavado, Michel Robles, Butcher & Meat Inspector
		Flaying	none	30 minutes	Eliazar Llavado, Michel Robles, Butcher & Meat Inspector
		Initial Washing	none	10 seconds	Eliazar Llavado, Michel Robles, Butcher & Meat Inspector
		Brisket Cutting and Evisceration	none	10 minutes	Eliazar Llavado, Michel Robles, Butcher & Meat Inspector
		Carcass Splitting and Quartering	none	10 minutes	Eliazar Llvado, Butcher
		Final Washing and Trimming	none	3 minutes	Michael Robles, Meat Inspector
		Inspection of Carcass	none	1 minute	Michael Robles, Meat Inspector
		Branding	none	10 seconds	Michael Robles, Meat Inspector
		Weighing and Dispatching of Carcass	none	12 minutes	Michael Robles, Meat Inspector
		Issuance of Meat Inspection Certificate	none	1 minute	Michael Robles, Meat Inspector



	Transportation of Carcass		15 minutes	Michael Robles, Meat Inspector
2. Receive Carcass and Meat Inspection Certificate		none	5 minutes	Meat Inspector, Meat Van Driver
TOTAL NUMBER OF HOURS, MINUTES AND SECONDS			13 hours, 25 minutes, 20 seconds	

u. BUSINESS PERMIT AND LICENSING OFFICE

i. Application for Business Permit (New and Renewal) for Online Application

	TYPE OF SERVICE
	External
TITLE OF SERVICE: Application for Business Permit (New and Renewal) for Online Application	
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: All business establishment operates within the Municipality of Alabel shall obtain business permit before the operation. All existing business establishment shall renew their	



Business Permit on or before January 20 of the succeeding year. Revised Revenue Code of 2005 and BPLS Ordinance No. 11-2015-106.				
Office or Division	Business Permit and Licensing Office			
Classification	Simple Transaction			
Type of Transaction	Government to Business (G2B)			
Who May Avail	All taxpayer who intend to set up business and with existing business in the Municipality of Alabel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Barangay Clearance			Office of the Sangguniang Barangay where the establishment is located	
2. Photocopy of Proof of Business Name Registration (for New)				
<ul style="list-style-type: none"> DTI Registration (for Sole and Partnership) 			Department of Trade and Industry (DTI)	
<ul style="list-style-type: none"> SEC Article of Incorporation (for Corporation/ Association) 			Securities and Exchange Commission	
<ul style="list-style-type: none"> CDA Registration (for Cooperative) 			Cooperative Development Authority	
<ul style="list-style-type: none"> Market Clearance (for Market Stall Owners only) 			Public Market Office	
<ul style="list-style-type: none"> Sanitary Permit (for Food Handlers Establishment only) 			Municipal Health Office	
<ul style="list-style-type: none"> Joint Inspection Report (for business renewals only) 			Given during the conduct of Joint Inspection	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at LGU website/eBPLS. Upload data and the required documents. Submit and monitor the application.	The BPLO personnel will review/ verify application details and indorse to the indorsing offices	none	30 minutes	BPLO Personnel
	The indorsing offices will verify the requirement and assess the fees	Refer to the Tax Ord. No. 10 series of 2005	30 minutes	MPDO Personnel, Office of the Building Official, Municipal Health Office, MENRO, BFP
	Reassessment of taxes, fees and charges and	none	15 minutes	MTO Assessor



	generation of tax order payment			
2. Pay the tax assessment bill thru online payment or over the counter payment	For online payment, the cashier/ collector will wait for the notification of payment	Depends on the assessment	15 minutes	Bank or Payment Center Agent
	For over-the-counter payment, the cashier/ collector will receive the payment and issue an Official Receipt (OR)	Depends on the assessment	15 minutes	Revenue Collection Clerk
3. Claims permit via pick-up or courier service of choice	Notify the business applicant about the availability of their permit and details on mode to claim	none	15 minutes	BPLO Personnel
	Pick-up in person	none	Time varies	BPLO Personnel
	Via courier service	Varies depending on the courier service	Time varies	BPLO Personnel
TOTAL NUMBER OF HOURS			2 hours	

ii. Application for Business Permit (New and Renewal) for Walk-in Application

	TYPE OF SERVICE
	External
TITLE OF SERVICE: Application for Business Permit (New and Renewal) for Walk-in Application	
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: All business establishment operates within the Municipality of Alabel shall obtain business permit before the operation. All existing business establishment shall renew their	



Business Permit on or before January 20 of the succeeding year. Revised Revenue Code of 2005 and BPLS Ordinance No. 11-2015-106.				
Office or Division	Business Permit and Licensing Office			
Classification	Simple Transaction			
Type of Transaction	Government to Business (G2B)			
Who May Avail	All taxpayer who intend to set up business and with existing business in the Municipality of Alabel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Barangay Clearance			Office of the Sangguniang Barangay where the establishment is located	
2. Photocopy of Proof of Business Name Registration (for New)				
<ul style="list-style-type: none"> DTI Registration (for Sole and Partnership) 			Department of Trade and Industry (DTI)	
<ul style="list-style-type: none"> SEC Article of Incorporation (for Corporation/ Association) 			Securities and Exchange Commission	
<ul style="list-style-type: none"> CDA Registration (for Cooperative) 			Cooperative Development Authority	
<ul style="list-style-type: none"> Market Clearance (for Market Stall Owners only) 			Public Market Office	
<ul style="list-style-type: none"> Sanitary Permit (for Food Handlers Establishment only) 			Municipal Health Office	
<ul style="list-style-type: none"> Joint Inspection Report (for business renewals only) 			Given during the conduct of Joint Inspection	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the BPLO personnel, ask for the application and filled-up data	The BPLO personnel will encode the data of the applicant and upload the required documents to the system and indorse to the indorsing offices	none	30 minutes	BPLO Personnel
	The indorsing offices will verify the requirement and assess the fees	Refer to the Tax Ord. No. 10 series of 2005	30 minutes	MPDO Personnel, Office of the Building Official, Municipal



				Health Office, MENRO, BFP
	Reassessment of taxes, fees and charges and generation of tax order payment	none	15 minutes	MTO Assessor
2. The applicant will proceed to MTO for payment of taxes, fees and charges	The cashier/ collector will receive the payment and issue an Official Receipt (OR)	Depends on the assessment	15 minutes	Revenue Collection Clerk
3. Return to BPLO to claim the Business Permit	Release the permit and other documents to the applicants	none	15 minutes	BPLO Personnel
TOTAL NUMBER OF HOURS AND MINUTES			1 hour and 45 minutes	

iii. Issuance of Certification for No Business

				TYPE OF SERVICE
				External
TITLE OF SERVICE: Issuance of Certification for No Business				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: One of the requirements in securing assistance for indigency.				
Office or Division	Business Permit and Licensing Office			
Classification	Simple Transaction			
Type of Transaction	Government to Client (G2C)			
Who May Avail	All residents of the Municipality of Alabel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Barangay Clearance			Office of the Sangguniang Barangay where the client resides	
2. Hospital Bill (for hospitalization only)			Hospital where the client is admitted	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the frontline services and present the	Encode/ prepared the document requested. Then	none	10 minutes	BPLO Personnel



required document as basis for the preparation of the document requested and wait for the release	the document will be forwarded to the head of office for signature/ approval and release to the client			
TOTAL NUMBER OF MINUTES			10 minutes	

v. PUBLIC EMPLOYMENT SERVICE OFFICE (PESO)

i. Issuance of PESO Referral for Employment (Private Companies)

	TYPE OF SERVICE
	External
TITLE OF SERVICE: Issuance of PESO Referral for Employment (Private Companies)	
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT:	



To support the efforts of the Government in creating and promoting gainful employment especially among the municipal residents in partnership with private companies/establishments/institutions.				
Office or Division	Public Employment Service Office			
Classification	Simple Transaction			
Type of Transaction	Government to Citizen (G2C)			
Who May Avail	All job seekers in the Municipality			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Application Letter (1 original)			Applicant	
2. Biodata/ Resume/ Personal Data Sheet (PDS) (1 original)			Applicant	
3. Transcript of Records (TOR) (1 original)			School	
4. Certificate of Trainings (if applicable) (1 original)			Applicant	
5. Certificate of Seminars (if applicable) (1 original)			Applicant	
6. Barangay Certification (1 original)			Office of the Sangguniang Barangay	
7. Community Tax Certificate (1 original)			Municipal Treasurer's Office	
8. COMELEC Identification Card / Voter's Certification (1 photocopy)			COMELEC-Alabel	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach PESO frontline personnel and present complete requirements	Evaluate and assess the submitted documentary requirements	none	3 minutes	PESO - Frontline Personnel
2. Wait while the frontline personnel prepare the referral letter for sign by the PESO manager	Prepare the document requested and PESO manager will sign the letter	none	3 minutes	PESO - Officer In-Charge
3. Receive copy of the requested document	Issue the approved referral letter	none	1 minute	PESO - Officer In-Charge
TOTAL NUMBER OF MINUTES			7 minutes	

ii. Issuance of Employment Certification (PESO)

	TYPE OF SERVICE
	External
TITLE OF SERVICE: Issuance of PESO Referral for Employment (Private Companies)	



OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: To support the efforts of the Government to assist individuals in crisis situation, individuals seeking employment and indigent students seeking for scholarships.				
Office or Division	Public Employment Service Office			
Classification	Simple Transaction			
Type of Transaction	Government to Citizen (G2C)			
Who May Avail	All persons/ individuals who are a bonafide residents of the Municipality			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Barangay Certification (Residency) (1 original)			Office of the Sangguniang Barangay	
2. Valid ID			National Government Agencies	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach PESO frontline personnel for information and present requirements	Evaluates and assesses the submitted requirements	none	2 minutes	PESO - Officer In-Charge
2. Wait while the PESO frontline personnel prepare the certification for sign by the PESO manager	Issuance of the certification	none	1 minute	PESO - Officer In-Charge
TOTAL NUMBER OF MINUTES			3 minutes	

iii. **Facilitation of Application for DOLE and OWWA Livelihood Programs and TESDA Skills Trainings**

	TYPE OF SERVICE
	External
TITLE OF SERVICE: Facilitation of Application for DOLE and OWWA Livelihood Programs and TESDA Skills Trainings	



OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: To support the efforts of the Government to accelerate socio economic development in the municipality by empowering communities and provision of basic services.				
Office or Division	Public Employment Service Office			
Classification	Simple Transaction			
Type of Transaction	Government to Citizen (G2C)			
Who May Avail	All Constituents			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Application Forms			PESO	
2. Valid ID/ Barangay Certification of Indigency			National Government Agencies, Office of the Sangguniang Barangay	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach PESO frontline personnel for information, ask for application form and present requirements	Interview the applicant, Evaluates and assesses the submitted requirements	none	10 minutes	PESO - Officer In-Charge
2. Wait for the feedback and further instructions from PESO personnel	Give initial result to applicant as to qualifications and instruct the applicant what to submit if qualified and when to expect the release of livelihood	none	5 minutes	PESO - Officer In-Charge
3. Exchange contact information	Provide contact information	none	1 minute	PESO - Officer In-Charge
TOTAL NUMBER OF MINUTES			16 minutes	

w. OFFICE OF THE BAC SECRETARIAT

i. Sale of Bidding Documents

	TYPE OF SERVICE
	External
TITLE OF SERVICE: Sale of Bidding Documents	
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT:	



As provided in Section 17.4 of the 2016 Revised Implementing Rules and Regulations (IRR) of Republic Act No. 9184, bidders may be asked to pay for bidding documents to recover the cost of their preparation and development. The BAC shall issue the bidding documents to the prospective bidders upon payment of the corresponding cost thereof to the collecting/disbursing officer of the procuring entity concerned.				
Office or Division	BAC Secretariat			
Classification	Simple			
Type of Transaction	Government to Business (G2B)			
Who May Avail	Prospective Bidder/s			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. One (1) valid company Identification Card			Prospective Bidder	
2. Special Power of Attorney (SPA), if the transacting individual is not the proprietor/owner			Prospective Bidder	
3. Official Receipt of Payment			Municipal Treasurer's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the BAC-Secretariat (BAC-Sec) personnel of the intent to purchase bidding documents.	Request the client to present his/her valid ID and/or (SPA) for verification.	none	2 minutes	Angelou Labaniego-Admin. Assistant II, Alona Reyla-Admin. Aide IV
	Prepare the Order of Payment and submit the same to BAC Chairperson for approval and signature.	none	5 minutes	Jesie Macasi, Admin. Aide V
	Check and sign the Order of Payment.	none	5 minutes	Abner H. Labaniego, MPA, BAC Chairperson
	Issue the approved Order of Payment and advise the client to proceed to the MTO for payment	none	2 minutes	Jesie Macasi, Admin. Aide V
2. Pay the bidding document fee at MTO	Issue Official Receipt (OR)	₱500.00- ₱75,000.00 depending on the approved Bud-	10 minutes	MTO



		get of the Contract (ABC)		
3. Go back to the BAC Secretariat Office and present the OR to the attending personnel.	Photocopy the OR and give the original copy to the client. Advise the client to fill-out and sign the Purchase of Bid Docs Form prior the issuance and release of the bidding documents.	none	10 minutes	Angelou Labaniego, Admin. Assistant II
TOTAL NUMBER OF MINUTES			34 minutes	

ii. Issuance of Notice of Post-Qualification

			TYPE OF SERVICE	
			External	
TITLE OF SERVICE: Issuance of Notice of Post-Qualification				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: As provided in Section 34.1, Rule X of the 2016 Revised Implementing Rules and Regulations (IRR) of Republic Act 9184, the bidder having the Lowest Calculated Bid/Highest Rated Bid shall undergo post-qualification in order to determine whether the bidder concerned complies with and is responsive to all the requirements and conditions as specified in the Bidding Documents.				
Office or Division		BAC Secretariat		
Classification		Simple		
Type of Transaction		Government to Business (G2B)		
Who May Avail		Lowest/ Single Calculated and Responsive Bidder or the Single/ Highest Rated and Responsive BiddeJesie Macasi, Admin. Aide Vr (for consulting services)		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. One (1) valid company Identification Card			Bidder	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present one (1) valid ID.	Check and verify ID and issue approved Notice of Post-Qualification (NPQ).	none	10 minutes	Anjelou H. Labaniego, Admin. Assistant II,



2. Receive the NPQ	Advise the client to write his/her name and affix his/her signature, including the date of receipt on the acknowledgment portion of the document.	none	5 minutes	Jesie Macasi, Admin. Aide V
TOTAL NUMBER OF MINUTES			15 minutes	

iii. Issuance of Notice of Award

			TYPE OF SERVICE	
			External	
TITLE OF SERVICE: Issuance of Notice of Award				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: As provided in Section 37, Rule XI of the Implementing Rules and Regulations (IRR) of Republic Act 9184, the BAC shall recommend to the Head of the Procuring Entity (HoPE) the award of contract to the bidder with the LCRB/ HRRB/ SCRB/ SRRB after the post-qualification process has been completed. In case of approval, the HoPE shall immediately issue the Notice of Award to the bidder concerned.				
Office or Division		BAC Secretariat		
Classification		Simple		
Type of Transaction		Government to Business (G2B)		
Who May Avail		Lowest/Single Calculated and Responsive Bidder or the Single/Highest Rated and Responsive Bidder (for consulting services)		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. One (1) valid company Identification Card			Bidder	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present one (1) valid ID.	Check and verify ID and issue approved Notice of Award (NOA).	none	10 minutes	Anjelou H. Labaniego, Admin. Assistant II, Jesie Macasi, Admin. Aide V
2. Receive the NOA	Advise the client to write his/her name and affix his/her signature, including the date of receipt on the acknowledgment	none	5 minutes	



	portion of the document.			
TOTAL NUMBER OF MINUTES			15 minutes	

iv. Issuance of Notice to Proceed

			TYPE OF SERVICE	
			External	
TITLE OF SERVICE: Issuance of Notice to Proceed				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: As provided in Section 37.4.1, Rule XI of the 2016 Revised Implementing Rules and Regulations (IRR) of Republic Act 9184, the concerned Procuring Entity shall issue the Notice to Proceed together with a copy or copies of the approved contract to the successful bidder within seven (7) calendar days from the date of approval of the contract by the appropriate government approving authority.				
Office or Division		BAC Secretariat		
Classification		Simple		
Type of Transaction		Government to Business (G2B)		
Who May Avail		Lowest/Single Calculated and Responsive Bidder or the Single/Highest Rated and Responsive Bidder (for consulting services)		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. One (1) valid company Identification Card			Bidder	
2. Duly Notarized Contract Agreement			Bidder	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to the BAC Sec Office the duly signed and notarized contract agreement.	Check and receive the document submitted. Provide one (1) copy of the contract to the client.	none	5 minutes	Anjelou H. Labaniego, Admin. Assistant II, Jesie Macasi, Admin. Aide V
2. Receive copy of the NTP	Advise the client to write his/her name and affix his/her signature, including the date of receipt on the acknowledgment portion of the document.	none	10 minutes	
TOTAL NUMBER OF MINUTES				
15 minutes				

v. Issuance of Purchase Order (P.O.)



			TYPE OF SERVICE	
			External	
TITLE OF SERVICE: Issuance of Purchase Order				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: As provided in Section 37.2.2, Rule XI of the 2016 Revised Implementing Rules and Regulations (IRR) of Republic Act 9184, the Procuring Entity shall enter into contract with the winning bidder within ten (10) calendar days from receipt of the Notice of Award provided that all the documentary requirements are complied with.				
Office or Division		BAC Secretariat		
Classification		Simple		
Type of Transaction		Government to Business (G2B)		
Who May Avail		Lowest/Single Calculated and Responsive Bidder or the Single/Highest Rated and Responsive Bidder (for consulting services)		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. One (1) valid company Identification Card			Bidder	
2. Performance Security (in case of public bidding)			Bidder	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present one (1) valid ID and provide the required performance security (for public bidding)	Check and verify ID and the performance security (public bidding).	none	3 minutes	Anjelou H. Labaniego, Admin. Assistant II, Jesie Macasi, Admin. Aide V
	Issue the approved P.O. and advise the client to write his/her name and affix his/her signature, including the date of receipt on the acknowledgment portion of the document.	none	10 minutes	
TOTAL NUMBER OF MINUTES			13 minutes	

vi. Dropping/ Submission of Request for Quotation

		TYPE OF SERVICE
		External
TITLE OF SERVICE:		



Dropping/ Submission of Request for Quotation				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: Where the procurement does not fall under Shopping in Section 52 of the Revised IRR of RA 9184 and the amount involved does not exceed the thresholds prescribed in Annex “H” of said IRR, the procuring entity shall draw up a list of at least three (3) suppliers of known qualifications which will be invited to submit proposals.				
Office or Division		BAC Secretariat		
Classification		Simple		
Type of Transaction		Government to Business (G2B)		
Who May Avail		Prospective and Qualified Suppliers		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Sealed and duly filled-out RFQ Forms			Bidder	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit/drop the sealed and duly filled-out RFQ Forms to the Office of the BAC Secretariat before the deadline of submission of RFQ	Receive and drop the RFQ forms in the bid box. Open the RFQ Forms during the schedule opening	none	5 minutes	Randy Padilla, Admin. Assistant V/ BAC Sec Member, Perfecto P. Corporal, Jr., Admin Aide IV/BAC Sec Member
TOTAL NUMBER OF MINUTES			5 minutes	

x. ALABEL MUNICIPAL POLICE STATION

i. Issuance of Extract of Blotter

	TYPE OF SERVICE
	External
TITLE OF SERVICE:	



Issuance of Extract of Blotter				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: It is used to keep people informed of activities within the police jurisdiction. It is also used to compile statistical information, identify problems in the community, or identify police training needs. These reports are needed to facilitate investigations, prepare court cases, or defend cases in court.				
Office or Division	Alabell Municipal Police Station			
Classification	Simple Transaction			
Type of Transaction	Government to Citizen (G2C) Government to Business (G2B) Government to Government (G2G)			
Who May Avail	All Individuals and Government Entities needing Extract Blotter			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Official Receipt			Municipal Treasurer's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the Desk Officer and submit the written request for the issuance of Extract Blotter	Assist and Interview Client for what happen.	none	5 minutes	Desk Officer
2. Proceed to the Municipal Treasurer's Office for payment of the required fees and secure official Receipt.	Give order of Payment	₱80.00	2 minutes	Revenue Collection Clerk
3. Wait while the attending personnel endorse the requested document to the Desk Officer and to the Chief of Police for their signature	Receive Official Receipt and Encoded Extract Blotter	none	5 minutes	Non-Uniform Police (NUP) on Duty
4. Receive copy of the requested document	Get 1 (one) office copy and give it to the client	none	2 minutes	Desk Officer on Duty
TOTAL NUMBER OF MINUTES			14 minutes	

ii. Issuance of National Police Clearance



			TYPE OF SERVICE	
			External	
TITLE OF SERVICE: Issuance of National Police Clearance				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: It is a document proving that the holder has no criminal or derogatory record based on the PNP database. The Police Clearance is usually one of the pre-employment requirements that job candidates must submit to their employer.				
Office or Division	Alabel Municipal Police Station			
Classification	Complex Transaction			
Type of Transaction	Government to Citizen (G2C) Government to Business (G2B) Government to Government (G2G)			
Who May Avail	All Individuals and Government Entities needing National Police Clearance			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Two (2) Valid ID			Applicant	
2. Birth Certificate			Philippine Statistic Authority (PSA)	
3. Proper Attire			Applicant	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Access the NPCS website to register	none	none	none	none
2. Fill out the "New Applicant Registration" form	none	none	none	none
3. Log in to your account	none	none	none	none
4. Click on "Edit Profile".	none	none	none	none
5. Fill out the "Applicant Information" form.	none	none	none	none
6. Click the "Clearance Application" Button.	none	none	none	none
7. Set an appointment.	none	none	none	none
8. Select payment option.	none	none	none	none



9. Review the notes/reminders and pay the police clearance fee.	none	₱150.00	none	none
10. Proceed to your chosen police station for photo capture and biometrics.	Assist client in Logbook signing	none	1 minute	Police Clearance Processor on Duty
11. If you be "Hit," the processor will give you instructions, so please comply. If you are not, proceed to the next step.	Wait until verified	none	7 days if hitted, if not, 3 minutes	Police Clearance Processor on Duty
12. Wait for your Police Clearance to be released.	Give it to the client	none	2 minutes	Police Clearance Processor on Duty
TOTAL NUMBER OF MINUTES			6 minutes	

y. ALABEL MUNICIPAL FIRE STATION

i. Fire Safety Evaluation Clearance (FSEC) Application – Regular (Simple)

	TYPE OF SERVICE
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				External	
TITLE OF SERVICE: Fire Safety Evaluation Clearance (FSEC) Application – Regular (Simple)					
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: A document issued by the BFP as a prerequisite for the grant of Building Permit by the Office of Building Official having jurisdiction upon determination that the evaluated plans are compliant with Republic Act No. 9514 and its Revised Implementing Rules and Regulations.					
Office or Division		Fire Station or Lone District Fire Office			
Classification		Simple Transaction			
Type of Transaction		Government to Citizen (G2C) Government to Business (G2B)			
Who May Avail		Owner, Contractor or Business Entity			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Accomplished application form for Fire Safety Evaluation Clearance (FSEC) (1 original copy)			Fire Station/ Lone District Fire Office		
2. Architectural documents (3 original copies)			Signed and sealed by the Designer/ Contractor		
3. Civil documents (3 original copies)			Signed and sealed by the Designer/ Contractor		
4. Electrical documents (3 original copies)			Signed and sealed by the Designer/ Contractor		
5. Mechanical documents (3 original copies)			Signed and sealed by the Designer/ Contractor		
6. Plumbing documents (3 original copies)			Signed and sealed by the Designer/ Contractor		
7. Electronics documents (3 original copies)			Signed and sealed by the Designer/ Contractor		
8. Sanitary documents (3 original copies)			Signed and sealed by the Designer/ Contractor		
9. Fire Protection documents (3 original copies)			Signed and sealed by the Designer/ Contractor		
10. Cost Estimate of the building including labor cost duly notarized (1 original copy)			Signed and sealed by the Designer/ Contractor		
11. Fire Safety Compliance Report (FSCR), if required (1 set of original copy)			Fire Safety Practitioner		
12. Management Certification for Hot Works bearing the name of the PAI (1 original copy)			Business Entity/ Contractor/ Owner		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Completely fill-out necessary information in the application form.	Issue a queuing number and application form and instruct the applicant to complete the	none	10 minutes	Customer Relations Officer (CRO)	



	necessary information.			
2. Submit the filled-out application form and the required documents in the checklist of requirements.	Receive from the applicant all documents required in the checklist of requirements.	none		Customer Relations Officer (CRO)
	Check the completeness of the submitted documents.	none		Customer Relations Officer (CRO)
	Record to the Official Log Sheet the name of applicant and owner of the establishment, the time and date of application. <i>(In case of lacking requirements, the CRO shall immediately return the application to the applicant together with the FSEC Application Disapproval Form for compliance.)</i>	none		Customer Relations Officer (CRO)
	Endorse the bill of materials/ cost estimate to Fire Code Assessor (FCA) for assessment of fire code fees/taxes.	none		Customer Relations Officer (CRO)
3. The applicant shall wait for the queuing number to be called by the Fire Code Assessor (FCA) for the release of Order of Payment.	Compute the fire code fees/taxes.	none	10 minutes	Fire Code Assessor (FCA)
4. Receive the Order of Payment Slip (OPS).	Call the applicant's queuing number and issue the Order of Payment Slip (OPS) to the applicant.	none		Fire Code Assessor (FCA)



5. The applicant shall present and pay the assessed amount indicated in the OPS to the Fire Code Collecting Agent (FCCA).	Call the applicant's queuing number.	Application Fee: ₱200.00 One-tenth of one per centum (0.1%) of the verified estimated value of the building but not more than ₱50,000.00	10 minutes	Fire Code Collecting Agent (FCCA)
6. Receive the Official Receipt (OR).	Receive payment from applicant and issue Official Receipt (OR), then compile copy of OR.	none		Fire Code Collecting Agent (FCCA)
7. Present the OR to the CRO.	Require the applicant to present original copy of the OR.	none	5 minutes	Customer Relations Officer (CRO)
8. Receive the Claim Stub.	Check copy of OR and record to the Official Log Sheet the amount paid, OR Number, and Date of Payment, then issue Claim Stub to applicant.	none		
	Endorse the application documents together with the required sets of building plans as the case may be to Chief Fire Safety Enforcement Section/Unit (FSES/FSEU).	none		Customer Relations Officer (CRO)
	Assign Building Plan Evaluator (BPE) who will review/ evaluate the plans and specifications.	none	15 minutes	Chief Fire Safety Enforcement Section/ Unit (FSES/FSEU)



	Review/ evaluate building plans and accomplish Fire Safety Checklist, FSEC or Notice of Disapproval (NOD) for FSEC as the case may be, and make appropriate recommendations/ findings.	none	1 ½ Days Maximum from the date of application.	Building Plan Evaluator (BPE)
	Review/ evaluate the recommendations/ findings of BPE and recommends to Municipal Fire Marshal (MFM) or District Fire Marshal (for lone District Fire Office) the issuance of FSEC or NOD for FSEC as the case may be.	none	2 hours	Chief FSES/FSEU
	Make the final review/evaluation of the Chief FSES/ FSEU's recommendation for disposition.	none	2 hours	Municipal Fire Marshal (MFM) or District Fire Marshal (for Lone District Fire Office)
	Approve/ disapprove, and sign three (3) copies of FSEC or NOD (for FSEC) as the case may be.	none	20 minutes	MFM or District Fire Marshal (for Lone District Fire Office)
	Endorse application documents to the CRO.	none		MFM or District Fire Marshal (for Lone District Fire Office)
	Record in the Official Log Sheet the FSEC or NOD as the case may be, number, date approved, name of applicant/owner and name of establishment, OR number and amount paid.	none	10 minutes	Customer Relations Officer (CRO)



	Provide duplicate copy of FSEC or NOD to the designated Records Custodian.			
9. Acknowledge in the logbook and claim the FSEC/ NOD.	Release FSEC or NOD as the case may be, and other pertinent documents to applicant or authorized representative upon presentation of Claim Stub. Endorse the plan to the BO as well as duplicate copy of FSEC, FSC or NOD as the case may be.	none	5 minutes	Customer Relations Officer (CRO)
TOTAL			2 days, 1 hour and 25 minutes	

ii. Fire Safety Evaluation Clearance (FSEC) Application – Regular (Complex)

		TYPE OF SERVICE
		External
TITLE OF SERVICE: Fire Safety Evaluation Clearance (FSEC) Application – Regular (Complex)		
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: A document issued by the BFP as a prerequisite for the grant of Building Permit by the Office of Building Official having jurisdiction upon determination that the evaluated plans are compliant with Republic Act No. 9514 and its Revised Implementing Rules and Regulations.		
Office or Division	Fire Station or Lone District Fire Office	
Classification	Complex Transaction	
Type of Transaction	Government to Citizen (G2C) Government to Business (G2B)	
Who May Avail	Owner, Contractor or Business Entity	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Accomplished application form for Fire Safety Evaluation Clearance (FSEC) (1 original copy)		Fire Station/ Lone District Fire Office
2. Architectural documents (3 original copies)		Signed and sealed by the Designer/ Contractor
3. Civil documents (3 original copies)		Signed and sealed by the Designer/ Contractor



4. Electrical documents (3 original copies)		Signed and sealed by the Designer/ Contractor		
5. Mechanical documents (3 original copies)		Signed and sealed by the Designer/ Contractor		
6. Plumbing documents (3 original copies)		Signed and sealed by the Designer/ Contractor		
7. Electronics documents (3 original copies)		Signed and sealed by the Designer/ Contractor		
8. Sanitary documents (3 original copies)		Signed and sealed by the Designer/ Contractor		
9. Fire Protection documents (3 original copies)		Signed and sealed by the Designer/ Contractor		
10. Cost Estimate of the building including labor cost duly notarized (1 original copy)		Signed and sealed by the Designer/ Contractor		
11. Fire Safety Compliance Report (FSCR), if required (1 set of original copy)		Fire Safety Practitioner		
12. Management Certification for Hot Works bearing the name of the PAI (1 original copy)		Business Entity/ Contractor/ Owner		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Completely fill-out necessary information in the application form.	Issue a queuing number and application form and instruct the applicant to complete the necessary information.	none	10 minutes	Customer Relations Officer (CRO)
2. Submit the filled-out application form and the required documents in the checklist of requirements.	Receive from the applicant all documents required in the checklist of requirements.	none		Customer Relations Officer (CRO)
	Check the completeness of the submitted documents.	none		Customer Relations Officer (CRO)
	Record to the Official Log Sheet the name of applicant and owner of the establishment, the time and date of application. <i>(In case of lacking requirements, the CRO shall immediately return the application to the applicant together with the</i>	none		Customer Relations Officer (CRO)



	<i>FSEC Application Disapproval Form for compliance.)</i>			
	Endorse the bill of materials/ cost estimate to Fire Code Assessor (FCA) for assessment of fire code fees/taxes.	none		Customer Relations Officer (CRO)
3. The applicant shall wait for the queuing number to be called by the Fire Code Assessor (FCA) for the release of Order of Payment.	Compute the fire code fees/ taxes.	Application Fee: ₱200.00 One-tenth of one per centum (0.1%) of the verified estimated value of the building but not more than ₱50,000.00	10 minutes	Fire Code Assessor (FCA)
4. Receive the Order of Payment Slip (OPS).	Call the applicant's queuing number and issue the Order of Payment Slip (OPS) to the applicant.			
5. The applicant shall present and pay the assessed amount indicated in the OPS to the Fire Code Collecting Agent (FCCA).	Call the applicant's queuing number.	none	10 minutes	Fire Code Collecting Agent (FCCA)
6. Receive the Official Receipt (OR).	Receive payment from applicant and issue Official Receipt (OR), then compile copy of OR.	none		Fire Code Collecting Agent (FCCA)
7. Present the OR to the CRO.	Require the applicant to present original copy of the OR.	none	5 minutes	Customer Relations Officer (CRO)



8. Receive the Claim Stub.	Check copy of OR and record to the Official Log Sheet the amount paid, OR Number, and Date of Payment, then issue Claim Stub to applicant.	none		
	Endorse the application documents together with the required sets of building plans as the case may be to Chief Fire Safety Enforcement Section/ Unit (FSES/FSEU).	none		Customer Relations Officer (CRO)
	Assign Building Plan Evaluator (BPE) who will review/ evaluate the plans and specifications.	none	15 minutes	Chief Fire Safety Enforcement Section/ Unit (FSES/FSEU)
	Review/ evaluate building plans and accomplish Fire Safety Checklist, FSEC or Notice of Disapproval (NOD) for FSEC as the case may be, and make appropriate recommendations/ findings.	none	5 ½ Days Maximum from the date of application.	Building Plan Evaluator (BPE)
	Review/ evaluate the recommendations/ findings of BPE and recommends to Municipal Fire Marshal (MFM) or District Fire Marshal (for lone District Fire Office) the issuance of FSEC or NOD for FSEC as the case may be.	none	2 hours	Chief FSES/FSEU
	Make the final	none	2 hours	Municipal Fire



	review/evaluation of the Chief FSES/ FSEU's recommendation for disposition.			Marshal (MFM) or District Fire Marshal (for Lone District Fire Office)
	Approve/ disapprove, and sign three (3) copies of FSEC or NOD (for FSEC) as the case maybe.	none	20 minutes	MFM or District Fire Marshal (for Lone District Fire Office)
	Endorse application documents to the CRO.	none		
	Record in the Official Log Sheet the FSEC or NOD as the case may be, number, date approved, name of applicant/owner and name of establishment, OR number and amount paid. Provide duplicate copy of FSEC or NOD to the designated Records Custodian.	none	10 Minutes	Customer Relations Officer (CRO)
9. Acknowledge in the logbook and claim the FSEC/ NOD.	Release FSEC or NOD as the case may be, and other pertinent documents to applicant or authorized representative upon presentation of Claim Stub. Endorse the plan to the BO as well as duplicate copy of FSEC, FSC or NOD as the case may be.	none	5 Minutes	
TOTAL			6 days, 1 hour and 25 minutes	



iii. Fire Safety Evaluation Clearance (FSEC) Application – Process at OSCP

		TYPE OF SERVICE
		External
TITLE OF SERVICE: Fire Safety Evaluation Clearance (FSEC) Application – Process at OSCP		
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: A document issued by the BFP as a prerequisite for the grant of Building Permit by the Office of Building Official having jurisdiction upon determination that the evaluated plans are compliant with Republic Act No. 9514 and its Revised Implementing Rules and Regulations.		
Office or Division	One Stop Shop Construction Permitting (OSCP)	
Classification	Simple Transaction	
Type of Transaction	Government to Citizen (G2C) Government to Business (G2B)	
Who May Avail	Owner, Contractor or Business Entity	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Accomplished Unified Application Form (UAF) or application form for Fire Safety Evaluation Clearance (FSEC) (1 original copy)		One-Stop Shop for Construction Permitting (OSCP)
Required Documents <i>Note: includes design plans, calculations and specifications</i>		
2. Architectural documents (3 original copies)		Signed and sealed by the Designer/ Contractor
3. Civil documents (3 original copies)		Signed and sealed by the Designer/ Contractor
4. Electrical documents (3 original copies)		Signed and sealed by the Designer/ Contractor
5. Mechanical documents (3 original copies)		Signed and sealed by the Designer/ Contractor
6. Plumbing documents (3 original copies)		Signed and sealed by the Designer/ Contractor
7. Electronics documents (3 original copies)		Signed and sealed by the Designer/ Contractor
8. Sanitary documents (3 original copies)		Signed and sealed by the Designer/ Contractor
9. Fire Protection documents (3 original copies)		Signed and sealed by the Designer/ Contractor
10. Cost Estimate of the building including labor cost duly notarized (1 original copy)		Duly prepared by the Designer/Contractor and duly notarized by the owner
11. Fire Safety Compliance Report (FSCR), if required (1 set of original copy)		Fire Safety Practitioner
12. Management Certification for Hot Works bearing the name of the PAI (1 original copy)		Business Entity/ Contractor/ Owner



13. Copy of valid professional licenses (1 photocopy)			Professionals	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the filled-out Unified Application Form (UAF)/ BFP Application Form and complete 4 sets of documentary requirements at the receiving window of OSCP.	Receive from the OBO Monitoring Officer and acknowledge in the routing slip the receipt of all the documents required in the checklist of requirement.	none	20 minutes	Customer Relations Officer/ Fire Code Assessor (CRO/FCA)
	Record the details of all the documents required in the checklist of requirement in the BFP logbook.	none		Customer Relations Officer/ Fire Code Assessor (CRO/FCA)
	Forward all the documents required in the checklist of requirement to the BFP Liaison Personnel (BLP) for transmittal to the Fire Station.	none		Customer Relations Officer/ Fire Code Assessor (CRO/FCA)
	Transmit all the documents required in the checklist of requirements to the Chief, FSES for the designation of Building Plan Evaluator (BPE).	none	30 minutes from its cut-off time	BFP Liaison Personnel (BLP)
	Assign Building Plan Evaluator (BPE) who will review/ evaluate the submitted design plans, calculations and its specifications in the checklist of requirements.	none	15 minutes	Chief Fire Safety Enforcement Section/ Unit (FSES/FSEU)



	Evaluate the design plans, calculations & its specifications of the required documents and provide necessary findings & recommendations reflected in the Fire Safety Checklist (FSC) and prepare either FSEC or Notice of Disapproval (NOD).	none	1 ½ Days Maximum from the date of application.	Building Plan Evaluator (BPE)
	Review/ evaluate the recommendations/ findings of BPE and recommend to Municipal Fire Marshal (MFM) or District Fire Marshal (for Lone District Fire Office) the issuance of FSEC or NOD as the case may be.	none	2 hours	Chief FSES/FSEU
	Make the final review/evaluation of the Chief FSES/ FSEU's recommendation for appropriate disposition.	none	2 hours	Municipal Fire Marshal (MFM) or District Fire Marshal (for Lone District Fire Office)
	Approve/ disapprove, and sign three (3) copies of FSC for FSEC or FSC for NOD as the case may be. Provide/assign the corresponding control number intended for the application.	none	20 minutes	Municipal Fire Marshal (MFM) or District Fire Marshal (for Lone District Fire Office)
	Endorse back all the documents required in the checklist of requirements, including the 3 sets of FSC for	none		Municipal Fire Marshal or District Fire Marshal (MFM or DFM)



	FSEC or FSC for NOD as the case may be, to the BLP for transmittal to the CRO at the OSCP.			
	Transmit back all the documents required in the checklist of requirements, including the 3 sets of FSC for FSEC or FSC for NOD as the case may be, to the CRO at the OSCP.	none	30 minutes	BFP Liaison Personnel (BLP)
	Receive from BLP all the documents required in the checklist of requirements, including the FSC for FSEC or FSC for NOD as the case may be.	none	15 minutes	Customer Relations Officer/ Fire Code Assessor (CRO/FCA)
	Endorse to the OBO Monitoring Officer the 3 sets of plans only if it is approved for review and approval.	none		Customer Relations Officer/ Fire Code Assessor (CRO/FCA)
	Record in the logbook the details of the transmitted documents. For approved application, assess the Fire Code Construction Tax due to the owner/ applicant in coordination with the OBO and accomplish the Order of Payment Slip (OPS) and endorse to the OBO.	One-tenth of one per centum (0.1%) of the verified estimated value of the building but not more than ₱50,000.00	10 minutes	Customer Relations Officer/ Fire Code Assessor (CRO/FCA)
	In cases of disapproved application, all the documents	none		Customer Relations Officer/ Fire



	required in the checklist of requirements, including the FSC for NOD shall immediately endorse to the OBO for the speedy information to the client about the status of the application.			Code Assessor (CRO/FCA)
2. Present the claim stub and receive the OPS.	Issue the Order of Payment Slip (OPS) together with OBO.	none	10 minutes	Customer Relations Officer/ Fire Code Assessor (CRO/FCA)
3. The applicant shall pay the assessed amount indicated in the OPS to the Fire Code Collecting Agent (FCCA).	Receive the amount due for the BFP through the Cashier, issue the corresponding OR to the applicant through the Cashier, keep a copy of the receipt and record in the OPS and logbook the details of the payment.	none	10 minutes	Fire Code Collecting Agent (FCCA)
	Endorse to the CRO/FCA the OPS for the details to be reflected in the FSC and FSEC.	none		Fire Code Collecting Agent (FCCA)
	Receive and reflect the details of the payment in the FSC and FSEC.	none	10 minutes	
	Record in the Official Log Sheet the FSEC or NOD as the case may be, number, date approved, name of applicant/owner and name of establishment, OR number and	none	10 minutes	Customer Relations Officer/ Fire Code Assessor (CRO/FCA)



	amount paid.			
	Release the FSC and its FSEC or FSC and its NOD as the case may be to the OBO Releasing Officer and the 3 sets of required documents for proper distribution to Client, OBO and BFP.	none	5 minutes	Customer Relations Officer/ Fire Code Assessor (CRO/FCA)
4. Claim and acknowledge the requirements mentioned in the FSC and the releasing logbook for FSEC or if not compliant, the FSC and its NOD together with the applied complete required documents as the case maybe.	Claim from the OBO Releasing Officer at the releasing window the released FSC and its FSEC for the archiving BFP copy, the one (1) set mentioned in the Checklist of requirements or the FSC and its NOD as the case may be.	none	15 minutes	Customer Relations Officer/ Fire Code Assessor (CRO/FCA)
	Transmit the documents back to the Fire Station for profiling the duplicate copy of the FSC and its FSEC together with the one (1) set mentioned in the Checklist of requirements or the FSC and its NOD by the designated Records Custodian.	none	30 minutes	BFP Liaison Personnel (BLP)
TOTAL			2 days, 3 hours and 50 minutes	

iv. Fire Safety Inspection Certificate (FSIC) Application for Certificate of Occupancy – Regular (Simple)



			TYPE OF SERVICE	
			External	
TITLE OF SERVICE: Fire Safety Inspection Certificate (FSIC) Application for Certificate of Occupancy – Regular (Simple)				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: A document issued by the BFP as a prerequisite for the grant of Certificate of Occupancy by the Office of the Building Official upon determining that the required fire safety construction are in place, and fire protective and/or warning systems are properly installed in accordance with the approved plans and specifications and in compliance with Republic Act No. 9514 and its Revised Implementing Rules and Regulations.				
Office or Division		Fire Station or Lone District Office		
Classification		Simple Transaction		
Type of Transaction		Government to Citizen (G2C) Government to Business (G2B)		
Who May Avail		Owner, Contractor or Business Entity		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Accomplished application form for Fire Safety Inspection Certificate (FSIC) (1 original copy)			Fire Station or Lone District Office	
2. Endorsement from the Office of Building Official (OBO) (1 original copy)			Office of Building Official (OBO)	
3. Certificate of Completion (1 original copy)			Contractor or Business Entity	
4. Certified true copy of assessment fee for securing Occupancy Permit from OBO			Office of Building Official (OBO)	
5. (1 original copy)				
6. As-built plan, if necessary (1 original copy)			Owner, Contractor or Business Entity	
7. Fire Safety Compliance and Commissioning Report (FSCCR), if required (1 set of original copy)			Fire Safety Practitioner	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Completely fill-out and submit the application form.	Issue a queuing number and application form and instruct the applicant to complete the information.	none	10 Minutes	Customer Relations Officer (CRO)
2. Submit the filled-out application form and the required	Receive from the applicant all documents required in the checklist of requirements.	none		Customer Relations Officer (CRO)



documents in the checklist of requirements.	Check the completeness of the submitted documents.	none		Customer Relations Officer (CRO)
	Record to the Official Log Sheet the name of applicant, owner of the establishment, the time and date of application. <i>(In case of lacking requirements, the CRO shall immediately return the application to the applicant together with the FSIC Application Disapproval Form for compliance.)</i>	none		Customer Relations Officer (CRO)
3. The applicant shall wait for the queuing number to be called by the Fire Code Assessor (FCA) for the release of Order of Payment Slip (OPS).	Endorse the Certificate of Completion/ Certified True Copy of Assessment Fee for securing Occupancy Permit from OBO to Fire Code Assessor (FCA) for assessment of fire code fees.	none		Customer Relations Officer (CRO)
	Compute the fire code fees.	none	10 minutes	Fire Code Assessor (FCA)
4. Receive OPS.	Call the applicant's queuing number and issue the Order of Payment Slip (OPS).	none		
5. The applicant shall pay the assessed amount indicated in the OPS to the Fire Code Collecting Agent (FCCA).	Call the applicant's queuing number.	none	10 minutes	Fire Code Collecting Agent (FCCA)
6. Receive the Official Receipt (OR).	Receive payment from applicant and issue Official Receipt (OR), then compile copy of OR	none		Fire Code Collecting Agent (FCCA)



7. Present the OR to the CRO.	Require the applicant to present original copy of the OR.	none	5 minutes	Customer Relations Officer (CRO)
8. Receive the Claim Stub.	Check copy of OR and record to the Official Log Sheet the amount paid, OR Number, and Date of Payment, then issue Claim Stub to applicant.	none		Customer Relations Officer (CRO)
	Endorse the application documents to Chief Fire Safety Enforcement Section/Unit (FSES/FSEU).	none		Customer Relations Officer (CRO)
	Receive application documents and retrieve FSEC and building plans with Fire Safety Checklist (FSC) or latest After Inspection Report (AIR) as the case may be, from the BFP Records Custodian to be attached to the application, assign Fire Safety Inspector and issue an Inspection Order	none	15 minutes	Chief Fire Safety Enforcement Section/ Unit (FSES/FSEU)
9. Acknowledges the IO and AIR.	Proceed to the establishment and request acknowledgement of the IO from any responsible person in the building, structure or facility. Conduct Fire Safety Inspection and submit After Inspection Report (AIR) and supporting documents to Chief, FSES/FSEU with appropriate findings and recommendations, such as issuance of FSIC/No- tice of Disapproval (NOD)	none	1 ½ Days Maximum from the date of application	Fire Safety Inspector (FSI)



	for occupancy, as the case may be. If the building or establishment is already occupied/operational, FSI shall recommend issuance of Notice to Comply (NTC) instead of NOD if there is a violation of the Fire Code and its RIRR.			
	Review/ evaluate the recommendations/ findings of FSI and recommends to Municipal Fire Marshal (MFM) or District Fire Marshal (for Lone District Fire Office) the issuance of FSIC, NOD or NTC as the case may be.	none	2 hours	Chief FSES/FSEU
	Make the final review/evaluation of the Chief FSES/ FSEU's recommendation for disposition.	none	2 hours	Municipal Fire Marshal (MFM) or District Fire Marshal (for Lone District Fire Office)
	Approve/ disapprove, and sign three (3) copies of FSIC/ NOD or NTC (for FSIC) as the case may be.	none		Municipal Fire Marshal (MFM) or District Fire Marshal (for Lone District Fire Office)
	Forward application documents to the CRO.	none		Municipal Fire Marshal (MFM) or District Fire Marshal (for Lone District Fire Office)
	Record in the Official Log Sheet the FSIC/NOD/NTC as the case may be the number date approved, name of applicant/owner, name of establishment, OR number and amount paid. Provide	none	10 minutes	Customer Relations Officer (CRO)



	duplicate copy of FSIC/ NOD/ NTC to the designated Records Custodian together the application documents, retrieve FSEC and building plans with Fire Safety Checklist (FSC), After Inspection Report (AIR) for during construction or latest After Inspection Report (AIR) as the case may be.			
10.Acknowledge in the logbook and claim the FSIC/ NOD/NTC	Release FSIC/ NOD/ NTC as the case may be, to applicant or authorized representative upon presentation of Claim Stub. Endorse to OBO the duplicate copy of FSIC/NOD/NTC as the case may be.	none	5 minutes	Customer Relations Officer (CRO)
TOTAL			2 days, 1 hour and 5 minutes	

v. Fire Safety Inspection Certificate (FSIC) Application for Certificate of Occupancy – Regular (Complex)

		TYPE OF SERVICE
		External
TITLE OF SERVICE: Fire Safety Inspection Certificate (FSIC) Application for Certificate of Occupancy – Regular (Simple)		
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: A document issued by the BFP as a prerequisite for the grant of Certificate of Occupancy by the Office of the Building Official upon determining that the required fire safety construction is in place, and fire protective and/or warning systems are properly installed in accordance with the approved plans and specifications and in compliance with Republic Act No. 9514 and its Revised Implementing Rules and Regulations.		
Office or Division	Fire Station or Lone District Office	
Classification	Complex Transaction	
Type of Transaction	Government to Citizen (G2C) Government to Business (G2B)	



Who May Avail		Owner, Contractor or Business Entity		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Accomplished application form for Fire Safety Inspection Certificate (FSIC) (1 original copy)			Fire Station or Lone District Office	
2. Endorsement from the Office of Building Official (OBO) (1 original copy)			Office of Building Official (OBO)	
3. Certificate of Completion (1 original copy)			Contractor or Business Entity	
4. Certified true copy of assessment fee for securing Occupancy Permit from OBO			Office of Building Official (OBO)	
5. (1 original copy)				
6. As-built plan, if necessary (1 original copy)			Owner, Contractor or Business Entity	
7. Fire Safety Compliance and Commissioning Report (FSCCR), if required (1 set of original copy)			Fire Safety Practitioner	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Completely fill-out and submit the application form.	Issue a queuing number and application form and instruct the applicant to complete the information.	none	10 minutes	Customer Relations Officer (CRO)
2. Submit the filled-out application form and the required documents in the checklist of requirements.	Receive from the applicant all documents required in the checklist of requirements.	none		Customer Relations Officer (CRO)
	Check the completeness of the submitted documents.	none		Customer Relations Officer (CRO)
	Record to the Official Log Sheet the name of applicant, owner of the establishment, the time and date of application. <i>(In case of lacking requirements, the CRO shall immediately return the application to the applicant together with the FSIC Application Disapproval Form for compliance.)</i>	none		Customer Relations Officer (CRO)



3. The applicant shall wait for the queuing number to be called by the Fire Code Assessor (FCA) for the release of Order of Payment Slip (OPS).	Endorse the Certificate of Completion/ Certified True Copy of Assessment Fee for securing Occupancy Permit from OBO to Fire Code Assessor (FCA) for assessment of fire code fees.	none		Customer Relations Officer (CRO)
	Compute the fire code fees.	none	10 minutes	Fire Code Assessor (FCA)
4. Receive OPS.	Call the applicant's queuing number and issue the Order of Payment Slip (OPS).			
5. The applicant shall pay the assessed amount indicated in the OPS to the Fire Code Collecting Agent (FCCA).	Call the applicant's queuing number.	Fifteen percent (15%) of all fees charged by LGU but in no case shall be lower than ₱500.00	10 minutes	Fire Code Collecting Agent (FCCA)
6. Receive the Official Receipt (OR).	Receive payment from applicant and issue Official Receipt (OR), then compile copy of OR.	none		Fire Code Collecting Agent (FCCA)
7. Present the OR to the CRO.	Require the applicant to present original copy of the OR.	none	5 minutes	Customer Relations Officer (CRO)
8. Receive the Claim Stub.	Check copy of OR and record to the Official Log Sheet the amount paid, OR Number, and Date of Payment, then issue Claim Stub to applicant.	none		Customer Relations Officer (CRO)
	Endorse the application documents to Chief Fire Safety	none		Customer Relations Officer (CRO)



	Enforcement Section/ Unit (FSES/ FSEU).			
	Receive application documents and retrieve FSEC and building plans with Fire Safety Checklist (FSC) or latest After Inspection Report (AIR) as the case may be, from the BFP Records Custodian to be attached to the application, assign Fire Safety Inspector and issue an Inspection Order	none	15 minutes	Chief Fire Safety Enforcement Section/ Unit (FSES/FSEU)
9. Acknowledges the IO and AIR.	Proceed to the establishment and request acknowledgement of the IO from any responsible person in the building, structure or facility. Conduct Fire Safety Inspection and submit After Inspection Report (AIR) and supporting documents to Chief, FSES/FSEU with appropriate findings and recommendations, such as issuance of FSIC/No- tice of Disapproval (NOD) for occupancy, as the case may be. If the building or establishment is already occupied/ operational, FSI shall recommend issuance of Notice to Comply (NTC) instead of NOD if there is a violation of the Fire Code and its RIRR.	none	5 ½ Days Maximum from the date of application	Fire Safety Inspector (FSI)
	Review/ evaluate the	none	2 hours	Chief FSES/FSEU



	recommendations/ findings of FSI and recommends to Municipal Fire Marshal (MFM) or District Fire Marshal (for Lone District Fire Office) the issuance of FSIC, NOD or NTC as the case may be.			
	Make the final review/evaluation of the Chief FSES/ FSEU's recommendation for disposition.	none	2 hours	Municipal Fire Marshal (MFM) or District Fire Marshal (for Lone District Fire Office)
	Approve/ disapprove, and sign three (3) copies of FSIC/ NOD or NTC (for FSIC) as the case may be.	none	20 minutes	Municipal Fire Marshal (MFM) or District Fire Marshal (for Lone District Fire Office)
	Forward application documents to the CRO.	none		Municipal Fire Marshal (MFM) or District Fire Marshal (for Lone District Fire Office)
	Record in the Official Log Sheet the FSIC/NOD/NTC as the case may be the number date approved, name of applicant/owner, name of establishment, OR number and amount paid. Provide duplicate copy of FSIC/NOD/NTC to the designated Records Custodian together the application documents, retrieve FSEC and building plans with Fire Safety Checklist (FSC), After Inspection Report (AIR) for during	none	10 minutes	Customer Relations Officer (CRO)



	construction or latest After Inspection Report (AIR) as the case may be.			
10.Acknowledge in the logbook and claim the FSIC/ NOD/NTC	Release FSIC/ NOD/ NTC as the case may be, to applicant or authorized representative upon presentation of Claim Stub. Endorse to OBO the duplicate copy of FSIC/ NOD/ NTC as the case may be.	none	5 minutes	Customer Relations Officer (CRO)
TOTAL			6 Days, 1 hour and 25 minutes	

vi. **Fire Safety Inspection Certificate (FSIC) Application for Certificate of Occupancy – Process at OSCP**

		TYPE OF SERVICE
		External
TITLE OF SERVICE: Fire Safety Inspection Certificate (FSIC) Application for Certificate of Occupancy – Process at OSCP		
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: A document issued by the BFP as a prerequisite for the grant of Certificate of Occupancy by the Office of the Building Official upon determining that the required fire safety construction is in place, and fire protective and/or warning systems are properly installed in accordance with the approved plans and specifications and in compliance with Republic Act No. 9514 and its Revised Implementing Rules and Regulations.		
Office or Division	One-Stop Shop for Construction Permitting (OSCP)	
Classification	Simple Transaction	
Type of Transaction	Government to Citizen (G2C) Government to Business (G2B)	
Who May Avail	Owner, Contractor or Business Entity	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Accomplished application form for Fire Safety Inspection Certificate (FSIC) or Unified Application Form (UAF) (1 original copy)		One-Stop Shop for Construction Permitting
2. Endorsement from the Office of Building Official (OBO) (1 original copy)		Office of Building Official (OBO)
3. Certificate of Completion (1 original copy)		Contractor or Business Entity
4. Certified true copy of assessment fee for securing Occupancy Permit from OBO		Office of Building Official (OBO)
5. (1 original copy)		



6. As-built plan, if necessary (1 original copy)			Owner, Contractor or Business Entity	
7. Fire Safety Compliance and Commissioning Report (FSCCR), if required (1 set of original copy)			Fire Safety Practitioner	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the filled-out Unified Application Form (UAF)/ BFP Application Form and complete 4 sets of documentary requirements at the receiving window of OSCP.	Receive from the OBO Monitoring Officer and acknowledges the routing slip the receipt of all the documents required in the checklist of requirement.	none	10 minutes	Customer Relations Officer/ Fire Code Assessor (CRO/FCA)
	Record the details of all the documents required in the checklist of requirement in the BFP logbook.	none		Customer Relations Officer/ Fire Code Assessor (CRO/FCA)
	Forwards all the documents required in the checklist of requirement to the BFP Liaison Personnel (BLP) for transmittal to the Fire Station.	none		Customer Relations Officer/ Fire Code Assessor (CRO/FCA)
	Transmit all the documents required in the checklist of requirements to the Chief, FSES for the designation of Fire Safety Inspector (FSI).	none	30 minutes	BFP Liaison Officer (BLP)
	Receive all the documents required in the checklist of requirements and retrieve FSEC and its building plans with Fire Safety Checklist (FSC) and the latest After Inspection Report (AIR) as the case may be, from the BFP Records Custodian to be	none	15 minutes	Chief Fire Safety Enforcement Section/ Unit (FSES/FSEU)



	attached to the application, assign Fire Safety Inspector and issue an Inspection Order duly signed by the Fire Marshal.			
2. Acknowledges the IO and AIR.	Receive the IO, coordinate, conduct of joint Fire Safety Inspection and submit After Inspection Report (AIR) and supporting documents to Chief, FSES/Chief, FSEU with appropriate findings and recommendations, such as issuance of FSIC or Notice of Disapproval (NOD) for occupancy, as the case may be. If the building or establishment is already occupied/operational and found out non-compliant with the Fire Code & its RIRR, FSI shall recommend issuance of Notice to Comply (NTC).	none	1 ½ Days Maximum from the date of application	Fire Safety Inspector (FSI)
	Review/ evaluate the recommendations/ findings of FSI and recommends to Municipal Fire Marshal (MFM) or District Fire Marshal (for Lone District Fire Office) the issuance of FSIC or NOD or NTC as the case may be.	none	2 hours	Chief FSES/FSEU
	Make the final review/evaluation of the Chief FSES/ FSEU's recommendation for disposition.	none	2 hours	Municipal Fire Marshal (MFM) or District Fire Marshal (for Lone District



				Fire Office)
	Approve/ disapprove, and sign three (3) copies of FSIC/ NOD or NTC as the case may be. Provide/ assign the corresponding control number intended for the application.	none		Municipal Fire Marshal (MFM) or District Fire Marshal (for Lone District Fire Office)
	Forward the required documents in the checklist of requirements including three (3) copies of FSIC/ NOD or NTC as the case may be to the BLP.	none		Municipal Fire Marshal (MFM) or District Fire Marshal (for Lone District Fire Office)
	Transmit back all the documents required in the checklist of requirements, including the three (3) copies of FSIC/ NOD or NTC as the case may be, to the CRO at the OSCP.	none	30 minutes	BFP Liaison Personnel (BLP)
	Record in the logbook the details of the transmitted documents. For approved application, assess the corresponding Fire Safety Inspection Fee due to the owner/ applicant in coordination with the OBO through sharing of information.	none	30 minutes	Customer Relation Officer/ Fire Code Assessor (CRO/FCA)
3. Present the claim stub and receive the OPS.	Accomplish the Order of Payment Slip (OPS) and endorse to the Building Official (BO).	none		Customer Relation Officer/ Fire Code Assessor (CRO/FCA)



4. The applicant shall pay the assessed amount indicated in the OPS to the Fire Code Collecting Agent (FCCA) through OBO Treasurer/ Cashier.	Receive the OPS from the applicant through the OBO Treasurer/ Cashier, validate the authenticity of the OPS.	Fifteen percent (15%) of all fees charged by LGU but in no case shall be lower than ₱500.00	10 minutes	Fire Code Collecting Agent (FCCA)
5. Receive the Official Receipt (OR) through OBO Treasurer/ Cashier.	Receive the amount due for the BFP through the Cashier, issue the corresponding OR to the applicant through the Cashier, keep a copy of the receipt and record in the OPS and logbook the details of the payment.	none		Fire Code Collecting Agent (FCCA)
	Endorse to the CRO/FCA the OPS for the details to be reflected in the FSIC.	none		Fire Code Collecting Agent (FCCA)
	Receive and reflect/ record the details of the OR number and amount paid, number, date approved, name of applicant/owner and name of establishment in the FSIC and at the official log sheet.	none	5 minutes	Customer Relation Officer/ Fire Code Assessor (CRO/FCA)
6. Claim at the OBO releasing window and acknowledge in the logbook for the receipt of the FSIC or NOD or NTC as the case maybe.	Release the FSIC or NOD or NTC as the case may be to the OBO Releasing Officer its corresponding documents for proper distribution to Client, OBO and BFP.	none	5 minutes	Customer Relation Officer/ Fire Code Assessor (CRO/FCA)



	Claim from the OBO Releasing Officer at the releasing window the released FSIC or NOD or NTC for archiving BFP copy and the attached one (1) set mentioned in the Checklist of requirements as the case may be.	none	15 minutes	Customer Relation Officer/ Fire Code Assessor (CRO/FCA)
	Transmit the documents back to the Fire Station for profiling the duplicate copy of the FSIC and its one (1) set mentioned in the Checklist of requirements or NOD or NTC as the case maybe to the designated Records Custodian.	none	30 minutes	BFP Liaison Personnel (BLP)
TOTAL			2 days and 3 hours	

vii. Fire Safety Inspection Certificate (FSIC) Application for New Business Permit with Valid FSIC issued during Occupancy Permit Stage

		TYPE OF SERVICE
		External
TITLE OF SERVICE: Fire Safety Inspection Certificate (FSIC) Application for New Business Permit with Valid FSIC issued during Occupancy Permit Stage		
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: A document issued by the BFP as a pre-requisite for the issuance of Business or Mayor’s Permit, Accreditation for Hospitals, Permit to Operate, PHILHEALTH Accreditation for Hospitals, DOH License to Operate and other permits and licenses being issued by other government agencies valid for one (1) year from the date of issuance unless revoked/cancelled.		
Office or Division	Fire Station/Lone District or Business One Stop Shop (BOSS)	
Classification	New Business with Valid FSIC issued during Occupancy Stage	
Type of Transaction	Government to Citizen (G2C)	



		Government to Business (G2B)		
Who May Avail		Owner, Contractor or Business Entity		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished application form for Fire Safety Inspection Certificate (FSIC) if applied at Fire Station/Lone District or Unified Application Form (UAF) if applied at BOSS (1 original copy)		Fire Station/Lone District or Business One Stop Shop (BOSS)		
2. Certified True Copy of Valid Certificate of Occupancy (1 copy)		Office of Building Official (OBO)		
3. Assessment of Business Permit Fee/ Tax Assessment Bill from Business Processing and Licensing Office (BPLO) (1 original copy)		Business One Stop Shop (BOSS)/ Business Processing and Licensing Office (BPLO)		
4. Affidavit of Undertaking that there were no substantial changes made on building/ establishment (1 original copy)		Owner or Business Entity		
5. Fire Safety Maintenance Report (FSMR), if required (1 set of original copy)		Fire Safety Practitioner		
6. Copy of Fire Insurance, if necessary (1 original copy)		Fire Insurance Company		
7. Management Certificate for Hot Works Operations bearing the name of the PAI, if necessary (1 original copy)		Fire Business Entity/ Owner		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Completely fill-out necessary information in the application form.	Issue a queuing number and application form and instruct the applicant to complete the necessary information.	none	10 minutes	Customer Relations Officer (CRO)
2. Submit the filled-out application form and the required documents in the checklist of requirements.	Receive from the applicant all documents required in the checklist of requirements.	none		Customer Relations Officer (CRO)
	Check the completeness of the submitted documents.	none		Customer Relations Officer (CRO)
	Record to the Official Log Sheet the name of	none		Customer Relations Officer (CRO)



	applicant, owner of the establishment, the time and date of application. <i>(In case of lacking requirements, the CRO shall immediately return the application to the applicant together with the FISIC Application Disapproval Form for compliance).</i>			
3. The applicant shall wait for the queuing number to be called by the Fire Code Assessor (FCA) for the release of Order of Payment Slip (OPS).	Endorse the application to the Fire Code Assessor (FCA) for assessment.	none		Customer Relations Officer (CRO)
	Compute the fire code fees/taxes.	Fifteen percent (15%) of all fees charged by LGU but in No case shall be lower than ₱500.00 If applicable, compute the appropriate fees in accordance to volume capacities provided in the following: a.Storage Fee	10 minutes	Fire Code Assessor (FCA)
4. Receive OPS.	Call the applicant's queuing number and issue the Order of Payment Slip (OPS).			
5. The applicant shall pay the assessed amount indicated in the OPS to the Fire Code Collecting Agent (FCCA).	Call the applicant's queuing number.		10 minutes	Fire Code Collecting Agent (FCCA)
6. Receive the Official Receipt (OR).	Receive payment from applicant and issue Official Receipt (OR), then compile copy of OR.			Fire Code Collecting Agent (FCCA)
7. Present the OR to the CRO.	Require the applicant to		5 minutes	Customer Relations Officer (CRO)



	present original copy of the OR.	b. Conveyance Fee		
8. Receive the Claim Stub.	Check copy of OR and record to the Official Log Sheet the amount paid, OR Number, and Date of Payment, then issue Claim Stub to applicant.			Customer Relations Officer (CRO)
	Verify validity Certificate of Occupancy and refer the application documents to Chief Fire Safety Enforcement Section/ Unit (FSES/ FSEU) for issuance of FSIC for Business Operation.		5 minutes	Customer Relations Officer (CRO)
	Review/ evaluate the referral of CRO and forward his/ her recommendation to the Municipal Fire Marshal (MFM) or District Fire Marshal (for Lone District Fire Office) for issuance of FSIC for Business Operation.	none	2 hours	Chief Fire Safety Enforcement Section/ Unit (FSES/FSEU)
	Approve and sign three (3) copies of FSIC for Business Operation and forward the same to the CRO.	none	20 minutes	Municipal Fire Marshal (MFM) or District Fire Marshal (for Lone District Fire Office)
	Record in the Official Log Sheet the FSIC Number, date approved and validity. Provide duplicate copy of FSIC to the designated	none	10 minutes	Customer Relations Officer (CRO)



	BFP Records Custodian.			
9. Present the Claim Stub, acknowledge in the logbook and claim the FSIC.	Release the FSIC to the applicant or Authorized Representative upon presentation of the Claim Stub. Endorse copy of the FSIC to the Business Processing and Licensing Office (BPLO).	none	5 minutes	Customer Relations Officer (CRO)
TOTAL			3 hours and 15 minutes	

viii. **Fire Safety Inspection Certificate (FSIC) for New Business Permit without Valid FSIC for Occupancy Issued and with Occupancy Certificate Not Filed After Nine (9) Months from Issuance**

		TYPE OF SERVICE
		External
TITLE OF SERVICE:		
Fire Safety Inspection Certificate (FSIC) for New Business Permit without Valid FSIC for Occupancy Issued and with Occupancy Certificate Not Filed After Nine (9) Months from Issuance.		
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT:		
A document issued by the BFP as a pre-requisite for the issuance of Business or Mayor’s Permit, Accreditation for Hospitals, Permit to Operate, PHILHEALTH Accreditation for Hospitals, DOH License to Operate and other permits and licenses being issued by other government agencies valid for one (1) year from the date of issuance unless revoked/cancelled.		
Office or Division	Fire Station/Lone District Fire Office or Business One Stop Shop (BOSS)	
Classification	Fire Safety Inspection Certificate (FSIC) for New Business Permit without Valid FSIC for Occupancy Issued and with Occupancy Certificate Not Filed After Nine (9) Months from Issuance	
Type of Transaction	Government to Citizen (G2C) Government to Business (G2B)	
Who May Avail	Owner, Contractor or Business Entity	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Accomplished application form for Fire Safety Inspection Certificate (FSIC) if applied at Fire Station/Lone District or Unified Application Form (UAF) if applied at BOSS (1 original copy)		Fire Station/Lone District or Business One Stop Shop (BOSS)



2. Assessment of Business Permit Fee/ Tax Assessment Bill from Business Processing and Licensing Office (BPLO) (1 original copy)			Business One Stop Shop (BOSS)/ Business Processing and Licensing Office (BPLO)	
3. Copy of Fire Insurance, if necessary (1 original copy)			Fire Insurance Company	
4. Fire Safety Maintenance Report (FSMR), if required (1 set of original copy)			Fire Safety Practitioner	
5. Management Certificate for Hot Works Operations bearing the name of the PAI, if necessary (1 original copy)			Fire Business Entity/ Owner	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Completely fill-out necessary information in the application form.	Issue a queuing number and application form and instruct the applicant to complete the necessary information.	none	10 minutes	Customer Relations Officer (CRO)
2. Submit the filled-out application form and the required documents in the checklist of requirements.	Receive from the applicant all documents required in the checklist of requirements.	none		Customer Relations Officer (CRO)
	Check the completeness of the submitted documents.	none		Customer Relations Officer (CRO)
	Record to the Official Log Sheet the name of applicant, owner of the establishment, the time and date of application. <i>(In case of lacking requirements, the CRO shall immediately return the application to the applicant together with the FISIC Application Disapproval Form for compliance).</i>	none		Customer Relations Officer (CRO)



3. The applicant shall wait for the queuing number to be called by the Fire Code Assessor (FCA) for the release of Order of Payment Slip (OPS).	Endorse the application to the Fire Code Assessor (FCA) for assessment.	none		Customer Relations Officer (CRO)
	Compute the fire code fees/taxes.	Fifteen percent (15%) of all fees charged by LGU but in no case shall be lower than ₱500.00	10 minutes	Fire Code Assessor (FCA)
4. Receive OPS.	Call the applicant's queuing number and issue the Order of Payment Slip (OPS).			Fire Code Assessor (FCA)
5. The applicant shall pay the assessed amount indicated in the OPS to the Fire Code Collecting Agent (FCCA).	Call the applicant's queuing number.	<i>Example Computation:</i> <i>Example 1)</i> <i>Fees charge by the LGU / PEZA</i> <i>= 10,000</i> <i>Inspection Fee = (15% * 10,000) = 1,500</i> <i>Inspection Fee > 500</i> <i>Therefore Inspection fee = 1,500</i>	10 minutes	Fire Code Collecting Agent (FCCA)
6. Receive the Official Receipt (OR).	Receive payment from applicant and issue Official Receipt (OR), then compile copy of OR.			Fire Code Collecting Agent (FCCA)
7. Present the OR to the CRO.	Require the applicant to present original copy of the OR.		5 minutes	Customer Relations Officer (CRO)
8. Receive the Claim Stub.	Check copy of OR and record to the Official Log Sheet the amount paid, OR Number, and Date of Payment, then issue Claim Stub to applicant.	<i>Example 2)</i> <i>Fees charge by the LGU / PEZA</i> <i>= 2,000</i> <i>Inspection Fee = (15% * 2,000) = 300</i> <i>Inspection Fee < 500</i>		Customer Relations Officer (CRO)



		<p><i>Therefore Inspection fee = 500</i></p> <p>If applicable, compute the appropriate fees in accordance to volume capacities provided in the following:</p> <p>a. Storage Fee b. Conveyance Fee c. Hotworks Fee</p>		
	Schedule the fire safety inspection, assign Fire Safety Inspector (FSI), and issue an Inspection Order (IO).	none	20 minutes	Chief Fire Safety Enforcement Section/ Unit (FSSES/FSEU)
9. Acknowledges the IO and AIR.	Proceed to the establishment and request acknowledgement of the IO from any responsible person in the building, structure or facility. Conduct validation of the tax bill for possible uncollected payment of fees/ taxes prescribed under RA 9514 and IRR and conduct fire safety inspection and immediately prepare an After Inspection Report (AIR) and recommend for issuance of FSIC for business. Before leaving the premises,	none	Within one (1) day	Fire Safety Inspector (FSI)



	establishment/ building owner, occupant, or any duly authorized representative shall acknowledge the After Inspection Report (AIR) and furnished with a copy.			
	Submit a copy of the AIR to the Chief, FSES/ Chief, FSEU.	none		FSI
	Review/ evaluate the findings of FSI and recommend to the Municipal Fire Marshal (MFM) or District Fire Marshal (for Lone District Fire Office) the issuance of FSIC or NTC as the case maybe.	none	3 hours	Chief FSES/ FSEU
	Approve and sign three (3) copies of FSIC or NTC in case there is a violation of the Fire Code and forwards the same to the CRO or releasing clerk, for release.	none	3 hours	Municipal Fire Marshal (MFM) or District Fire Marshal (for Lone District Fire Office)
	Record in the Official Log Sheet the FSIC Control number, date approved. Provide duplicate copy of FSIC/NTC in case there is a violation of the Fire Code to the designated Records Custodian.	none	10 minutes	Customer Relations Officer (CRO)
10. Present the Claim Stub, acknowledge in the logbook and claim the	Release the FSIC to the applicant or Authorized Representative upon presentation	none	5 minutes	Customer Relations Officer (CRO)



FSIC/NTC.	of the Claim Stub. For NTC forward to FSI and shall be served to the applicant or Authorized Representative. Endorse copy of FSIC/NTC as the case maybe to the Business Processing and Licensing Office (BPLO).			
TOTAL			1 day, 7 hours and 10 minutes	

ix. Fire Safety Inspection Certificate (FSIC) Application for Renewal of Business

		TYPE OF SERVICE
		External
TITLE OF SERVICE:		
Fire Safety Inspection Certificate (FSIC) Application for Renewal of Business		
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT:		
A document issued by the BFP as a pre-requisite for the issuance of Business or Mayor’s Permit, Accreditation for Hospitals, Permit to Operate, PHILHEALTH Accreditation for Hospitals, DOH License to Operate and other permits and licenses being issued by other government agencies valid for one (1) year from the date of issuance unless revoked/cancelled.		
Office or Division	Fire Station/Lone District Fire Office or Business One Stop Shop (BOSS)	
Classification	Renewal of Business Included in the Positive List	
Type of Transaction	Government to Citizen (G2C) Government to Business (G2B)	
Who May Avail	Owner, Contractor or Business Entity	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Accomplished application form for Fire Safety Inspection Certificate (FSIC) if applied at Fire Station/Lone District or Unified Application Form (UAF) if applied at BOSS (1 original copy)		Fire Station/Lone District or Business One Stop Shop (BOSS)
2. Assessment of Business Permit Fee/ Tax Assessment Bill from Business Processing and Licensing Office (BPLO) (1 original copy)		Business One Stop Shop (BOSS)/ Business Processing and Licensing Office (BPLO)
3. Copy of Fire Insurance, if necessary (1 original copy)		Fire Insurance Company



4. Fire Safety Maintenance Report (FSMR), if required (1 set of original copy)			Fire Safety Practitioner	
5. Management Certificate for Hot Works Operations bearing the name of the PAI, if necessary (1 original copy)			Fire Business Entity/ Owner	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Completely fill-out necessary information in the application form.	Issue a queuing number and application form and instruct the applicant to complete the necessary information.	none	10 minutes	Customer Relations Officer (CRO)
2. Submit the filled-out application form and the required documents in the checklist of requirements.	Receive from the applicant all documents required in the checklist of requirements.	none		Customer Relations Officer (CRO)
	Check the completeness of the submitted documents.	none		Customer Relations Officer (CRO)
	Record to the Official Log Sheet the name of applicant, owner of the establishment, the time and date of application. <i>(In case of lacking requirements, the CRO shall immediately return the application to the applicant together with the FISIC Application Disapproval Form for compliance).</i>	none		Customer Relations Officer (CRO)
3. The applicant shall wait for	Endorse the application to the Fire Code	none		Customer Relations Officer (CRO)



the queuing number to be called by the Fire Code Assessor (FCA) for the release of Order of Payment Slip (OPS).	Assessor (FCA) for assessment.			
	Compute the fire code fees/taxes.	“ORDINARY INSPECTION FEE” Fifteen percent (15%) of all fees charged by LGU but in no case shall be lower than ₱500.00	10 minutes	Fire Code Assessor (FCA)
4. Receive OPS.	Call the applicant's queuing number and issue the Order of Payment Slip (OPS).			Fire Code Assessor (FCA)
5. The applicant shall pay the assessed amount indicated in the OPS to the Fire Code Collecting Agent (FCCA).	Call the applicant's queuing number.		10 minutes	Fire Code Collecting Agent (FCCA)
6. Receive the Official Receipt (OR).	Receive payment from applicant and issue Official Receipt (OR), then compile copy of OR.	none		Fire Code Collecting Agent (FCCA)
7. Present the OR to the CRO.	Require the applicant to present original copy of the OR.	none	20 minutes	Customer Relations Officer (CRO)
8. Receive the Claim Stub.	Verify Positive List or Negative List. Check copy of OR and record to the Official Log Sheet the amount paid, OR Number, and Date of Payment, then issue Claim Stub to applicant. Positive List endorsed to	none		Customer Relations Officer (CRO)



	BPLO will serve as basis for the BPLO to renew the Business Permit.			
	Schedule the fire safety Schedule the fire safety inspection one (1) month before the expiration of FSIC, assign Fire Safety Inspector (FSI), and issue an Inspection Order (IO) to FSI.	none	15 minutes	Chief Fire Safety Enforcement Section/ Unit (FSES/FSEU)
9. Acknowledges the IO and AIR.	Proceed to the establishment and request acknowledgement of the IO from any responsible person in the building, structure or facility. Conduct validation of the tax bill for possible uncollected payment of fees/ taxes prescribed under RA 9514 and IRR and conduct fire safety inspection and immediately prepare an After Inspection Report (AIR) and recommend for issuance of FSIC for business. Before leaving the premises, establishment/ building owner, occupant, or any duly authorized representative shall acknowledge the After Inspection Report (AIR) and furnished with a	none	Within one (1) day	Fire Safety Inspector (FSI)



	copy.			
	Submit a copy of the AIR to the Chief, FSES/Chief FSEU.	none		Fire Safety Inspector (FSI)
10. Present claim stub.	Verify the claim stub and Issue queuing number as the case may be and check the status of the application. Forwards to FCA for validation and payment of appropriate fire code fees if applicable.	none	10 minutes	Customer Relations Officer (CRO)
11. The applicant shall wait for the queuing number to be called by the Fire Code Assessor (FCA) for the release of Order of Payment Slip (OPS).	Compute the Fire Code fees. Call the queuing number and issue the Order of Payment Slip.	If applicable, compute the appropriate fees in accordance to volume capacities provided in the following: a. Storage Fee b. Conveyance Fee c. Hotworks Fee	10 minutes	FCA
12. The applicant shall pay the assessed amount indicated in the OPS to the Fire Code Collecting Agent (FCCA).	Receive the payment and issue Official Receipt. Forwards to the Chief FSES.		10 minutes	FCCA
	Review/evaluate the findings of FSI, prepare and recommend to the Municipal Fire Marshal (MFM) or District Fire Marshal (for Lone District Fire Office) the issuance of FSIC or NTC as the	none	45 minutes	Chief, FSES/FSEU



	case maybe.			
	Approve and sign three (3) copies of FSIC or NTC in case there is a violation of the Fire Code and forwards the same to the CRO or releasing clerk, for release.	none	45 minutes	Municipal Fire Marshal (MFM) or District Fire Marshal (for Lone District Fire Office)
	Record in the Official Log Sheet the FSIC Control number, date approved. Provide duplicate copy of FSIC/NTC in case there is a violation of the Fire Code to the designated Records Custodian.	none	10 minutes	Customer Relations Officer (CRO)
13. Present the Claim Stub, acknowledge in the logbook and claim the FSIC/NTC.	Release the FSIC/ NTC as the case may be, to the applicant or Authorized Representative upon presentation of the Claim Stub. Endorse copy of FSIC/NTC as the case maybe to the Business Processing and Licensing Office (BPLO).	none	5 minutes	Customer Relations Officer (CRO)
TOTAL			1 day, 3 hours and 20 minutes	

- x. **Fire Safety Inspection Certificate (FSIC) Application for Renewal of Business Without Valid FSIC or Expired FSIC/ With Existing Violation of the Fire Code/ Included in the Negative List**



			TYPE OF SERVICE	
			External	
TITLE OF SERVICE: Renewal of Business Without Valid FSIC or Expired FSIC/ With Existing Violation of the Fire Code/ Included in the Negative List				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: A document issued by the BFP as a pre-requisite for the issuance of Business or Mayor’s Permit, Accreditation for Hospitals, Permit to Operate, PHILHEALTH Accreditation for Hospitals, DOH License to Operate and other permits and licenses being issued by other government agencies valid for one (1) year from the date of issuance unless revoked/cancelled.				
Office or Division		Fire Station/Lone District Fire Office or Business One Stop Shop (BOSS)		
Classification		Renewal of Business Without Valid FSIC or Expired FSIC/ With Existing Violation of the Fire Code/ Included in the Negative List		
Type of Transaction		Government to Citizen (G2C) Government to Business (G2B)		
Who May Avail		Owner, Contractor or Business Entity		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Accomplished application form for Fire Safety Inspection Certificate (FSIC) if applied at Fire Station/Lone District or Unified Application Form (UAF) if applied at BOSS (1 original copy)			Fire Station/Lone District or Business One Stop Shop (BOSS)	
2. Assessment of Business Permit Fee/ Tax Assessment Bill from Business Processing and Licensing Office (BPLO) (1 original copy)			Business One Stop Shop (BOSS)/ Business Processing and Licensing Office (BPLO)	
3. Copy of Fire Insurance, if necessary (1 original copy)			Fire Insurance Company	
4. Fire Safety Maintenance Report (FSMR), if required (1 set of original copy)			Fire Safety Practitioner	
5. Management Certificate for Hot Works Operations bearing the name of the PAI, if necessary (1 original copy)			Fire Business Entity/ Owner	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Completely fill-out necessary information in the application form.	Issue a queuing number and application form and instruct the applicant to complete the necessary information.	none	10 minutes	Customer Relations Officer (CRO)
2. Submit the filled-out application form and the required	Receive from the applicant all documents required	none		Customer Relations Officer (CRO)



documents in the checklist of requirements.	in the checklist of requirements.			
	Check the completeness of the submitted documents.	none		Customer Relations Officer (CRO)
	Record to the Official Log Sheet the name of applicant, owner of the establishment, the time and date of application. <i>(In case of lacking requirements, the CRO shall immediately return the application to the applicant together with the FISIC Application Disapproval Form for compliance).</i>	none		Customer Relations Officer (CRO)
3. The applicant shall wait for the queuing number to be called by the Fire Code Assessor (FCA) for the release of Order of Payment Slip (OPS).	Endorse the application to the Fire Code Assessor (FCA) for assessment.	none		Customer Relations Officer (CRO)
	Compute the fire code fees/taxes.		10 minutes	Fire Code Assessor (FCA)
4. Receive OPS.	Call the applicant's queuing number and issue the Order of Payment Slip (OPS).			Fire Code Assessor (FCA)
5. The applicant shall pay the assessed amount indicated in the OPS to the Fire Code Collecting Agent (FCCA).	Call the applicant's queuing number.	Fifteen percent (15%) of all fees charged by LGU but in no case shall be lower than ₱500.00	10 minutes	Fire Code Collecting Agent (FCCA)



6. Receive the Official Receipt (OR).	Receive payment from applicant and issue Official Receipt (OR), then compile copy of OR.			Fire Code Collecting Agent (FCCA)
7. Present the OR to the CRO.	Require the applicant to present original copy of the OR.		5 minutes	Customer Relations Officer (CRO)
8. Receive the Claim Stub.	Check copy of OR and record to the Official Log Sheet the amount paid, OR Number, and Date of Payment, then issue Claim Stub to applicant.			Customer Relations Officer (CRO)
	Schedule the fire safety Schedule the fire safety inspection, assign Fire Safety Inspector (FSI), and issue an Inspection Order (IO).	none	20 minutes	Chief Fire Safety Enforcement Section/ Unit (FSES/FSEU)
9. Acknowledges the IO.	Proceed to the establishment and request acknowledgement of the IO from any responsible person in the building, structure or facility	none	Within one (1) day	Fire Safety Inspector (FSI)
10. Acknowledges the AIR.	Conduct validation of the tax bill for possible uncollected payment of fees/taxes prescribed under RA 9514 and IRR and conduct fire safety inspection and immediately prepare an After Inspection Report (AIR) and recommend for issuance of FSIC for business. Before leaving the premises, establishment/ building owner, occupant, or any duly authorized representative shall	none		Fire Safety Inspector (FSI)



	ac- knowledge the After Inspection Report (AIR) and furnished with a copy.			
	Submit a copy of the AIR to the Chief, FSES/Chief FSEU.	none		Fire Safety Inspector (FSI)
	Review/evaluate the findings of FSI and recommend to the Municipal Fire Marshall (MFM) or District Fire Marshal (for Lone District Fire Office) the issuance of FSIC or NTC as the case maybe.	none	3 hours	Chief FSES/ FSEU
	Approve and sign three (3) copies of FSIC or NTC in case there is a violation of the Fire Code and forwards the same to the CRO or releasing clerk, for release.	none	3 hours	Municipal Fire Marshal (MFM) or District Fire Marshal (for Lone District Fire Office)
	Record in the Official Log Sheet the FSIC Control number, date approved. Provide duplicate copy of FSIC/NTC in case there is a violation of the Fire Code to the designated Records Custodian.	none	10 minutes	Customer Relations Officer (CRO)
11. Present the Claim Stub, acknowledge in the logbook and claim the FSIC/NTC.	Release the FSIC/NTC as the case may be, to the applicant or Authorized Representative upon presentation of the Claim Stub. Endorse copy of FSIC/NTC as the case maybe to the Business Processing and Licensing Office (BPLO).	none	5 minutes	Customer Relations Officer (CRO)
TOTAL			1 day, 7 hours and 10 minutes	



xi. Issuance and Service of Notice To Comply (NTC) Procedure

				TYPE OF SERVICE
				External
TITLE OF SERVICE:				
Issuance and Service of Notice to Comply (NTC) Procedure				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT:				
A notice issued to the owner or administrator of buildings, structures or facilities with a grace period to comply violation/s.				
Office or Division		Fire Station/Lone District Fire Office		
Classification		Simple, Complex and Highly Technical Transaction		
Type of Transaction		Government to Citizen (G2C) Government to Business (G2B)		
Who May Avail		Owner, Contractor or Business Entity		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Submits After Inspection Report (AIR) to the Chief, FSES/FSEU, using the prescribed format, indicating the violations or deficiencies of the fire safety requirements imposed by RA 9514 (Fire Code of the Philippines of 2008).	none	15 minutes	Fire Safety Inspector (FSI)
	Review/ evaluate the recommendations/ findings of FSI and recommends to C/ MFM or District Fire Marshal (for Lone District Fire Office) the issuance of NTC as the case may be. Prepares the Notice to Comply (NTC) and affixes initial. Such Notice shall include, among others, a citation of specific provision/s of	none	Within one (1) day after the submission of the AIR (Note: As per BFP Operational Manual)	Chief Fire Safety Enforcement Section/ Chief Fire Safety Enforcement Unit (Chief, FSES/ FSEU)



	RA 9514 and its RIRR violated and the specific action/ corrections that should be complied for period of not exceeding fifteen (15) days.			
	Endorses the Notice to Comply to the Municipal Fire Marshal (MFM) or District Fire Marshal (for Lone District Fire Office) for his/her signature.			Chief, FSES/ FSEU
	Make the final review/ evaluation of the Chief, FSES/ Chief, FSEU recommendation for disposition and signs three (3) copies of NTC.	none	Within three (3) days after the submission of the AIR	Municipal Fire Marshal (MFM) or District Fire Marshal (for Lone District Fire Office)
	Endorse the three (3) copies of NTC to CRO.	none		Municipal Fire Marshal (MFM) or District Fire Marshal (for Lone District Fire Office)
	Record in the Official Log Sheet the date and NTC number. Provide duplicate copy of NTC to the designated Records Custodian.	none	15 minutes	Customer Relation Officer (CRO)
	Release the NTC to the FSI.	none		Customer Relation Officer (CRO)
1. Acknowledges the NTC with proper receipt by writing his/her name, the date & time and affixing his /her signature above the name.	Shall serve the NTC to the owner or responsible person of the building/ establishment. Upon the receipt of the NTC, shall return it to the Chief, FSES for proper archiving.	none	Within five (5) days from the submission of the report	FSI
2. Comply the violations or deficiencies as stated in the NTC	Maintains the establishment's records and monitors the establishment's	none	Maximum of fifteen (15) days after receipt of	Office of the Chief, FSES/ FSEU



within the prescribed period.	status of compliance.		NTC	
	On the last day of the period indicated in the NTC, shall assign, prepare and issue Inspection Order (IO) to the designated FSI for the conduct of re-inspection.	none	15 minutes	Chief, FSES/ FSEU
	Forward the IO together with NTC as reference document to CFM/ MFM or District Fire Marshal (for Lone District Fire Office) for his/her approval and signature.	none		Chief, FSES/ FSEU
	Approve and signs the IO then return to C, FSES/C, FSEU for the receipt of the FSI.	none	10 minutes	MFM or District Fire Marshal (for Lone District Fire Office)
3. Acknowledges the IO and AIR.	Proceed to the establishment, conducts re-inspection on the first day after the lapse of the grace period indicated in the Notice to Comply and prepare an After Inspection Report (AIR) and recommend for issuance of FSIC (if compliant) or NTCV (if non-compliant). Before leaving the premises, establishment/ building owner, occupant, or any duly authorized representative shall acknowledge the After Inspection Report (AIR) and furnished with a copy.	none	Within one (1) day after receipt of Inspection Order (IO)	FSI
TOTAL			25 days and 55 minutes	



xii. Issuance and Service of Notice to Correct Violation (NTCV) Procedure

				TYPE OF SERVICE
				External
TITLE OF SERVICE: Issuance and Service of Notice To Correct Violation (NTCV) Procedure				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: A notice given to the owner or administrator of buildings, structures or facilities after the period provided in the notice to comply has lapsed. This notice likewise includes an administrative fine and posting of warning sign.				
Office or Division		Fire Station/Lone District Fire Office		
Classification		Simple, Complex and Highly Technical Transaction		
Type of Transaction		Government to Citizen (G2C) Government to Business (G2B)		
Who May Avail		Owner, Contractor or Business Entity		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Submits After Inspection Report (AIR) to the Chief, FSES/FSEU, using the prescribed format, indicating the violations or deficiencies of the fire safety requirements imposed by RA 9514 (Fire Code of the Philippines of 2008).	none	Within one (1) day after receipt of Inspection Order (IO)	Fire Safety Inspector (FSI)
	Review/ evaluate the recommendations / findings of FSI, prepare appropriate documents, affixes initial and recommends to C/ MFM or District Fire Marshal (DFM) the issuance of the following: 1)Put up a sign in front of the	Computation of Amount of fines to be imposed: a. Determining the amount of fine per violation prescribed in Section 12.0.0.4 para B of RIRR of RA 9514 ; and	Within one (1) day after the submission of the AIR (Note: As per BFP Operational Manual)	Chief Fire Safety Enforcement Section/Chief Fire Safety Enforcement Unit (Chief, FSES/ FSEU)



	<p>building or structure that it is a fire hazard. Specifically, the notice shall bear the words “WARNING: THIS BUILDING/ STRUCTURE IS A FIRE HAZARD”;</p> <p>2) Imposition of corresponding administrative fine; and</p> <p>3) NTCV</p>	<p>b. Fixing the amount per violation prescribed in Rule 13 of the RIRR of RA 9514;</p>		
	<p>Endorse the NTCV with an Order to Pay Administrative Fine and posting of sign “WARNING: THIS BUILDING/ STRUCTURE IS FIRE HAZARD” for signature of C/ MFM or District Fire Marshal (for Lone District Fire Office).</p>	<p>none</p>		<p>Chief Fire Safety Enforcement Section/Chief Fire Safety Enforcement Unit (Chief, FSES/ FSEU)</p>
	<p>Make the final review/evaluation of the Chief-FSES/ CHIEF, FSEU recommendation for disposition and sign three (3) copies of NTCV with an Order to Pay Administrative Fine</p> <p><i>(The NTCV shall include, among others, a citation of the specific provision/s of RA 9514 and its RIRR violated and the specific</i></p>	<p>none</p>	<p>Within two (2) days after the submission of the AIR</p> <p><i>(Note: As per BFP Operational Manual)</i></p>	<p>Municipal Fire Marshal (MFM) or District Fire Marshal (for Lone District Fire Office)</p>



	<p>actions/ corrections that should be complied for a period not exceeding fifteen (15) days) and posting of sign “WARNING: THIS BUILDING/ STRUCTURE IS FIRE HAZARD” in front of the building or structure that it is a fire hazard, which shall remain posted until such time that the owner, administrator, occupant or other persons responsible for the condition of the building, structure and their premises or facilities correct the same, but such period shall not exceed fifteen (15) days from the lapse of the initial period given in the notice/ order to comply.</p>			
	<p>Endorse the three (3) copies of NTCV with an Order to Pay Administrative Fine and posting of sign “WARNING: THIS BUILDING/ STRUCTURE IS FIRE HAZARD” to CRO.</p>	none		<p>Municipal Fire Marshal (MFM) or District Fire Marshal (for Lone District Fire Office)</p>
	<p>Record in the Official Log Sheet the date and NTCV number. Provide duplicate copy of NTCV to</p>	none	15 minutes	<p>Customer Relation Officer (CRO)</p>



	the designated Records Custodian.			
	Release the NTCV to the FSI.	none		Customer Relation Officer (CRO)
1. Acknowledges the NTCV with proper receipt by writing his/her name, the date & time and affixing his /her signature above the name.	Serve the original copy of NTCV with an Order to Pay Administrative Fine to the owner, administrator or occupant of the building, and their premises or facilities, put a corresponding signage in front of the building. The Notice bears the words “WARNING: THIS BUILDING/ STRUCTURE IS A FIRE HAZARD” .	none	Within five (5) days from the submission of the report (Note: As per BFP Operational Manual)	FSI
2. Pay Administrative Fine	Monitors compliance with the order to pay administrative fine.	none	Within three (3) days after receipt of the NTCV	Chief, FSES/ FSEU
3. Comply the violations or deficiencies as stated in the NTCV within the prescribed period.	Maintains the establishment's records and monitors the status of compliance.	none	Maximum of fifteen (15) Days Grace Period after receipt of NTCV	Office of the Chief, FSES/ FSEU
	On the last day of the grace period indicated in the NTCV, shall assign, prepare and issue Inspection Order to the designated FSI for the conduct of re-inspection.	none	15 minutes	Chief, FSES/ FSEU
	Forward the IO together with NTCV as reference	none		



	document to CFM/ MFM for its approval and signature.			
	Approve and signs the IO then return to Chief, FSES/FSEU for the receipt of the FSI.	none	10 minutes	MFM or District Fire Marshal (for Lone District Fire Office)
4. Acknowledge IO and AIR.	Proceed to the establishment for the conduct of re-inspection on the first day after the lapse of the grace period indicated in the Notice to Correct Violation. Prepare an After Inspection Report (AIR) and recommend for issuance of FSIC (if compliant) or Abatement Order (if non-compliant). Before leaving the premises, establishment/ building owner, occupant, or any duly authorized representative shall acknowledge the After Inspection Report (AIR) and furnished with a copy.	none	Within one (1) day after receipt of Inspection Order (IO)	FSI
TOTAL			28 days and 40 minutes	

xiii. Issuance and Service of Abatement Order (AO) Procedure

	TYPE OF SERVICE
	External
TITLE OF SERVICE:	



Issuance and Service of Abatement Order (AO) Procedure				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: A notice/order given to the owner or administrator of buildings, structures or facilities after the period provided in the notice to correct violation/s has lapsed. This notice/order likewise includes an administrative fine.				
Office or Division	Fire Station/Lone District Fire Office			
Classification	Simple, Complex and Highly Technical Transaction			
Type of Transaction	Government to Citizen (G2C) Government to Business (G2B)			
Who May Avail	Owner, Contractor or Business Entity			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Submits copy of After Inspection Report (AIR) indicating non-compliance with the Notice to Correct Violation (NTCV) to the Chief, FSES/FSEU.	none	Within one (1) day after receipt of Inspection Order (IO)	Fire Safety Inspector (FSI)
	Review/ evaluate the recommendations/ findings of FSI, prepare the corresponding document, affixes his/her initial and recommends to C/ MFM or District Fire Marshal (for Lone District Fire Office) the following: Continuous posting of the sign in front of the building or structure that it is a fire hazard. Specifically, the notice shall bear the words “WARNING: THIS BUILDING/ STRUCTURE IS A FIRE HAZARD” ; Imposition of corresponding	Computation of Amount of fines to be imposed: a. Determining the amount of fine per violation prescribed in Section 12.0.0.4 para B of RIRR of RA 9514 ; and b.Fixing the amount per violation prescribed in Rule 13 of the RIRR of RA 9514;	Within one (1) day after the submission of the AIR <i>(Note: As per BFP Operational Manual)</i>	Chief Fire Safety Enforcement Section/Chief Fire Safety Enforcement Unit (Chief, FSES/ FSEU)



	<p>administrative fine; and</p> <p>Issuance of abatement order to the owner, administrator or occupant of the building, structure and their premises or facilities for a period not exceeding fifteen (15) days.</p>			
	<p>Endorse the AO with an Order to Pay Administrative Fine and the continuous posting of sign “WARNING: THIS BUILDING/ STRUCTURE IS FIRE HAZARD” for signature of C/ MFM or District Fire Marshal (for Lone District Fire Office).</p>	none		<p>Chief Fire Safety Enforcement Section/Chief Fire Safety Enforcement Unit (Chief, FSES/ FSEU)</p>
	<p>Make the final review/evaluation of the Chief FSES/CHIEF, FSEU, recommendation for disposition and signs three (3) copies of AO with an Order to Pay Administrative Fine and effect the continuous posting of sign “WARNING: THIS BUILDING/ STRUCTURE IS FIRE HAZ- ARD” in front of the building or structure that it is a fire hazard, which shall remain posted until such time that the</p>	none	<p>Within three (3) days after the submission of the AIR</p> <p><i>(Note: As per BFP Operational Manual)</i></p>	<p>Municipal Fire Marshal (MFM) or District Fire Marshal (for Lone District Fire Office)</p>



	owner, administrator, occupant or other persons responsible for the condition of the building, structure and their premises or facilities correct the same, but such period shall not exceed fifteen (15) days from the lapse of the period given in the Notice to Correct Violations.			
	Endorse the three (3) copies of AO with an Order to Pay Administrative Fine and effect the continuous posting of sign “WARNING: THIS BUILDING/ STRUCTURE IS FIRE HAZARD” to CRO.	none		Municipal Fire Marshal (MFM) or District Fire Marshal (for Lone District Fire Office)
	Record in the Official Log Sheet the date and AO number. Provide duplicate copy of AO to the designated Records Custodian.	none	15 minutes	Customer Relation Officer (CRO)
	Release the AO to the FSI.	none		Customer Relation Officer (CRO)
1. Acknowledges the AO with proper receipt by writing his/her name, the date & time and affixing his /her signature above the name.	Serve the original copy of AO with an Order to Pay Administrative Fine to the owner, administrator or occupant of the building, and their premises or facilities and continuous posting of warning sign “WARNING:	none	Within five (5) days from the submission of the report <i>(Note: As per BFP Operational Manual)</i>	FSI



	THIS BUILDING/ STRUCTURE IS A FIRE HAZARD” in front of the building.			
2. Pay Administrative Fine	Monitors compliance with the order to pay administrative fine.	none	Within three (3) days after receipt of AO	Chief, FSES/ FSEU
3. Comply the violations or deficiencies as stated in the AO within the prescribed period.	Maintains the establishment's records and monitors the status of compliance.	none	Maximum of fifteen (15) Days Grace Period after receipt of AO	Office of the Chief, FSES/ FSEU
	On the last day of the period indicated in the Abatement Order, shall assign, prepare and issue Inspection Order to the designated FSI for the conduct of re-inspection.	none	15 minutes	Chief, FSES/ FSEU
	Forward the IO together with Abatement Order (AO) as reference document to MFM or District Fire Marshal (for Lone District Fire Office) for its approval and signature.	none		
	Approve and signs the IO then return to C, FSES/C, FSEU for the receipt of the FSI.	none	10 minutes	MFM or District Fire Marshal (for Lone District Fire Office)
4. Acknowledge IO and AIR.	Proceed to the establishment for the conduct of re-inspection on the first day after the lapse of the grace period indicated in the Abatement Order.	none	Within one (1) day after receipt of Inspection Order (IO)	FSI



	Prepare an After Inspection Report (AIR) and recommend for issuance of FSIC (if compliant) or Closure Order (if non-compliant). Before leaving the premises, establishment/ building owner, occupant, or any duly authorized representative shall acknowledge the After Inspection Report (AIR) and furnished with a copy.			
TOTAL			29 days and 40 minutes	

xiv. Issuance and Service of Closure Order (Due to Non-Payment of Administrative Fine) Procedure

				TYPE OF SERVICE	
				External	
TITLE OF SERVICE:					
Issuance and Service of Closure Order (Due to Non-Payment of Administrative Fine) Procedure					
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT:					
An order issued when the owner or administrator of buildings, structures or facilities failed to comply with the abatement order or when the deficiency constitutes a clear and imminent danger to life and property.					
Office or Division		Fire Station/Lone District Fire Office			
Classification		Simple, Complex and Highly Technical Transaction			
Type of Transaction		Government to Citizen (G2C) Government to Business (G2B)			
Who May Avail		Owner, Contractor or Business Entity			
CLIENT STEPS	AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Failure on the part of the violator to pay the administrative fine within the period fixed in the Notice shall constitute a ground for the issuance of Closure Order for the building or the portion thereof.</p> <p>(Reference: Section 13.0.0.2 para-B of RIRR of RA 9514)</p>	<p>After serving the original copy of the Notice to Correct Violation (NTCV) or Abatement Order (AO) or other administrative courses of action, with an Order to Pay Fine, to the responsible person/owner in the building/establishment, verify with the Collecting Officer whether or not the imposed administrative fines have been paid in the 4th day after the service of the latter.</p>	<p>none</p>	<p>Within 5 minutes</p>	<p>Chief Fire Safety Enforcement Section/Chief Fire Safety Enforcement Unit (Chief FSES/ FSEU)</p>
	<p>In case of non-payment, pre- prepare, affixes initial and recommends to MFM or District Fire Marshal (for Lone District Fire Office) the issuance of Closure Order.</p>	<p>none</p>	<p>Within one (1) day</p>	<p>Chief FSES/ FSEU</p>
	<p>Endorse his/her recommendation to the Municipal Fire Marshal (MFM) or District Fire Marshal (for Lone District Fire Office) for his/her signature.</p>	<p>none</p>		<p>Chief FSES/ FSEU</p>
	<p>Make the final review/evaluation of the Chief-FSES/ CHIEF, FSEU recommendation for disposition and sign three (3) copies of Closure Order and effect the continuous posting of the sign “WARNING: THIS BUILDING/ STRUCTURE IS A FIRE HAZARD” in front of the building or structure that it is a fire hazard, and additional posting of signage bear the</p>	<p>none</p>	<p>Within two (2) days</p>	<p>Municipal Fire Marshal (MFM) or District Fire Marshal (for Lone District Fire Office)</p>



	words “WARNING: THIS BUILDING/ ESTABLISHMENT HAS BEEN ORDERED CLOSED BY THE BUREAU OF FIRE PROTECTION PURSUANT TO R.A. 9514 AND ITS IRR” also in front of the building.			
	Endorse the three (3) copies of Closure Order and effect the continuous posting sign “WARNING: THIS BUILDING/ STRUCTURE IS A FIRE HAZARD” in front of the building or structure that it is a fire hazard and additional posting of signage bear the words “WARNING: THIS BUILDING/ ESTABLISHMENT HAS BEEN ORDERED CLOSED BY THE BUREAU OF FIRE PROTECTION PURSUANT TO R.A. 9514 AND ITS IRR” also in front of the building.	none		MFM or District Fire Marshal (for Lone District Fire Office)
	Record in the Official Log Sheet the date and Closure Order number. Provide duplicate copy of Closure Order to the designated Records Custodian.	none	Within 15 Minutes	Customer Relation Officer (CRO)
	Release Closure Order to the FSI	none		
2. Acknowledges the Closure Order with proper receipt by writing his/her name, the date & time and affixing his /her signature above the name.	Serve the original copy of Closure Order to the owner/ responsible person in the building/ establishment and effect the continuous posting of the sign “WARNING: THIS	none	Within one (1) day	FSI or Office of the MFM or District Fire Marshal (for Lone District Fire Office)



	BUILDING/ STRUCTURE IS A FIRE HAZARD” in front of the building. A signage shall also be posted in front of the building. The signage bears the words “WARNING: THIS BUILDING/ESTABLISHMENT HAS BEEN ORDERED CLOSED BY THE BUREU OF FIRE PROTECTION PURSUANT TO R.A. 9514 AND ITS IRR”			
	After service to the owner/ responsible person in the building/ establishment, a copy of the Order is sent to the offices of the Mayor, Business Permit and License Office, Building Official/Municipal Engineer and the Barangay.		Within 20 Minutes	CRO
TOTAL			4 days and 40 minutes	

xv. Issuance and Service of Closure Order (Due to Expiration of Abatement Order) Procedure

		TYPE OF SERVICE
		External
TITLE OF SERVICE: Issuance and Service of Closure Order (Due to Expiration of Abatement Order) Procedure		
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: An order issued when the owner or administrator of buildings, structures or facilities failed to comply with the abatement order or when the deficiency constitutes a clear and imminent danger to life and property.		
Office or Division	Fire Station/Lone District Fire Office	
Classification	Simple, Complex and Highly Technical Transaction	
Type of Transaction	Government to Citizen (G2C) Government to Business (G2B)	
Who May Avail	Owner, Contractor or Business Entity	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Submits copy of AIR indicating non-compliance with the AO to the Chief, FSES/Chief, FSEU.	none	Within one (1) day after receipt of the Inspection Order (IO)	
	Review/evaluate the recommendations/ findings of FSI, prepare, affixes initial and recommends to MFM or District Fire Marshal (for Lone District Fire Office) the issuance of Closure Order.	none	Within 24 hours upon the receipt of the AIR <i>(Note: As per BFP Operational Manual)</i>	Chief Fire Safety Enforcement Section/Chief Fire Safety Enforcement Unit (C, FSES/C, FSEU)
	Endorse his/her recommendation to the Municipal Fire Marshal (MFM) or District Fire Marshal (for Lone District Fire Office) for his/her signature.	none		Chief FSES/ FSEU
	Make the final review/evaluation of the Chief-FSES/ CHIEF, FSEU recommendation for disposition and signs three (3) copies of Closure Order and effect the continuous posting of the sign “WARNING: THIS BUILDING/ STRUCTURE IS A FIRE HAZARD” in front of the building and additional posting of signage bear the words “WARNING: THIS BUILDING/ ESTABLISHMENT HAS BEEN ORDERED CLOSED BY THE BUREAU OF FIRE PROTECTION IN	none	Within two (2) days upon receipt of the AIR <i>(Note: As per BFP Operational Manual)</i>	Municipal Fire Marshal (MFM) or District Fire Marshal (for Lone District Fire Office)



	PURSUANT TO R.A. 9514 AND ITS IRR” also in front of the building.			
	Endorse the three (3) copies of Closure Order and effect the continuous posting sign “WARNING: THIS BUILDING/ STRUCTURE IS A FIRE HAZARD” in front of the building or structure that it is a fire hazard and additional posting of signage bear the words “WARNING: THIS BUILDING/ ESTABLISHMENT HAS BEEN ORDERED CLOSED BY THE BUREAU OF FIRE PROTECTION PURSUANT TO R.A. 9514 AND ITS IRR” also in front of the building.	none		MFM or District Fire Marshal (for Lone District Fire Office)
	Record in the Official Log Sheet the date and Closure Order number. Provide duplicate copy of Closure Order to the designated Records Custodian.	none	Within 15 Minutes	Customer Relation Officer (CRO)
	Release Closure Order to the FSI	none		
1. Acknowledges the Closure Order with proper receipt by writing his/her name, the date & time and affixing his /her signature above the name.	Serve the original copy of Closure Order to the Owner in the building establishment and effect the continuous posting of the sign “WARNING: THIS BUILDING/ STRUCTURE IS A FIRE HAZARD” in front of the building.	none	Within one (1) day	FSI or Office of the MFM or District Fire Marshal (for Lone District Fire Office)



	A signage shall also be posted in front of the building. The signage bear the words “WARNING: THIS BUILDING/ ESTABLISHMENT HAS BEEN ORDERED CLOSED BY THE BUREU OF FIRE PROTECTION PURSUANT TO R.A. 9514 AND ITS IRR”			
	After service to the owner/ responsible person in the building/ establishment, a copy of the Order is sent to the offices of the Mayor, Business Permit and License Office, Building Official/ Municipal Engineer and the Barangay.	none	Within 20 minutes	CRO
TOTAL			5 days and 35 minutes	

xvi. Implementation of Closure Order Procedure

				TYPE OF SERVICE	
				External	
TITLE OF SERVICE:					
Implementation of Closure Order Procedure					
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT:					
An order issued when the owner or administrator of buildings, structures or facilities failed to comply with the abatement order or when the deficiency constitutes a clear and imminent danger to life and property.					
Office or Division		Fire Station/Lone District Fire Office			
Classification		Simple, Complex and Highly Technical Transaction			
Type of Transaction		Government to Citizen (G2C) Government to Business (G2B)			
Who May Avail		Owner, Contractor or Business Entity			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	



	Send letter to the to the Office of the Chief of Police having jurisdiction, Office of the Mayor and Office of the Punong Barangay for assistance in the implementation of the Closure Order not later than the fourth (4th) day after the service of the said Order. The letter specifically states the date and time for which the Closure will be effected, which shall not be later than 10 days after the service of the Order.	none	Within one (1) day	MFM or District Fire Marshal (for Lone District Fire Office)
	The office of the Municipal Fire Marshal, with the assistance of any from the Office of the Chief of Police having jurisdiction, Office of the Mayor and Office of the Punong Barangay, proceeds to the building or establishment for which closure shall be effected, and makes sure that nobody is left inside the building or establishment. Likewise, all utilities (electricity, water, etc.) is to be properly turned off. The building or establishment is then provided with a sticker bearing the words “WARNING: THIS BUILDING/ ESTABLISHMENT HAS BEEN ORDERED CLOSED BY THE BUREU OF FIRE PROTECTION	none	Within one (1) day	MFM or District Fire Marshal (for Lone District Fire Office)



	PURSUANT TO R.A. 9514 AND ITS IRR” at the door.			
1. Upon the request of the owner, administrator, occupant or other persons responsible to commence compliance until full compliance with the requirements with RA 9514 and its RIRR.	The signage posted during the service of the Order shall be continuously posted until compliance of all fire safety Requirements.	none	Time or period to accomplished full compliance with the requirements of RA No. 9514 and its RIRR.	
TOTAL			2 days	

FEEDBACK AND COMPLAINTS

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	<p>Answer the client form and drop it at the designated drop box atthe Public Assistance & Complaint Desk (PACD)</p> <p>Contact Info: 892-5087/ alabel.hrmd@gmail.com</p>
How feedback isProcessed?	<p>Every Friday, the Municipal Administrator 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 ofthe 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 thefollowing telephone number: 892-5087</p>
How to file complaints?	<p>Answer the client Complaint Form and drop it at the designateddrop box at the Public Assistance & Complaint Desk (PACD)</p> <p>For inquiries and follow-ups, clients may contact thefollowing telephone number: 892-5087</p>
How complaints areprocessed?	<p>The PACD Officer opens the complaints drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation that the complaint is meritorious, the PACD Officer shall start the investigation and forward the complaint tothe relevant office for their explanation</p> <p>The PACD Officer will create a report after the investigation and shall submit it to the Head of Agency for Appropriate Action.</p> <p>The Complaints Officer will give the feedback to the clients</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 892-5087</p>
Contact Information ofARTA, PCC, CCB	<p>Arta: Complaints@arta.Gov.ph / 1-Arta (2782)PCC:8888</p> <p>CCB: 0908-881-6565(SMS)</p>

LIST OF OFFICES/DEPARTMENTS OF LGU ALABEL

Office	Address	Contact Information
Municipal Mayor’s Office	Poblacion, Alabel, Sar. Prov	508-2084
Municipal Civil Registrar	Poblacion, Alabel, Sar. Prov	892-5277
Municipal Treasurer’s Office	Poblacion, Alabel, Sar. Prov	892-6277
Municipal Assessor’s Office	Poblacion, Alabel, Sar. Prov	892-6160
Municipal Social Welfare and Development Office	Poblacion, Alabel, Sar. Prov	508-0142
Municipal Engineering Office	Poblacion, Alabel, Sar. Prov	508-0005
Municipal Agriculture’s Office	Poblacion, Alabel, Sar. Prov	508-2284
Municipal General Services Office	Poblacion, Alabel, Sar. Prov	892-5290
Municipal Accounting Office	Poblacion, Alabel, Sar. Prov	508-2183
Municipal Planning and Development Office	Poblacion, Alabel, Sar. Prov	508-3017
Municipal Environment and Natural Resources Office	Poblacion, Alabel, Sar. Prov	508-2043
Municipal Disaster Risk and Reduction Magnt Office	Poblacion, Alabel, Sar. Prov	508-0225
Municipal Health Office	Poblacion, Alabel, Sar. Prov	508-2249
Municipal Market Office	Poblacion, Alabel, Sar. Prov	508-4002
Municipal Level III Water System	Poblacion, Alabel, Sar. Prov	892-5274
Municipal Bids and Awards Office	Poblacion, Alabel, Sar. Prov	892-562