



# **LOCAL GOVERNMENT UNIT OF ALABEL**

## **CITIZEN'S CHARTER RE-ENGINEERED SERVICES**

## **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



Republic of the Philippines  
Province of Sarangani  
*Municipality of Alabel*  
**COMMITTEE ON ANTI RED TAPE**  
Tel. No.: 892 5087

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**EXCERPT FROM THE MINUTES OF THE COMMITTEE ON ANTI RED TAPE  
MEETING HELD ON FEBRUARY 10, 2022, 9:00 AM AT THE MUNICIPAL  
GYMNASIUM, ALABEL, SARANGANI PROVINCE**

**PRESENT:**

HON. VIC PAUL M. SALARDA, MPA	-	Municipal Mayor, Chairperson
HON. HERMIE GALZOTE	-	Municipal Councilor, Vice Chairperson
LILIBETH J. SALARDA	-	Municipal Administrator, Member
ABNER H. LABANIEGO	-	Municipal Budget Officer, Member
JOAN P. MAULION, CE, ENP	-	Municipal GSO, Member
TOMAS G. MONTEFALCON	-	MPDO, Member
VIOLETA B. FEROLINO	-	Municipal Treasurer, Member
JOCELYN L. TENCHAVEZ, MPA	-	HRMO, Member
DR. HONORATO FABIO	-	Health Officer, Member
ALLAN V. RIVERA, CE, EnP.	-	MENR-Officer, Member
ABIGAIL MANGAMPO	-	Admin Officer V, Member
JHONNY DEMATE	-	Licensing Officer III, Member

**ABSENT:**

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***RESOLUTION NO. 2022- 0001***

**"RESOLUTION ADOPTING THE SUBMITTED RE ENGINEERED SERVICES ON THE  
CITIZEN'S CHARTER OF THE MUNICIPALITY OF ALABEL."**

**WHEREAS**, pursuant to Republic Act No. 11032 or the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018", all covered agencies are mandated to set up their respective most current and updated Citizen's Charter;

**WHEREAS**, in compliance to the above provision, the Local Government Unit of Alabel has crafted the most current and updated Citizen's Charter duly adopted by the Sangguniang Bayan dated November 10, 2021;

**WHEREAS**, pursuant to Memorandum Circular No. 2021-09 of DILG, all Government agencies are directed to adopt the Whole of Government (WOG) Reengineering Manual as a tool in the reengineering of government services and to submit Reengineering Report to the Anti Red Tape Authority;

**WHEREAS**, in compliance to the said provision, the Local Government Unit of Alabel has adopted through the Committee on Anti Red Tape (CART) the submitted Re Engineered Services on the Citizen's Charter of the Municipality of Alabel;

NOW THEREFORE, with the foregoing premises considered, upon motion of Jhonny Demate unanimously seconded by the body, hereby **RESOLVE** as it is hereby **RESOLVED** to **ADOPT THE SUBMITTED RE ENGINEERED SERVICES ON THE CITIZEN CHARTER OF THE MUNICIPALITY OF ALABEL.**"

**RESOLVED FINALLY**, that copy of the foregoing resolution be furnished immediately to the offices concerned for information and favorable action.

**UNANIMOUSLY ADOPTED** : February 10, 2022

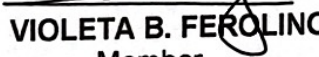
I **HEREBY CERTIFY** that the above – quoted resolution was approved by the members of the Committee on Anti Red Tape on February 10, 2022 at the Municipal Gymnasium.

  
**RHEA MAE L. TORRECAMPO**  
CART Secretary


**ATTESTED AND CERTIFIED:**

  
**HON. HERMIE GALZOTE, MPA**  
Member

  
**ABNER LABANIEGO, MPA**  
Member

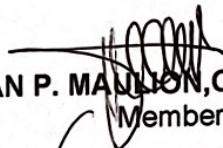
  
**VIOLETA B. FEROLINO**  
Member

  
**DR. HONORATO FABIO**  
Member

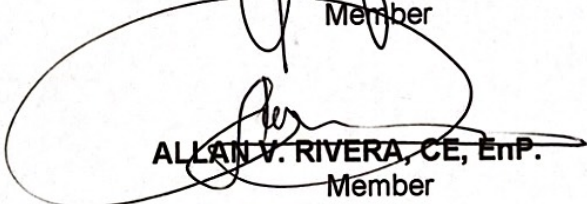
  
**JOCELYN L. TENCHAVEZ**  
Member

  
**JHONNY F. DEMATE**  
Member

  
**LILIBETH J. SALARDA, MPA**  
Member

  
**JOAN P. MAULLON, CE, ENP**  
Member

  
**TOMAS G. MONTEFALCON, EnP**  
Member

  
**ALLAN V. RIVERA, CE, EnP.**  
Member

  
**ABIGAIL A. MANGAMPO**  
Member

  
**HON. VIC PAUL M. SALARDA, MPA**  
Chairperson

Serbisyong **Matinud-anon** Intigridad Lauman Epektibo para Alabel



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1. 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.	1. 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. 2. Advise the client to proceed to the MTO.	none	2 minutes	Frontline Personnel
2. Proceed to the Municipal Treasurer’s Office and pay the	Staff from the MTO receive the payment and		3 minutes	



corresponding fee and receive the Official Receipt (OR).	issue Official Receipt (OR).			
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	Frontline Personnel
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	3 minutes	Frontline Personnel
5. Sit at the Waiting Area while the requested document is being signed.	Check and sign the document.	none	1 minute	Municipal Mayor
6. Receive copy of the requested document.	Issue Mayor's Clearance to client and secure office copy.	none	1 minute	Frontline Personnel
TOTAL NUMBER OF MINUTES			12 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 (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 his/her intent of securing Special Permit and present the required documents.	3. Note the client’s complete name, address and purpose in securing a Special Permit. Advise client to pay corresponding fee at the Municipal Treasurer’s Office. 4. Advise the client to proceed to the MTO.	none	2 minutes	Frontline Personnel
2. Proceed to the Municipal Treasurer’s Office and pay the corresponding fee and receive the Official Receipt (OR).	Staff from the MTO receive the payment and issue 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.	Personnel from MENRO conduct orientation and issue MENRO Certification.	none	8 minutes	MENRO-Receiving Officer
4. Go back to the Office of the Municipal Mayor and present the OR and other documentary requirements.	Receive the OR and review the submitted documentary requirements for verification and check for completeness.	none	3 minutes	Frontline Personnel
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	none	3 minutes	Frontline Personnel



	to proceed to MTO and Alabel Municipal Police Station (MPS) or document approval.			
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) sign the document.	none	8 minutes	Municipal Treasurer, Chief of Police of Alabel Municipal Police Station
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	Frontline Personnel
8. Sit at the Waiting Area while the requested document is being signed.	Check and sign the document.	none	1 minute	Municipal Mayor
9. Receive copy of the requested document.	Issue the Special Permit to client and secure office copy.	none	1 minute	Frontline Personnel
<b>TOTAL NUMBER OF MINUTES</b>			<b>31 Minutes</b>	

iii. Issuance of Working Permit

		TYPE OF SERVICE
		External
<b>TITLE OF SERVICE:</b> Issuance of Working Permit		
<b>OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT:</b> 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 Heath Office/ City Health Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the frontline personnel of his/her intent of securing Working Permit and present the required documents.	Evaluate and assess the submitted requirements.	none	2 minutes	Frontline Personnel
2. Receive copy of the application form.	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	Frontline Personnel Revenue Collection Clerk, Municipal Treasurer, Municipal Health Officer
3. Fill up the application form and proceed to Municipal Treasurer's Office (MTO) and Municipal Health Office (MHO) for approval. Pay the corresponding fee at MTO and receive the Official Receipt (OR).	Staff of the Municipal Treasurer's Office receive the payment and issue Official Receipt (OR). Municipal Treasurer and Municipal Health Officer sign the document.	(Please refer to the Revenue Code)	12 minutes	
4. 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 and check for completeness.  Prepare the requested document and endorse the same to the Municipal Mayor	none	5 minutes	Frontline Personnel



	for approval and signature.			
5. Sit at the Waiting Area while frontline personnel prepare the requested document.	Check and sign the document.	none	1 minute	Municipal Mayor
6. Receive copy of the requested document.	Issue Working Permit to client and secure office copy.	none	1 minute	Frontline Personnel
TOTAL NUMBER OF MINUTES			23 minutes	

iv. 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 desire to avail civil wedding		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
a. Marriage License			Local Civil Registrar	
b. Affidavit of Cohabitation (If living together for more than 5 years with child)			Notary Public	
c. CENOMAR or Certificate of No Marriage			Philippine Statistic Authority (PSA)	
d. Community Tax Certificate (1 original)			Municipal Treasurer's Office	
e. Birth Certificate (husband, wife, child)			Philippine Statistic Authority (PSA)	
f. 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.	Evaluate and assess the submitted requirements. Advise client to pay corresponding fee at the Municipal	none	5 minutes	Frontline Personnel



	Treasurer's Office (MTO).			
2. Proceed to the Municipal Treasurer's Office for payment and receive the Official Receipt (OR).	Staff of the Municipal Treasurer's Office receive the payment and issue Official Receipt (OR).	₱100.00	3 minutes	Revenue Collection Clerk
3. Go back to the Office of the Municipal Mayor and present the Official Receipt (OR) to the frontline personnel for the schedule/ date of the wedding.	Schedule date of wedding (every Wednesday is the schedule of wedding)	none	2 minutes	Frontline Personnel
TOTAL NUMBER OF MINUTES			10 minutes	

v. 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 Assistance 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		Individuals 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 to the Office of the Municipal Mayor.	Evaluate and assess the submitted requirements.	none	2 minutes	Frontline Personnel
2. Sit and relax while the frontline personnel prepare	Prepare the requested document and	none	4 minutes	Frontline Personnel, Municipal Administrator



the endorsement slip.	endorse the same to the Acting Municipal Administrator for approval and signature.			
3. Receive copy of the requested document and forward the same to MSWDO.	Issue endorsement slip to client and advice the same to forward documents at MSWDO.	none	1 minute	Frontline Personnel
TOTAL NUMBER OF MINUTES			7 minutes	

vi. 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	
A. Letter of Invitation			National Agency/ LGUs/ Organizations	
B. 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	2 minutes	Frontline Personnel
2. Sit at the Waiting Area while frontline personnel prepare the requested document.	Prepare the requested document and endorse the same to the	none	3 minutes	Frontline Personnel



	Municipal Mayor for approval and signature.			
3. Sit at the Waiting Area while the requested document is being signed.	Check and sign the document.	none	1 minute	Municipal Mayor
4. Receive copy of the requested document.	Issue the approved Travel Order to employee and secure office copy.	none	1 minute	Frontline Personnel
TOTAL NUMBER OF MINUTES			7 minutes	



2. OFFICE OF THE SANGGUNIAN BAYAN

i. Accreditation of Civil Society And Non-Government Organization

		TYPE OF SERVICE
		External
TITLE OF SERVICE: Accreditation of Civil Society and Non-Government Organization		
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
Duly accomplished Application form for Accreditation		Office of the Sangguniang Bayan
Board Resolution		Requesting party
Certificate of Registration		Registering Government Agency
4.List of Current Members		Requesting Party
5. Original Sworn of Statement stating that the CSO is an independent non partis		Requesting Party
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; a photocopy of		Requesting Party



profiles of at least three (3) individuals in the organization that will verify their involvement in health and education Sector				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the Application for Accreditation (2-sets) of original or authenticated documents to the Office of the Sangguniang Bayan.	Receive the documents	none	2 minutes	Receiving Officer
	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	2 minutes	Receiving Officer
The Receiving Officer will forward the document to the Vice Mayor for initial action.	Approval of the Routing Slip	none	3 minutes	Municipal Vice Mayor
Upon approval of the Vice Mayor, the Receiving Officer will forward the documents to the Secretariat.	Forward	none	1 minute	Receiving Officer
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	1 minute	Administrative Assistant III



The Vice Mayor will refer this measure to the Committee during session.	Referral	none	1 minute	Municipal vice mayor /presiding officer
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 members of the Committee. The Committee will render a Committee within 3 working days after the completion of the hearing.	Preliminary Assessment of the Documents  Adoption of the Committee's recommendation/s for approval or disapproval.	none	1 hour	concerned committee
If for approval, the measure will be calendared under business for the day for debate and approval.	approval	none	8 minutes	Sangguniang bayan <i>enbanc</i>
Finalization, reproduction and distribution of final output with a minimum of 10 copies.	Distribution of Printed Copy	none	2 working days	SB Secretariat
<b>TOTAL NUMBER OF MINUTES</b>			<b>10 days, 1 hour and 36 minutes</b>	

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

	TYPE OF SERVICE
	External
<b>TITLE OF SERVICE:</b>  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 Office of the Municipal Treasurer	Municipal Treasurer's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit written/verbal request specifying the documents to be requested and its assigned number, if any.	Receive the request	none	1 minutes	Receiving Officer
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
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</i>	Inform the client	50.00	5 minutes	Receiving Officer



the LGU or its offices, no Secretary's Fee or other charges will be collected)				
Reproduction of requested documents.	Printing	none	3 minutes	Administrative Assistant III
Release copy/ies of the requested document/s.	Realising	none	1 minutes	Administrative Assistant III
TOTAL NUMBER OF MINUTES			12 Minutes	

iii.       **Application For Development Permit (DP)**

		<b>TYPE OF SERVICE</b>
		External
<b>TITLE OF SERVICE:</b> Application for Development Permit (DP)		
<b>OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT:</b> 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	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
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	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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
The Receiving Officer will forward the document to the Municipal Vice Mayor.	Approval of the Routing Slip	none	5 minutes	Municipal Vice Mayor
Upon the approval of the Vice Mayor, the Receiving Officer will	Forward	none	2 minutes	Receiving Officer



forward the documents to the Secretariat for inclusion in the Order of Business.				
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 minute	Administrative Assistant III
The Vice Mayor will refer this measure to the Committee during session.	Referral	none	1 minutes	Vice Mayor/ Presiding Officer
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
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
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
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>
If for approval, the measure will be calendared under business for the day for debate and approval.	Amendment accepted, if any	none		Sanggunian <i>En Banc</i>



Finalization, reproduction and distribution of Resolution with a minimum of 10 copies	Distribution of Printed Copy	none		SB Secretariat
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		SB Secretariat
<b>TOTAL NUMBER OF MINUTES</b>			<b>15 days, 8 hours and 46 minutes</b>	



3. OFFICE OF THE MUNICIPAL HEALTH OFFICER

i. Provision of Outpatient Consultation

			TYPE OF SERVICE	
			External	
TITLE OF SERVICE: PROVISION OF OUTPATIENT CONSULTATION				
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 (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	
Laboratory or Diagnostic Test Result			Licensed Clinical Laboratory or Diagnostic Center	
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	5 minutes	Nurse or Midwife on Duty
	1.2 For Old Client: Pulls out Individual Treatment Record (ITR)	none	5 minutes	Nurse or Midwife on Duty
	1.3 For New Client: Fill-up patient registry (ITR)	none	5 minutes	Nurse or Midwife on Duty
	1.4 Assess for medical history, present illness, chief complaint and vital signs.	none	5 minutes	Nurse or Midwife on Duty
	1.5 Takes and documents vital signs in the ITR	none	5 minutes	Nurse or Midwife on Duty



2. Enter Consultation Room when your turn comes	2.1 Assess and examine the patient	none	10 minutes	Physician
	2.2 Prescribes appropriate medicines and treatment			
	2.3 Orders appropriate laboratory examination/s, if deemed necessary			
	2.4 Refer patient to higher level of care if need arises			
3. Proceed to laboratory room for laboratory examination	3.1 Performs laboratory test as per physician's order	none	15 minutes	Medical Technologist
	3.2 Gives laboratory result to patient	none	2 minutes	Laboratory Staff
4. Returns to frontdesk with laboratory result	4.1 Evaluation and documentation of laboratory result	none	3 minutes	Nurse or Midwife on Duty
5. Returns to Consultation Room	5.1 Evaluation and discussion of laboratory result	none	5 minutes	Physician
6. Proceed to frontdesk for appropriate nursing care, home instruction and referral if needed.	6.1 Carries out Doctor's Order	none	3 minutes	Nurse or Midwife on Duty
	6.2 Patient Education	none	2 minutes	Nurse or Midwife on Duty
7. Proceed to Botikang Bayan (pharmacy) to get prescribed medicines	7.1 Dispense the prescribed medicines and give home instructions	none	3 minutes	Pharmacist
Total			53 minutes	

ii. Minor Surgical Procedure

	TYPE OF SERVICE
	External
TITLE OF SERVICE: MINOR SURGICAL 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	<b>Municipal Health Office (Medical Section)</b>
Classification	<b>Simple</b>
Type of Transaction	<b>Government to Citizen</b>
Who may avail	<b>All residents of Alabel (priority); patients from adjacent towns like Malapatan are likewise welcome</b>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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PhilHealth Membership Data Record (MDR) or PhilHealth Identification Number (PIN)	Philhealth Office
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Official Receipt	Municipal Treasurer's Office
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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; Pulls out Individual Treatment Record (ITR)	none	5 minutes	Nurse or Midwife on Duty
	1.2 Takes and documents vital signs in the ITR	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	P25.00 for emergency cases	5 minutes	Revenue Collection Officer
		P55.00 for elective cases		
5. Present the Official Receipt to the frontdesk personnel	5.1 Attach OR to ITR	none	3 minutes	Nurse or Midwife on Duty
	5.2 Prepare surgical equipment	none	5 minutes	Nurse or Midwife on Duty



6. Enters the Examination Room	6.1 Conduct of minor surgical procedure	none	20 minutes	Physician
7. Receive transcription and/or medicine, if applicable	7.1 Patient Education	none	3 minutes	Nurse or Midwife on Duty
	7.2 Dispense the prescribed medicines and give home instructions	none	2 minutes	Pharmacy
Total			60 minutes	

iii. . Animal Bite Services

			TYPE OF SERVICE	
			External	
TITLE OF SERVICE: ANIMAL BITE SERVICES				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: Anti-Rabies Act of 2007 (Republic Act 9482)				
Office or Division	Municipal Health Office (Medical Section)			
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	
Previous Vaccination Card			MHO/ Animal Bite Treatment Center (ABTC)	
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	5 minutes	Nurse or Midwife on Duty
	1.2 For New Client: Fill-up patient registry (ITR)	none	5 minutes	Nurse or Midwife on Duty



	1.3 For Old Client: Pulls out Individual Treatment Record (ITR) and direct client to Animal Bite Treatment Center (ABTC)	none	5 minutes	Nurse or Midwife on Duty
	1.4 Assess for medical history, present illness, chief complaint and vital signs.	none	5 minutes	Nurse or Midwife on Duty
	1.5 Takes and documents vital signs in the ITR	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
	2.2 Categorizes patient based on exposure.	none	10 minutes	Physician
	2.3 Carry out doctor's order	none	5 minutes	Nurse or Midwife on Duty
	i. If vaccine is available: Proceed to ABTC for inoculation	none	5 minutes	Nurse or Midwife on Duty
	ii. If vaccine is not available: Prescribe antirabies vaccine, instruct patient to purchase at pharmacy (outside health center) then return for inoculation	none	5 minutes	Nurse or Midwife on Duty
3. Proceed to ATBC; present prescription	3.1 Verify prescription then record	none	5 minutes	Nurse or Midwife on Duty
	3.2 Start inoculation	none	5 minutes	Nurse or Midwife on Duty
	3.3 Give Vaccination Card	none	5 minutes	Nurse or Midwife on Duty
	3.4 Give home instruction	none	5 minutes	Nurse or Midwife on Duty
	3.5 Direct client to pharmacy if home	none	5 minutes	Nurse or Midwife on Duty



	medicine is prescribed			
4. Proceed to Pharmacy; present prescription	4.1 Verify prescription and document	none	5 minutes	Nurse or Midwife on Duty
	4.2 Dispense prescribed medicines and give instruction	none	5 minutes	Pharmacist
<b>Total</b>			<b>50 minutes</b>	

iv. **National Tuberculosis Prevention and Control Services**

			TYPE OF SERVICE	
			External	
TITLE OF SERVICE: NATIONAL TUBERCULOSIS PREVENTION AND CONTROL SERVICES				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT: RA 10767 (Comprehensive TB Elimination Plan Act of 2016)				
Office or Division	Municipal Health Office (Medical Section)			
Classification	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	
PhilHealth Membership Data Record (MDR) or PhilHealth Identification Number (PIN)			Philhealth Office	
Chest X-ray Result (for New Patients)			Licensed Diagnostic Center	
Referral from Pulmonologist			Pulmonologist	
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	5 minutes	Nurse or Midwife on Duty
	1.2 For Presumptive TB patients, ask for Chest X-ray result and request for sputum exam	none	5 minutes	Nurse or Midwife on Duty



	1.3 Direct patient to Laboratory for Sputum examination; advise patient to return with sputum exam result	none	5 minutes	Nurse or Midwife on Duty
	1.4 For New Client: Fill-up patient registry (ITR)	none	5 minutes	Nurse or Midwife on Duty
	1.5 For Old Client: Pulls out Individual Treatment Record (ITR) and direct client to TB DOTS Center	none	5 minutes	Nurse or Midwife on Duty
	1.6 Assess for medical history, present illness, chief complaint and vital signs.	none	5 minutes	Nurse or Midwife on Duty
	1.7 Attach Chest x-ray and/or sputum results	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
	2.2 Treat patient accordingly	none	10 minutes	Physician
3. Go back to frontdesk	3.1 Carry out doctor's order	none	5 minutes	Nurse or Midwife on Duty
	i. If for Initiation of Treatment: Proceed to TB DOTS Area	none	20 minutes	Nurse or Midwife on Duty
	ii. If for referral to higher facility or specialist: Fill-up referral form and advise patient	none	20 minutes	Nurse or Midwife on Duty
3. Proceed to TB DOTS Center	3.1 Verify doctor's order	none	5 minutes	Nurse or Midwife on Duty
	3.2 Register patient to TB Registry	none	5 minutes	Nurse or Midwife on Duty
	3.3 Prepare TB Drugs	none	5 minutes	Nurse or Midwife on Duty



	3.4 Give TB counselling and home instruction	none	15 minutes	Nurse or Midwife on Duty
	3.5 Give TB Treatment Card, orient about "Tutok Gamotan" and inform about sputum follow up schedule	none	15 minutes	Nurse or Midwife on Duty
<b>Total</b>			<b>2 days</b>	

**v. Issuance of Health Certificate and Sanitary Permit**

			<b>TYPE OF SERVICE</b>	
			External	
<b>TITLE OF SERVICE:</b> ISSUANCE OF HEALTH CERTIFICATE AND SANITARY PERMIT				
<b>OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT:</b> The municipality of Alabel requires all establishments operating within the jurisdiction of Alabel to secure sanitary permits and health certificates from the Municipal Health Office before the Business Permit is issued.				
Office or Division	<b>Municipal Health Office (Environmental Health and Sanitation Section)</b>			
Classification	<b>Simple</b>			
Type of Transaction	<b>Government to citizen, Gov't to businesses, Government to Government</b>			
Who may avail	<b>All vendorsAll Vendors, food handlers and business establishments</b>			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
For Health Certificates - Negative Result of laboratory examinations (Stool exam, urinalysis) (1 original)			Municipal Health Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit requirements (laboratory results and receipt)	1.1 Receives and review then prepares the Sanitary Permit.	none	2 minutes	Rural Sanitation Inspector
	1.2 Register client in the log book.	none	2 minutes	Rural Sanitation Inspector
	1.3 Gives laboratory results to Municipal Health Officer.	none	2 minutes	Rural Sanitation Inspector
2. Enter Consultation Room when your turn comes	2.1 Receives and interprets laboratory results.	none	4 minutes	Physician



	2.2 2.1 Sign the Sanitary Permit	none	4 minutes	Physician
3. Receives documents	3.1 Releases documents (Sanitary Permit)	none	1 minute	Rural Sanitation Inspector
	<b>Total</b>		<b>15 minutes</b>	

vi. Application for Operational Permit for New Water Refilling Stations

			<b>TYPE OF SERVICE</b>	
			External	
<b>TITLE OF SERVICE:</b> APPLICATION FOR OPERATIONAL PERMIT FOR NEW WATER REFILLING STATIONS				
<b>OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT:</b> For those wanting to put up new Refilling Station				
Office or Division	<b>Municipal Health Office (Environmental Health and Sanitation Section)</b>			
Classification	<b>Complex</b>			
Type of Transaction	<b>Government to citizen, Gov't to businesses, Government to Government</b>			
Who may avail	<b>All residents of Alabel interested in putting up a Water Refilling Station</b>			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Laboratory Request			Municipal Health Office	
Application Form for Initial Permit			Municipal Health Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill up operational permit form and submit to Sanitary Inspector.	1.1 Ocular inspection / sanitary survey of water source.	none	1 hour & 2 minutes	Rural Sanitation Inspector
	1.2 Issuance of drinking water site clearance.			
2. Start contruction of water refilling station.	2.1 Issuance of laboratory request for water testing.	none	12 minutes	Rural Sanitation Inspector



	2.2 Conduct water bacteriological and physical and chemical.			
	2.3 Gives laboraoty results to Municipal Health Officer.			
	2.4 Issuance of certificate of potability.			
3. Enters Consultation Room	3.1 Sign the certificate of potability	none	2 minutes	Physician
4. Coordination	4.1 Coordination to the region for initial Permit	none	10 minutes	Rural Sanitation Inspector
5. Start of construction	5.1 Issuance of Sanitary Permit	P100.00		
	5.2 Encoding to the System and registration to the logbook		2 minutes	Rural Sanitation Inspector
	5.3 Facilitate for signing of Sanitary Permit		1 minute	Physician
	5.4 Releasing of Sanitay Permit and health card		1 minute	Rural Sanitation Inspector
	<b>Total</b>		<b>1 hour &amp; 30 minutes</b>	

**vii. Addressing Sanitation - Related Complaints**

		<b>TYPE OF SERVICE</b>
		External
<b>TITLE OF SERVICE:</b> ADDRESSING SANITATION - RELATED COMPLAINTS		
<b>OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT:</b> All public or private premises should maintain and use premises in a manner not injurious to health.		
Office or Division	<b>Municipal Health Office (Medical Section)</b>	
Classification	<b>Highly Technical</b>	
Type of Transaction	<b>Government to citizen, Gov't to businesses, Government to Government</b>	
Who may avail	<b>All residents of Alabel</b>	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>



Letter of Complaint			Complainant	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File complaint at the health unit.	1.1 Receives complaint and registers at RSI's logbook.	none	1 minute	Rural Sanitation Inspector
	1.2 Conduct Inspection	none		Rural Sanitation Inspector
	1.3 Secure Mission Order signed by the Municipal Health Officer	none	1 minute	Rural Sanitation Inspector
	1.4 Conduct actual inspection and come up for recommendation	none	1 day	Rural Sanitation Inspector
	<b>If Non-Compliant:</b>			
2. Receives the copy of Sanitary Orders	2.1 Issuance of 1st Sanitary Order	none	20 minutes	Rural Sanitation Inspector
	2.2 Issuance of 2nd Sanitary Order	none	20 minutes	Rural Sanitation Inspector
	2.3 Issuance of 2nd Sanitary Order and Notice of Hearing	none	20 minutes	Rural Sanitation Inspector
	2.4 Recommend revocation and Recommendation for closure and filing of charges	none		Rural Sanitation Inspector
	<b>Total</b>		<b>1 day</b>	

viii. Provision of Prenatal Procedure

		TYPE OF SERVICE
		External
<b>TITLE OF SERVICE:</b> PROVISION OF PRENATAL PROCEDURE		
<b>OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT:</b> To provide maintenance of optimum health of mother during pregnancy, counselling/identification of high risk cases, prevention of pregnancy complications and providing appropriate management og pregnant women.		
Office or Division	Municipal Health Office (Alabel Birthing Home)	
Classification	Simple	



Type of Transaction	<b>Government to Citizen</b>			
Who may avail	<b>All residents of Alabel (priority); patients from adjacent towns like Malapatan are likewise welcome</b>			
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.	none	10 minutes	Nurse or Midwife on Duty
	1.3 Provide prenatal services:			
	a. Administration of Tetanus Toxoid; b. Provision of Micronutrients (Folic Acid, ferrous sulfate, Vitamin A); c. 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
	<b>Total</b>		<b>35 minutes</b>	



ix. 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 facilitate communities to access quality skilled maternity care, to identify and develop appropriate ways to reduce maternal and newborn mortality and morbidity.				
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 and one (1) valid ID	1.1 Aseess and classify the patient if eligible to deliver in the facility.	none	5-15 mins	Nurse or Midwife on Duty
	1.2 Eligible Pregnant: Normal Intrapartum and Post-partum (Delivery without complication)			



	1.3 Assess client: BP monitoring, Weighing, Fetal Heart beat monitoring, Measuring of fundic height, Medical History taking.	none	5-10 mins	Nurse or Midwife on Duty
	a. <b>Inactive Labor</b> (1- 3cm cervical dilatation) patient is counselled and instructed to observe signs of true labor. Patients may opt to go home or stay near the facility and come back to facility anytime if true labor signs are present			Nurse or Midwife on Duty
2. Prepare for client's admission. Follow midwife/nurse instruction/s	b. <b>Active Labor (Stage 1 Labor):</b> 4cm cervical dilatation and above			
	1.4 Admit client to Labor Room. Monitor progress of labor			
	1.5 Transfer to delivery Room			Nurse or Midwife on Duty
	1.6 Provide routine delivery care:			
	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)			Nurse or Midwife on Duty
	b. Counselling on Danger signs, breastfeeding, follow up check ups and other health services			Nurse or Midwife on Duty



	c. After 24 hours, physician/nurses or midwives will reassess the patient and will order MGH if no complications arises			Nurse or Midwife on Duty
3. MGH Patients with or 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
	<b>Total</b>		<b>62 minutes</b>	
	If not eligible, arrange referral to higher facility.			



2. Patient is for referral: Prepare and decide which Hospital to be refer	Explain to the patient and patient relatives the reason/s why patient is not eligible to be admitted in the facility, Proper instructions and information must be given	none		Nurse or Midwife on Duty
3. Follow Medical staff instructions	Refer patient to higher facility	none	5-15 mins	Nurse or Midwife on Duty/ Ambulance Driver
	<b>total</b>		<b>15 mins</b>	
	1.3 Eligible Pregnant: <i>Delivery with complicatin</i>			
1. Arrives at the Facility Present MCB Book, Laboratoty reports, Ultra sound reports if available and one (1) valid ID	Assess client: BP monitoring, Weighing, Fetal Heart beat monitoring, Measuring of fundic height, Medical History taking.	none	5-10 mins	Nurse or Midwife on Duty
	-Inactive labor (1-3cm cervical dilatation) patient is counsel and instructed to observed signs of true labor. Patients may opt to go home or stay near the facility and come back to facility anytime if true labor signs are present			Nurse or Midwife on Duty
	-Active labor (4cm cervical dilatation and above)			
	*admit women to labor room. Monitor progress of labor			Nurse or Midwife on Duty
	-Stage 2 Labor			



	*Transfer to delivery room, routine delivery care			Nurse or Midwife on Duty
	If Medical problem arises classify			
2. Patient is for referral: Prepare and decide which Hospital to be refer, follow medical staff instructions.	<b>Urgent Case:</b> Give initial intervention. then, arrange ambulance for referral, proper instruction and information must be given to patient and patient relative, referral form shall be completely filled up, one medical staff shall accompany patient.	*Ambulance Fee (P100 for first 5km radius, P25 for additional Km.) *Intravenous fluid infusion (2nd set)- P250. *Oxygen inhalation - P1.60/liter *Episiotomy repair-P500 *Miscellaneous fees as deemed applicable - P250 *Additional set of linens- 100	30 mins	Nurse or Midwife on Duty/ Ambulance Driver
2. Patient is for referral: Prepare and decide which Hospital to be refer, follow medical staff instructions	<b>Non-Urgent:</b> Manage if manageable cases, explain the situation to the patient and patient relative, correct information and instruction must be given. observe. if referral is necessary, Arrange referral via ambulance. One medical staff shall accompany the patient		30mins - 1 hour	Nurse or Midwife on Duty/ Ambulance Driver
3. Patients for referral without philhealth shall pay all the services/medicines rendered to the patient.	ABH clerk will print Order of Payment or Statement of Account. Instruct to the patients relative that someone must settle the bill at MTO during weekdays at regular office hours.		5 mins	ABH Clerk/ Midwife on duty
*Bring the order of payment or statement of account to Municipal Treasurer's Office and pay the amount stated			10 mins	Revenue Collection Officer
	<b>Total</b>		<b>30 mins for urgent, 30minutes -2 hours for non urgent</b>	



**x. 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	none	5 minutes	Trained Nurse or Midwife on Duty



	insertion and removal.			
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
	<b>Total</b>		<b>30 minutes</b>	

xi. 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 immidiately 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		
MGH newborn with PhilHealth: * Present Birth Certificate two Photocopies to the Midwife/ ABH clerk.		none	10 minutes	
	<b>Total</b>		<b>2 days</b>	

**xii. Provision of Immunization Services For Infants**

		<b>TYPE OF SERVICE</b>
		External
<b>TITLE OF SERVICE:</b> PROVISION OF IMMUNIZATION SERVICES FOR INFANTS		
<b>OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT:</b> 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	<b>Municipal Health Office (Barangay Health Stations)</b>	
Classification	<b>Simple</b>	
Type of Transaction	<b>Government to Citizen</b>	
Who may avail	<b>All residents of Alabel (priority); patients from adjacent towns like Malapatan are likewise welcome</b>	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>



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
	<b>Total</b>		<b>35 minutes</b>	

**xiii. Provision of Delivery and Post Partum Care Services**

		TYPE OF SERVICE
		External
<b>TITLE OF SERVICE:</b> PROVISION OF DELIVERY AND POST PARTUM CARE SERVICES		
<b>OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT:</b> 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	<b>Municipal Health Office (Alabel Birthing Home)</b>	
Classification	<b>Complex</b>	
Type of Transaction	<b>Government to Citizen</b>	
Who may avail	<b>All residents of Alabel (priority); patients from adjacent towns like Malapatan are likewise welcome</b>	



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 <b>Urgent Case:</b> Give initial intervention. then, arrange ambulance for referral, proper instruction and information must be given to patient and patient relative,one medical staff should	none	5 minutes	Nurse or Midwife on Duty



	accompany patient.			
	2.2 <b>Non-Urgent:</b> 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
	<b>Total</b>		<b>62 minutes</b>	

xiv. Provision of Family Planning Services

		<b>TYPE OF SERVICE</b>
		External
<b>TITLE OF SERVICE:</b> PROVISION OF FAMILY PLANNING SERVICES		
<b>OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT:</b> Republic Act No. 10354: Responsible Parenthood and Reproductive Health Act of 2012 (RPRH Law)		
Office or Division	<b>Municipal Health Office (Alabel Birthing Home)</b>	
Classification	<b>Simple</b>	
Type of Transaction	<b>Government to Citizen</b>	



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	



xv. 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 immidiately 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		
MGH newborn with PhilHealth: * Present Birth Certificate two Photocopies to the Midwife/ ABH clerk.		none	10 minutes	
	<b>Total</b>		<b>2 days</b>	

xvi. Issuance of Medical Referral

		<b>TYPE OF SERVICE</b>
		External
<b>TITLE OF SERVICE:</b> ISSUANCE OF MEDICAL REFERRAL		
<b>OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT:</b> Letter of Instruction (LOI) 949 s. of 1979, UHC Act 11223 s. 2019		
Office or Division	<b>Medical Section</b>	
Classification	<b>Simple</b>	
Type of Transaction	<b>Government to Citizen</b>	
Who may avail	<b>All residents of Alabel (priority); patients from adjacent towns like Malapatan are likewise welcome</b>	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
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 frondesk 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
	<b>Total</b>		<b>15 minutes</b>	

**xvii. Issuance of Medical Certificate**

		<b>TYPE OF SERVICE</b>		
		External		
<b>TITLE OF SERVICE:</b> ISSUANCE OF MEDICAL CERTIFICATE				
<b>OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT:</b> Letter of Instruction (LOI) 949 s. of 1979, UHC Act 11223 s. 2019				
Office or Division	<b>Municipal Health Office (Medical Section)</b>			
Classification	<b>Simple</b>			
Type of Transaction	<b>Government to Citizen, Gov't to businesses, Government to Government</b>			
Who may avail	<b>All residents of Alabel (priority); patients from adjacent towns like Malapatan are likewise welcome</b>			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
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	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to 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
	<b>Total</b>		<b>42 minutes</b>	

**xviii. Issuance of Medico-Legal Certificate**

		<b>TYPE OF SERVICE</b>
		External
<b>TITLE OF SERVICE:</b> ISSUANCE OF MEDICO-LEGAL CERTIFICATE		
<b>OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT:</b> Letter of Instruction (LOI) 949 s. of 1979, UHC Act 11223 s. 2019		
Office or Division	<b>Municipal Health Office (Medical Section)</b>	
Classification	<b>Simple</b>	
Type of Transaction	<b>Government to Citizen</b>	
Who may avail	<b>All residents of Alabel (priority); patients from adjacent towns like Malapatan are likewise welcome</b>	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>



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	5 minutes	Revenue Collection Officer
		P15.00		
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
	<b>Total</b>		<b>37 minutes</b>	

**xix. Provision of Post Mortem Examination (Autopsy)**

	TYPE OF SERVICE
	External
<b>TITLE OF SERVICE:</b> PROVISION OF POST MORTEM EXAMINATION (AUTOPSY)	
<b>OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT:</b> Letter of Instruction (LOI) 949 s. of 1979, UHC Act 11223 s. 2019	
Office or Division	<b>Municipal Health Office (Medical Section)</b>



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	

xx. Issuance of Permit oo Transfer Cadaver

	TYPE OF SERVICE
	External
TITLE OF SERVICE: ISSUANCE OF PERMIT TO TRANSFER CADAVER	



<b>OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT:</b> Letter of Instruction (LOI) 949 s. of 1979, UHC Act 11223 s. 2019				
Office or Division	<b>Municipal Health Office (Medical Section)</b>			
Classification	<b>Simple</b>			
Type of Transaction	<b>Government to Citizen</b>			
Who may avail	<b>All residents of Alabel</b>			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Death Certificate			LCR	
Embalming Certificate			Funeral Parlor	
Official Receipt			Municipal Treasurer's Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. 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
	<b>Total</b>		<b>25 minutes</b>	



xxi. 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	
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xxii. 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 incharge/ frontdesk personnel	5.1 Record result and refer to Physician for evaluation	none	5 minutes	NTP Incharge/ Nurse or Midwife on Duty
	<b>Total</b>		<b>1 hour &amp; 31 minutes</b>	

xxiii. 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
	<b>Total</b>		<b>1 hour &amp; 31 minutes</b>	

xxiv. Covid-19 Rapid Antigen Testing

		<b>TYPE OF SERVICE</b>
		External
<b>TITLE OF SERVICE:</b> COVID-19 RAPID ANTIGEN TESTING		
<b>OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT:</b> 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	<b>Municipal Health Office (Medical Section)</b>	
Classification	<b>Simple</b>	
Type of Transaction	<b>Government to citizen, Gov't to businesses, Government to Government</b>	
Who may avail	<b>All residents of Alabel (priority); patients from adjacent towns like Malapatan are likewise welcome</b>	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
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
	<b>Total</b>		<b>36 minutes</b>	

xxv. 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
	<b>Total</b>		<b>53 minutes</b>	

xxvi. 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 frontdesk 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		5 minutes	Dental Aide
3. Present OR for provision of sepcific services	3.1 Oral Examination		2 minutes	Dentist
	3.2 Oral Prophylaxis		45 minutes	Dentist
	3.3 Temporary filling		5 minutes (per tooth)	Dentist
	3.4 Permanent filling		10 minutes (per tooth)	Dentist
	3.5 Flouride application		5 minutes	Dentist
	3.6 Tooth Extraction		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
	<b>Total</b>		<b>132 minutes</b>	



g. MUNICIPAL CIVIL REGISTRAR

i. Application for Marriage License

		TYPE OF SERVICE
		External
<b>TITLE OF SERVICE:</b> Application for Marriage License		
<b>OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT:</b> 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
<b>4. For Couples who are both Filipino:</b>		
5. Birth Certificate of both (1 original, 2 photocopies)	Philippine Statistics Authority	
6. Certificate of No Marriage of both (1 original, 2 photocopies)	Philippine Statistics Authority	
7. Tree Planting Certificate (1 original, 2 photocopies)	Office of the Barangay Captain of Residency	
8. Cedula of both (1 photocopy)	Municipal Treasurer’s Office	
<b>9. If one is a Foreigner:</b>		
1. Legal Capacity to Contract Marriage (1-original, 2- photocopies)	Embassy	
2. Passport (2-photocopies)	Department of Foreign Affairs (DFA)	
<b>10.If one or both are 18-21 Years Old:</b>		
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	
<b>11.If one or both are 22-24 Years Old:</b>		
1. Parent/s Advice (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	
<b>12.If one or both are Widow/Widower:</b>		



1. Death Certificate of Spouse (2-Certified Photocopies)			PSA MCR/CCR Place of Death	
<b>13. If one or both are Divorced/Annulled:</b>				
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
14. Submit documents to MCR Staff	Receive and verify submitted documents	none	10 minutes	Person In-Charge
15. Give required information	Interview the applicants and prepare three (3) original copies of application form	none	20 minutes	
16. Check correctness of entries in the AML and sign	<ul style="list-style-type: none"> <li>• Print and let applicants review and sign the forms; give order of payment.</li> <li>• Issue order of payment</li> </ul>	none	10 minutes	
17. Pay required fee to MTO	Issues official receipt upon payment of the required fees	₱480.00		MTO - Revenue Collection Clerk
18. Present OR to MCR Staff	Receive O.R. and record	none	1 minute	Person In-Charge
19. 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	
	Verify and sign application form and advice or consent if available	none	10 minutes	
	Advise the client to proceed to Population	none	2 minutes	



	Officer for schedule of Pre-Marriage Counseling and come back with Certificate of Compliance and start of required posting period			
TOTAL NUMBER OF HOUR			55 inutes	

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	Person In-Charge Person In-Charge
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	₱2.00		MTO - Revenue Collection Clerk



	the required fees			
4. Present Marriage License Form to MCR Staff	Receive Marriage License and prepare for signature	none	1 minute	Person In-Charge
	Sign Marriage License and the attached documents	none	3 minutes	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	Person In-Charge
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	2 minutes	Registration Officer Registration Officer Registration Officer
	Check completeness of signatures	none		



	Assign Registry Number, enter date receive and sign	none		
	Review and sign the documents	none	2 minutes	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 original copy for couple	none	1 minute	Registration Officer
TOTAL NUMBER OF MINUTES			5 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"><li>• 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.</li><li>• 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.</li><li>• Rule 13 - Administrative Order 1 Series of 1993 - Implementing Rule and Regulations of Act 3735 and other Laws on Civil Registration.</li><li>• 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.</li></ul>		
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, 2 photocopies)		Philippine Statistics Authority
2. Affidavit of two (2) disinterested persons attesting facts of marriage (2 original copies)		Notary Public
3. Old copy of Marriage Certificate issued by Solemnizing Officer (1 original copy, 1 photocopy)		Owner of the document



4. Affidavit of contracting parties attested by two witnesses (1 original copy, 1 photocopy)			Notary Public	
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	Receiving Officer
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	15 minutes	Person In-Charge
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		MTO - Revenue Collection Clerk
5. Present O.R. to MCR Staff	Receive O.R. and advise the client to return after 10 days posting period	none	2 minutes	Person In-Charge
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	Municipal Civil Registrar
7. Return after posting period and receive personal copy of Certificate of Marriage	Issue duly registered Certificate of Marriage	none	1 minute	Person In-Charge
<b>TOTAL NUMBER OF MINUTES</b>			<b>49 minutes</b> (excluding posting period)	



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	
6. Duly Accomplished Certificate of Death (4 original copies)			Hospital, MHO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
7. Submit document for review to MCR Staff	Receive and review correctness of entries	none	2 minutes	Registration Officer
	Check completeness of signatures	none		
	Assign Registry Number, enter date receive and sign	none		
	Review and sign the documents	none	2 minutes	Municipal Civil Registrar
8. 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	Registration Officer II
TOTAL NUMBER OF MINUTES			5 minutes	



vi. Application for Delayed Registration of Death Certificate

			TYPE OF SERVICE	
			External	
<b>TITLE OF SERVICE:</b> Application for Delayed Registration of Death Certificate				
<b>OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT:</b> •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	
5. Negative Certification of Death Certificate (1 original copy, 4 photocopies)			Philippine Statistics Authority	
6. Affidavit of two (2) disinterested persons attesting facts of death (2 original copies, 3 photocopies)			Notary Public	
7. Certificate of burial rites (1 original copy, 4 photocopies) (optional)			Church	
8. Barangay Certification (1 original copy, 4 photocopies) (optional)			Office of the Barangay Captain	
9. Duly Accomplished Certificate of Death (3 original copies, 1 photocopy)			Hospital, MHO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
7. Submit Negative Certification secured from PSA together with other required documents	Receive and verify submitted documents	none	2 minutes	Registration Officer
	Advise the client to return after 10 days posting period	none		
8. Wait for ten days posting period	After posting period, record and assign	none		Registration Officer



	Registry Number and sign			
	Review and sign the documents	none	2 minutes	Municipal Civil Registrar
9. Return after posting period and receive personal copy of Certificate of Death	Issue duly registered Certificate of Death	none	1 minute	Registration Officer
TOTAL NUMBER OF MINUTES			5 minutes (excluding posting period)	

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	
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	Receiving Officer
	Check completeness of signatures	none		Person In-Charge
	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		MTO – Revenue Collection Clerk



Present OR to MCR Staff	Receive O.R. and sign documents	none	1 minute	Person In-Charge
	Review and sign the documents	none	2 minutes	Municipal Civil Registrar
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	Person In-Charge
TOTAL NUMBER OF MINUTES			10 inutes	

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	
4. Duly Accomplished Certificate of Live Birth (4 copies all original)			Hospital, MHO, Birthing Clinic in the municipality	
5. Affidavit to Use the Surname of the Father, executed by the mother (2 original copies, 2 photocopies)			MCR, Notary Public	
6. Cedula (1 original copy)			Municipal Treasurer's Office	
7. 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.	
8. 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



5. Submit document for review to MCR Staff	Receive and review correctness of entries	none	10 minutes	Person In-Charge
	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		
6. Father signs in the back page of Certificate of Live Birth	Receives signed Certificate of Live Birth and issue order of payment	none		
7. Pay required fee to MTO	Issues official receipt upon payment of the required fees	₱150.00		
8. Present O.R. to MCR Staff	Receive O.R. and prepare Affidavit to Use the Surname of the Father	none	15 minutes	Person In-Charge
	Give the Affidavit to the mother and let her check the correctness of entries	none	2 minutes	
9. 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	
10. 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	Person In-Charge
11. 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	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	Person In-Charge



copy for parents of child				
TOTAL NUMBER OF MINUTES			35 minutes	

**xix. 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: •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 individuals who were born in the Municipality			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
5. Negative Certification of Birth Certificate (1 original copy, 4 photocopies)			Philippine Statistics Authority		
6. Affidavit of two (2) disinterested persons attesting facts of birth (2 original copies, 3 photocopies)			Notary Public		
7. Marriage Certificate of the document owner if already married (1 original copy, 4 photocopies)			PSA/MCR of place of marriage		
8. Marriage Certificate of parents, if legitimate child (1 original copy, 4 photocopies)			PSA/MCR of place of marriage		
9. At least 3 valid I.D./ documents that supports the data to supply (1 original, 3 photocopies)			Client, Church, COMELEC, Philhealth, SSS, TIN, Pag-ibig, PRC, Driver's License, Senior Citizen's I.D., Postal I.D., School		
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
10. Submit Negative Certification secured from PSA together with other required documents		Receive and verify submitted documents	none	10 minutes	Person In-Charge



11. 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	15 minutes	
12. 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 copies after checking	none	15 minutes	
13. 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	
14. Return Certificate of Live Birth to MCR Staff	Receive, check Certificate of Live Birth and issue order of payment	none	5 minutes	
15. Pay required fee to MTO	Issues official receipt upon payment of the required fees	₱300.00		MTO – Revenue Collection Clerk
16. Present O.R. to MCR Staff	Receive O.R. and advise the client to return after 10 days posting period	none	3 minutes	Person In-Charge Person In-Charge
17. 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	Municipal Civil Registrar
18. Return after posting period and receive personal copy of Certificate of Live Birth	Issue duly registered Certificate of Live Birth	none	1 minute	Person In-Charge
<b>TOTAL NUMBER OF HOURS AND MINUTES</b>			<b>1 hour</b>	



	<b>2 minutes</b> (excluding posting period)	
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**x. Registration and Annotation of Legal Instrument (Affidavit of Acknowledgement of Paternity)**

			TYPE OF SERVICE	
			External	
<b>TITLE OF SERVICE:</b> Registration and Annotation of Legal Instrument (Affidavit of Acknowledgement of Paternity)				
<b>OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT:</b> 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	Person In-Charge
	Issue order of payment	none		
2. Pay required fee to MTO	Issues official receipt upon payment of the required fees	₱300.00		MTO – Revenue Collection Clerk
3. Present O.R. to MCR Staff	Receive O.R. and prepare Certificate of Registration, Endorsement letter and	none	20 minutes	Person In-Charge



	annotated document			
	Review and sign Certificate of Registration, Endorsement letter and annotated document	none	2 minutes	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	Person In-Charge
<b>TOTAL NUMBER OF MINUTES</b>			<b>28 minutes</b>	

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

		<b>TYPE OF SERVICE</b>
		External
<b>TITLE OF SERVICE:</b> Registration and Annotation of Legal Instrument (Affidavit of Legitimation)		
<b>OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT:</b> As general rule, Legal Instrument shall be registered in the Civil Registrar Office of the place where the event was registered.		
Office or Division	<b>Office of the Municipal Civil Registrar</b>	
Classification	<b>Simple Transaction</b>	
Type of Transaction	<b>Government to Citizen (G2C)</b>	
Who May Avail	<b>All persons/ individuals who were born in the Municipality whose parents were not yet married at the time of birth</b>	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>C. Primary</b>		
5. Birth Certificate of the Child (1 original, 4 photocopies)	Philippine Statistics Authority	
6. Joint Affidavit of Legitimation state minority of parent/s if necessary (1 original, 4 photocopies)	Notary Public	
7. Marriage Certificate of parents	PSA/MCR	
8. Certificate of No Marriage (CENOMAR) of both parents (1 original, 4 photocopies)	Philippine Statistics Authority	
9. Register Acknowledgement of Paternity if child is not acknowledged (1 original, 4 photocopies)	MCR	



<b>D. Secondary</b>				
10. 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	
11. 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	Person In-Charge
	Issue order of payment	none		
2. Pay required fee to MTO	Issues official receipt upon payment of the required fees	₱200.00		MTO – Revenue Collection Clerk
3. Present O.R. to MCR Staff	Receive O.R. and prepare Certificate of Registration, Endorsement letter and annotated document	none	20 minutes	Person In-Charge
	Review and sign Certificate of Registration, Endorsement letter and annotated document	none	3 minutes	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	Person In-Charge
<b>TOTAL NUMBER OF MINUTES</b>			<b>35 inutes</b>	



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

				TYPE OF SERVICE
				External
<b>TITLE OF SERVICE:</b>				
Registration and Annotation of Legal Instrument (Affidavit to use the Surname of the Father)				
<b>OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT:</b>				
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	Person In-Charge Person In-Charge
	Issue order of payment	none		
2. Pay required fee to MTO	Issues official receipt upon payment of the required fees	₱300.00		MTO – Revenue Collection Clerk
3. Present O.R. to MCR Staff	Receive O.R. and prepare Certificate of Registration, Endorsement letter and annotated document	none	20 minutes	Person In-Charge
	Review and sign Certificate	none	3 minutes	Municipal Civil Registrar



	of Registration, Endorsement letter and annotated document			
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	Person In-Charge
TOTAL NUMBER OF MINUTES		P 300.00	35 inutes	

**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	20 minutes	Person In-Charge
2. Submit the required documents for review	Review the submitted documents	none	15 minutes	
	Prepare petition form	none	15 minutes	
	Issue order of payment	none		
3. Pay required fee to MTO	Issues official receipt upon payment of the required fees	₱3,350.00		MTO – Revenue Collection Clerk
4. Present O.R. to MCR Staff and wait for the posting (10 consecutive days)	Receive O.R. and prepare Notice of Posting	none	10 consecutive days	Person In-Charge
5. Check and sign the petition	Review the documents and subscribe the petition	none	15 minutes	Municipal Civil Registrar
6. Pay for publication and wait for the publication (2 consecutive weeks)	Receive payment and prepare Notice of Publication to be published for 2 consecutive weeks	none	5 minutes	
7. Wait to finish the publication	Re-evaluate all documents, verify signatures	none	2 Consecutive Weeks	Person In-Charge Person In-Charge
8. Follow-up the petition after completion of the	After publication, prepare the record book	none	15 minutes	



requirements including publication	and completion of Notice and Certificate of Posting			
	Sign the Notice and Certificate of Posting and Action Taken portion of the Petition	none	3 minutes	
	Prepare transmittal letter, sign and mail to PSA-OCRG for affirmation	none	3 minutes	Person In-Charge
9. 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	none	3 minutes	Person In-Charge
	Sign the documents and certify the photocopy of the Affirmed petition for submission to PSA	none	3 minutes	
	Issue one set of Certificate of Finality with attached annotated document and certified photocopy of the Affirmed petition	none	3 minutes	Person In-Charge
<b>TOTAL NUMBER OF DAYS, HOURS AND MINUTES</b>			<b>10 days, 1 hour and 40 minutes</b> <i>(excluding publication of documents and time of affirmation)</i>	



	from the PSA-OCRG)	
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**xiv. Petition for Correction of Clerical Error (R.A. 9048)**

			<b>TYPE OF SERVICE</b>	
			External	
<b>TITLE OF SERVICE:</b> Petition for Correction of Clerical Error (R.A. 9048)				
<b>OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT:</b> 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		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
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	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present your problem to MCR Staff	Assess the presented problem/s and advise needed documents	none	20 minutes	Receiving Officer
2. Submit the required documents for review	Review the submitted documents	none	15 minutes	Person In-Charge
	Prepare petition form	none	15 minutes	Person In-Charge
	Issue order of payment	none		Person In-Charge
3. Pay required fee to MTO	Issues official receipt upon	₱1,350.00		MTO – Revenue Collection Clerk



	payment of the required fees			
4. Present O.R. to MCR Staff	Receive O.R. and prepare Notice of Posting	none	10 minutes	Person In-Charge
5. Check and sign the petition	Review the documents and subscribe the petition	none	15 minutes	Municipal Civil Registrar
6. Wait for the posting period (10 consecutive days)	Re-evaluate all documents, verify signatures	none	10 consecutive days	Person In-Charge
7. Follow-up the petition after completion of the requirements	Prepare the record book and completion of Notice and Certificate of Posting	none	15 minutes	Person In-Charge
	Sign the Notice and Certificate of Posting and Action Taken portion of the Petition	none	3 minutes	Municipal Civil Registrar
	Prepare transmittal letter, sign and mail to PSA-OCRG for affirmation	none	3 minutes	Person In-Charge
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	Person In-Charge
	Sign the documents and certify the photocopy of the Affirmed petition and mail to PSA-OCRG	none	3 minutes	Municipal Civil Registrar
	Issue one set of Certificate	none	3 minutes	Person In-Charge



	of Finality with attached annotated document and certified photocopy of the Affirmed petition			
TOTAL NUMBER OF DAYS, HOURS AND MINUTES			10 days, 1 hour and 45 minutes (excluding time of affirmation from the PSA-OCRG)	

xv. Registration and Annotation of Court Decree

			TYPE OF SERVICE	
			External	
<b>TITLE OF SERVICE:</b> Registration and Annotation of Court Decree				
<b>OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT:</b> 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
1. Submit documents to MCR Staff	Receive, evaluate and inquiry of submitted documents	none	30 minutes	Registration Officer Registration Officer



	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	₱1,000.00		MTO – Revenue Collection Clerk
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	Registration Officer
	Signs the Registry of Court Decree, Endorsement letter, Certificate of Authenticity, Annotated and Un-annotated affected document	none	5 minutes	Municipal Civil Registrar 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 and 1 set for personal copy	none	2 minutes	Registration Officer
<b>TOTAL NUMBER OF MINUTES</b>			<b>57 minutes</b>	



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

			TYPE OF SERVICE		
			External		
<b>TITLE OF SERVICE:</b> Endorsement of Available Registry Records but with Negative Certification from the Philippine Statistics Authority (PSA)					
<b>OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT:</b> 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
20. Submit Negative Certification secured from PSA together with other required documents	Receive and verify submitted documents	none	10 minutes	Person In-Charge Person In-Charge	
	Issue order of payment	none			
21. Pay required fee to MTO	Issues official receipt upon payment of the required fees	₱200.00		MTO – Revenue Collection Clerk	
22. Present O.R. to MCR Staff	Receive O.R. and record	none	1 minute	Person In-Charge Person In-Charge	



	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	Municipal Civil Registrar
23. 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	Person In-Charge
TOTAL NUMBER OF MINUTES			35 minutes	

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

		TYPE OF SERVICE
		External
<b>TITLE OF SERVICE:</b> Issuance of Birth/ Death/ Marriage Certificate (Certified Photocopy/ Form 1A/ 2A / 3A)		
<b>OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT:</b> 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		



6. 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)				
7. Authorization Letter (1 original)			Principal	
8. 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
3. Fill-up the request form and present to MCR Staff	Receive the request form and validate	none	1 minute	Receiving Officer
	Verifies the record in the Civil Registry Information System	none	3 minutes	
	Issue order of payment	none		
4. Pay required fee to MTO	Issues official receipt upon payment of the required fees	₱50.00/ 2 copies ₱5.00/ copy for additional copies		MTO – Revenue Collection Clerk
5. Present O.R. to MCR Staff	Receive O.R. and record	none	1 minute	Person In-Charge
	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	
6. Receives result of requested copies	Issues duly signed and certified document/s	none	1 minute	Releasing Officer
TOTAL NUMBER OF MINUTES			17 minutes	



### xviii. Annotation and Endorsement of Supplemental Report

			TYPE OF SERVICE	
			External	
<b>TITLE OF SERVICE:</b> Annotation and Endorsement of Supplemental Report				
<b>OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT:</b> 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	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
24. Submit documents to MCR Staff	Receive and review submitted documents	none	15 minutes	Person In-Charge
	Issue order of payment			
25. Pay required fees	Issues Official Receipt (OR) upon payment	₱200.00		MTO – Revenue Collection Clerk
26. Present O.R. to MCR Staff	Receive OR. prepare the Supplemental Report Form, Endorsement and Annotated document	none	30 minutes	Person In-Charge
27. Review and sign the Supplemental Report Form	Sign the Supplemental Report, Endorsement, Annotated document and certify the supporting documents	none	2 minutes	Municipal Civil Registrar
28. Receive 2 sets of Endorsement for	Issue 2 sets of Endorsement	none	3 minutes	Person In-Charge



Supplemental Report: 1 set for submission to PSA and another set for personal copy	for Supplemental Report: 1 set for submission to PSA and another set for personal copy			
TOTAL NUMBER OF MINUTES			50 minutes	



i. OFFICE OF THE MUNICIPAL TREASURER

i. Issuance of Business/Mayor's Permit (RENEWAL)

		TYPE OF SERVICE
		External
<b>TITLE OF SERVICE:</b> Issuance of Business/Mayor's Permit (RENEWAL)		
<b>OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT:</b> 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 Office of the Municipal Treasurer.		
Office or Division	<b>Municipal Treasurer's Office</b>	
Classification	<b>Complex</b>	
Type of Transaction	<b>Government to citizen, Government to Business</b>	
Who may avail	<b>Business Entities</b>	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Barangay Business Clearance		Office of the Punong Barangay where the business is located
Location Sketch of the Business		Owner
Passport Size picture of the Owner/Operator		Owner
SEC/DTI/CDA Registration		Securities and Exchange Commission, Department of Trade and Industry/Negosyo Center, Cooperative Development Authority
Locational Clearance/Zoning Clearance		*For Business Establishments Outside the Central Business District Only - Office of the Municipal Planning Development Coordinator
Tax Identification Number (TIN)		Bureau of Internal Revenue
Fire Safety Inspection Certificate		Bureau of Fire Protection
Sanitary Permit		Municipal Health Office
Occupancy Permit		Office of the Building Official, Municipal Engineering Office
Contract of Lease (if Lessee)		Lessor
ADDITIONAL REQUIREMENTS PECULIAR TO THE NATURE OF BUSINESS		
NATURE OF BUSINESS	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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	Environmental Compliance Certificate	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 Estate Lessor	Occupancy Permit	Office of the Municipal Engineer		
Cellsite	Sangguniang Bayan Resolution	Office of the Sangguniang Bayan		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present application form and requirements	Verification of previous records	None	5 minutes	Person In-Charge
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 Municipal Ordinance No. 10, Series of 2005 )	5 minutes	Person In-Charge
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	Municipal Treasurer or her authorized representative
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 Municipal Ordinance No. 10, Series of 2005 )	10 minutes	Revenue Collection Clerks
Total			24 inutes	

ii. Issuance of Business/Mayor's Permit (NEW)

	TYPE OF SERVICE
	External
TITLE OF SERVICE: Issuance of Business/Mayor's Permit (NEW)	



<b>OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT:</b>		
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 Office of the Municipal Treasurer.		
Office or Division	<b>Municipal Treasurer's Office</b>	
Classification	<b>Complex</b>	
Type of Transaction	<b>Government to citizen, G2B</b>	
Who may avail	<b>Business Entities</b>	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Barangay Business Clearance		Office of the Punong Barangay where the business is located
Location Sketch of the Business		Owner
Passport Size picture of the Owner/Operator		Owner
SEC/DTI/CDA Registration		Securities and Exchange Commission, Department of Trade and Industry/Negosyo Center, Cooperative Development Authority
Locational Clearance/Zoning Clearance		*For Business Establishments Outside the Central Business District Only - Office of the Municipal Planning Development Coordinator
Tax Identification Number (TIN)		Bureau of Internal Revenue
Fire Safety Inspection Certificate		Bureau of Fire Protection
Sanitary Permit		Municipal Health Office
Occupancy Permit		Office of the Building Official, Municipal Engineering Office
Contract of Lease (if Lessee)		Lessor
<b>ADDITIONAL REQUIREMENTS PECULIAR TO THE NATURE OF BUSINESS</b>		
<b>NATURE OF BUSINESS</b>	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Pawnshop, Money Remittance, Foreign Exchange	Cerificate 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 Estate Lessor	Occupancy Permit	Office of the Municipal Engineer
Cellsite	Sangguniang Bayan Resolution	Office of the Sangguniang Bayan



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present application form and requirements	Verification of previous records	None	5 minutes	Person In-Charge
Direct and ask for the computation and assessment of taxes, fees and charges	1. 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 Municipal Ordinance No. 10, Series of 2005 )	5 minutes	Person In-Charge
For Approval		None	5 minutes	Municipal Treasurer or her authorized representative
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 BPLO for the issuance of the Business Permit	Fees may vary ( Refer to Municipal Ordinance No. 10, Series of 2005 )	10 minutes	Revenue Collection Clerks
<b>Total</b>			<b>25 inutes</b>	

iii. Issuance of Real Property Tax Payment Certificate

		<b>TYPE OF SERVICE</b>		
		External		
<b>TITLE OF SERVICE:</b> Issuance of Real Property Tax Payment Certificate				
<b>OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT:</b> Revenue Code Municipal Ordinance No. 10, Series 2005, (RA 7160) General Revision CY 2021, Certificate of RPT payment is issued for whatever purpose he may have.				
Office or Division	<b>Municipal Treasurer's Office</b>			
Classification	<b>Complex</b>			
Type of Transaction	<b>Government to citizen, Government to Business, Government to Government</b>			
Who may avail	<b>Owner of Land/building, Business Entities, Government Agencies who have Real Property Taxes</b>			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Tax Declaration of Property			Municipal Assessor's Copy	
Proof of Ownership/ Deed of Sale / Waiver of Rights			Owner's Copy	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



Go directly to the frontline personnel	Verify and validate the information received	None	10 minutes	Personnel In-charge
Verification of records from Real Property Tax Assessment Register	Look for the record card of the client	₱50.00	5 minutes	
In case if partial 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
Request for Tax Payment Certificate	The attending personnel encode all payment in the Tax Payment Form	None	2 minutes	Personnel In-charge
Pay the required fees.	Receive the payment, prepares and issue official receipt	₱80.00	2 minutes	Revenue Collection Clerks
		₱5.00 for additional copy		
Claiming of requested document by requisitioner or authorized representative	Releases the Tax Clearance	None	1 minute	Personnel In-charge
<b>Total</b>			<b>29 inutes</b>	



iv. Issuance of Real Property Tax Clearance

			TYPE OF SERVICE	
			External	
TITLE OF SERVICE:				
Issuance of Real Property Tax Clearance				
OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT:				
Revenue Code Series 2005, (RA 7160) General Revision CY 2021, Certificate of RPT payment is issued for whatever purpose it may have.				
Office or Division		Municipal Treasurer's Office		
Classification		Complex		
Type of Transaction		Government to citizen, Government to Business, Government to Government		
Who may avail		Owner of Land/building, Business Entities, Government Agencies who have Real Property Taxes		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Tax Declaration of Property			Municipal Assessor's Copy	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Go directly to the frontline personnel	Verify and validate the information received	None	10 minutes	Personnel In-charge
Verification of records from Real Property Tax Assessment Register	Look for the record card of the client	₱50.00	5 minutes	
In case no payments were made, ask the frontline clerks for computation and pay in full the 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
Request for Tax Payment Certificate	The attending personnel encode all payment in the Real Property Tax Register	None	2 minutes	Personnel In-charge



Pay the required fees.	Receive the payment, prepares and issue official receipt	₱80.00	2 minutes	Revenue Collection Clerks
		₱5.00 for additional copy		
Claiming of requested document by requisitioner or authorized representative	Releases the Tax Clearance	None	1 minute	Personnel In-charge
Total			30 inutes	

v. 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 Municipal Ordinance No. 10, Series 2005; Community Tax Certificate is required for every resident of this Municipality, 18 years old and above who has been regularly employed on a wage or salary basis , or who engage in business or occupation, or who owns real property with aggregate assessed value , or who is required by law to file an income tax , with salaries and earnings from exercise of profession or the pursuit of any occupation.				
Office or Division	Municipal Treasurer's Office			
Classification	Simple			
Type of Transaction	Government to citizen, Government to Business			
Who may avail	Residents of Municipality of Alabel and Business Entities (18 years old and above), Corporation			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Personal Appearance				
Payslip or statement of gross receipts			financial respective offices where requesting statement party works	
School/Government issued Identification Card			School, Government Agencies (SSS, GSIS, LTO, etc)	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Individual is required to write his / her personal information sheet provided	Verifies the information.	None	2 minutes	Revenue Collection Clerks
Pay the tax due.		Individual :	5minutes	



	Prepares and issue the Community Tax Certificate.	P 5.00 Annual Community Tax and additional tax of P 1.00 for every P1,000.00 of gross receipts of earnings deived form salaries or earnings from the exercise or the pursuit oa any occupation, which in no case shall exceed P 5,000.00		
		Every Corporation shall pay an annual tax of 500.00 and annual additional tax , in no case shall exceed 10,000.00 in accordance with the following schedule (1) For every 5,000.00 worth of Real Property - P2.00 (2) For every 5,000.00 of Gross Receipts or Earnings from business during the preceeding year - P 2.00		
		Community Tax shall accrue on the 1st day 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 to exceed 24 % per annum from the due date until it is paid.		
Receive the Community Tax Certificate.	Releases the Community Tax Certificate and get signed by the client and prints its thumbmark	None	2 minutes	



Total			8 minutes	
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vi. Payment of Individual Mayor's Permit Fee

			TYPE OF SERVICE	
			External	
<b>TITLE OF SERVICE:</b> Payment of Individual Mayor's Permit Fee				
<b>OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT:</b> There shall be collected prescribed rate 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	<b>Municipal Treasurer's Office</b>			
Classification	<b>simple</b>			
Type of Transaction	<b>Government to citizen,</b>			
Who may avail	<b>Workers of legal age, who are employed by business establishments within the jurisdiction of the Municipality</b>			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Cedula			Office of the Municipal Treasurer	
Barangay Clearance			Barangay where the citizen lives	
Police Clearance			Alabel Police Station	
Health Certificate			Municipal Health Office	
ID Picture			Owner	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 futher instructions.	P 80.00	5 minutes	Revenue Collection Clerks
<b>Total</b>			<b>5 minutes</b>	

vii. 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 a government agency or private institution for application for work			
Office or Division	Office of the Municipal Treasurer		
Classification	simple		
Type of Transaction	Government to citizen,		
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		Office of the Municipal Treasurer	
3. Police Clearance		PNP Station Alabel	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present requirements Pay the fees due.	1. Verifies documents presented			Revenue Collection Clerks
Pay the fees due	Receives payments and issues Official Receipt.	P 50.00 - Sec. Fee P 30.00 - Doc. Stamp	3 minutes	Revenue Collection Clerks
	Instruct the client to proceed to Mayor's Office.		3 minutes	
TOTAL			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 Municipal Ordinance No. 10, Series of 2005				
Office or Division		Municipal Treasurer's Office - Revenue Operation Section		
Classification		Simple		
Type of Transaction		Government to citizen		
Who may avail		Owner/Buyer of Large Cattle		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Barangay Certification as to the validity of ownership			Respective Barangay Hall of Requisitioner	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the request for branding, verbal and/or written in nature, at the Office of the Municipal Treasurer	Verify and validates the submitted requirements	None	3 minutes	Personnel In-charge
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	P130.00	5 minutes	



Get the Original/Transfer Certificate of Ownership duly signed by the Secretary of the Sanggunian, Municipal Treasurer and the Municipal Mayor	Releases the Original/Transfer Certificate of Ownership	None	3 minutes	
Total			11 inutes	

ix. 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 as per Municipal Ordinance No. 13-2021-016				
Office or Division	Municipal Treasurer's Office			
Classification	simple			
Type of Transaction	Government to citizen, Gov't to businesses,			
Who may avail	Anyone who desires to avail the services of LGU Alabel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
NONE				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE
Present the order of payment and pay the fees due	Receive payment and issues Official Receipt	Refer to Municipal Tax Ordinance No. 13-2021-016	3 minutes	Jaime P. Dumpa In charge
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	
Total			13 inutes	

x. 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 and Barangay Bagacay .				
Office or Division	Municipal Treasurer's Office			
Classification	Simple			
Type of Transaction	Government to citizen,			
Who may avail	Relative who wish to bury their deceased in the Municipal cemetery of Alabel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Death Certificate			Municipal Health Office ( if the person died in Alabel, Sarangani Province)	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present the Death Certificate ( Obtained from MHO ) to Office of the Municipal Treasurer	Validates the documents	none	2 minutes	Person In-Charge
Pay the fees due	Receive payment and issues Official Receipt and records transaction at the ledger and locator map.	P20.00 - Burial Permit Fee	3 minutes	
		For tomb construction please refer to Municipal Ordinance No. 13-2021-175	5 minutes	
Received the Burial Permit Contract	Release the signed and approved Burial Permit Contract			
TOTAL			9 inutes	



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 LGU				
Office or Division		Municipal Treasurer's Office		
Classification		simple		
Type of Transaction		Government to citizen,		
Who may avail		Residents practicing their profession		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Application and Agreement for water Service Connection			Level III Water System Office	
Application Information Sheet			Level III Water System Office	
Service Application and Connection Order			Level III Water System Office	
Promissory Note			Level III Water System Office	
Sketch and location of proposed service connection			Level III Water System Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present the validated application form and pay the connection fee due	Issue Official Receipt	P 650.00 plus P 80.00 for Secretarial Fee	2 minutes	Revenue Collection Clerks
Total			2 minutes	

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

		<b>TYPE OF SERVICE</b>
		External
<b>TITLE OF SERVICE:</b> Issuance of Accountable Form 51 , BIR Form 0016 and Cash Tickets to Barangay Treasurers		
<b>OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT :</b> Barangay Treasurer's are deputized to collect from their respective Barangays payment for fees, taxes and other impositions through approved Barangay Ordinance.		
Office or Division	<b>Municipal Treasurer's Office</b>	
Classification	<b>Simple</b>	



Type of Transaction		Government to Government		
Who may avail		Barangay Treasurers		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Approved disbursement vouchers			Barangay Hall of Requesting Barangay Treasurer	
Requisition Issued Slip				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present the requirements stated and then pay the required fee.	Verifies document, receives payment and issues Official Receipt	P 162.00 - AF 51 P 150.00 - Cash Tickets	5 minutes	Person In-Charge
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.		2 minutes	
Total			6 minutes	

**xiii. 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 & payable the Municipal Treaseurer within the first (20) twenty days of January every year.		
Office or Division	Municipal Treasurer's Office	
Classification	simple	
Type of Transaction	Government to citizen,	
Who may avail	Citizens operating public utility vehicle for transporting passengers	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Drivers License		
Picture of unit		
Voters ID / Voters Certification		
Copy of OR / CR		
ID picture of operator		
Community Tax Certificate		
Sticker / No smoking signage		



Folder Long ( for documents )				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present requirements stated above.	1. Verifies documents presented. 1.1 Makes an assessment.	None	5 minutes	Person In-Charge
2. Pay the fees due.	2. Issue Official Receipt. 2.1 Records transaction to the computer and logbook. 2.2 Forwards application to the office of the Municipal Administrator	P990.00 Application Fee P 80.00 - Sec. Fee	10 minutes	Revenue Collection Clerks
3. Preparation of the pertinent documents	Complete documents will be forwarded to authorized signatories and for final approval of the Municipal Mayor	None	5 minutes	Person In-Charge
4. Claim the Motorized Tricycle Operators Permit	Releases the Motorized Tricycle Operators Permit.	None	5 minutes	
<b>Total</b>			<b>26 inutes</b>	

xiv. Payment Docking Fees , Stall and Rental Fees

		TYPE OF SERVICE
		External
<b>TITLE OF SERVICE:</b> Payment Docking Fees , Stall and Rental Fees		
<b>OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT:</b> Rental fee paid and collected for the privilege of using properties owned by the municipality.		
Office or Division	<b>Office of the Municipal Treasurer</b>	
Classification	<b>simple</b>	
Type of Transaction	<b>Government to Citizen, Government to Business</b>	
Who may avail	<b>Stallholders</b>	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>



None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present order of payment.	1. Verifies records.	None	2 minutes	Person In-Charge
2. Pay fees due.	2. Receives payment and Issue Official Receipt. And records transaction in stall rental index card	Fees may vary ( Refer to Municipal Ordinance No. 10, Series of 2005)	5 minutes	Revenue Collection Clerks
TOTAL			7 minutes	

**xv. Issuance of Official Receipt for Payment Rentals for Heavy Equipments**

		<b>TYPE OF SERVICE</b>					
		External					
<b>TITLE OF SERVICE:</b> Issuance of Official Receipt for Payment Rentals for Heavy Equipment							
<b>OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT:</b> Municipal Tax Ordinance No. 13-2021-017							
Office or Division	<b>Municipal Treasurer's Office</b>						
Classification	<b>Simple</b>						
Type of Transaction	<b>Government to citizen, Gov't to businesses, Government to Government</b>						
Who may avail	<b>Residents of Mun. of Alabel, Neighboring Cities/Municipalities, Business Entities, Etc.</b>						
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>				
Assessment of Fees/Order of Payment			Motorpool Services				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE			
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 as per Municipal Ordinance No. 13-2021-017)	3 minutes	Revenue Collection Clerks			
Receive Official Receipt for every payment made	Releases the Official Receipt and instructed the client to return to the	None					



	Motorpool Office			
Total			3 Minute s	

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 incharge.			
Office or Division	Office of the Municipal Treasurer		
Classification	simple		
Type of Transaction	Government to citizen,		
Who may avail	All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Order of Payment	Birth, Marriage, Death Certificates Exhume Permit Endorsement Fee Subscription Fee, Others pertaining to Civil Registry Documents	Office of the Local Civil Registrar	
	Farmer's Certification, Livestock and poultry inspection certificate	Office of the Municipal Agriculturist	
	Certified True Copies of Tax Declarations, and other Certifications pertaining to real properties	Office of the Municipal Assessor	
	Land use and Zoning Certification fee	Office of the Municipal Planning and Development Officer	
	Desludging Fees and Environmental Fees	MENRO	



			Building Permit Fee Line and Grade Plumbing Permit Electrical Permit Fencing Permit Fee Occupancy Permit Fee	Office of the Municipal Engineer
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Present order of payment 1.1 Pay the fees due.	1. Receives payment. 1.2 Issuance of Official Receipt	Fees may vary Refer to Municipal Ordinance No. 10, Series of 2005 and Municipal Ordinance No. 058, Series of 2010	5 minutes	Revenue Collection Clerks - Municipal Treasurers Office
Receive Official Receipt.	Releases Official Receipt and instruct the client to proceed to the office concerned.	None		
TOTAL			4 minutes	

xvii. Issuance of Checks and Disbursement of Funds for Various Claims

			TYPE OF SERVICE	
			External	
<b>TITLE OF SERVICE:</b> Issuance of Checks and Disbursement of Funds for Various Claims				
<b>OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT:</b> Disbursement of funds shall be governed and spent or used solely for public purposes for which they are intended to be used as provided in PD 1445 Section 4(2)				
Office or Division	Municipal Treasurer's Office - Cash Section			
Classification	Simple			
Type of Transaction	Government to citizen			
Who may avail	Residents of Municipality of Alabel, Employees, Contractors, Suppliers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Identification Card or Cedula			Any Government Agencies/Barangay Hall/Municipal Treasurer's Office	
Official Receipt (in case of Company claims)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



	Posting of approved disbursement vouchers	None	2 minutes	Person In-Charge
	Issuance of Check to Approved Disbursement Vouchers	None	5 minutes	Municipal Treasurer
	1. 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	Person In-Charge
Releasing of Check to payee or his/her authorized claimants	Releasing of Check to authorized claimants	None	3 minutes	Person In-Charge
Total			40 minutes	

xviii. 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	
Type of Transaction	Government to citizen, Gov't to businesses	



Who may avail	Business Entities with registered business establishment/s in the municipality			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Proof of Payment/Current Mayor's Permit			Owner	
Confirmation on the Retirement from Business			Business Owner	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	Person In-Charge)
Pay the corresponding fees.	Receives payment and issues Official Receipt	P 80.00 P 5.00 for additional Copy	3 minutes	Revenue Collection Clerk
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	Person In-Charge
Total			14 inutes	

**xix. 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 given citation ticket for every violation made.				
Office or Division		Municipal Treasurer's Office		
Classification		simple		
Type of Transaction		Government to citizen,		
Who may avail		Citizens with violations		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Citation Ticket			Apprehending Officer/Enforcer	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



Present citation ticket to the Municipal Treasurer's Office and pay the fine/penalty	Received payment and issue official receipt	Refer to the amount stipulated in the citation ticket	10 minutes	Revenue Collection Clerk
Total			10 minutes	

**LIST OF OFFICES/DEPARTMENTS OF LGU ALABEL**

<b>Office</b>	<b>Address</b>	<b>Contact Information</b>
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

# 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 &amp; 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: <b>892-5087</b></p>
How to file complaints?	<p>Answer the client Complaint Form and drop it at the designateddrop box at the Public Assistance &amp; Complaint Desk (PACD)</p> <p>For inquiries and follow-ups, clients may contact thefollowing telephone number: <b>892-5087</b></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: <b>892-5087</b></p>
Contact Information ofARTA, PCC, CCB	<p>Arta: <a href="mailto:Complaints@arta.Gov.ph">Complaints@arta.Gov.ph</a> / 1-Arta (2782)PCC:8888</p> <p>CCB: 0908-881-6565(SMS)</p>