



MUNICIPALITY OF HUNGDUAN, IFUGAO
PROVINCE

CITIZEN'S CHARTER
2021 (1st Edition)



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- I. **Mandate:** The local government unit of Hungduan, Ifugao derives its mandate from the Local Government Code of the Philippines (RA 7160). It is responsible for the efficient delivery of basic services and facilities to its constituents.

- II. **Vision:** By 2023, Hungduan is a premier eco-tourist destination with God-loving and empowered people having a sustainable agri-based economy and an ecologically-balanced environment governed by capable and committed leaders working towards the general welfare of the community.

- III. **Mission:** To transform Hungduan into a developed agro-ecotourist destination with improved socio-economic life of the People, preserving its good cultural heritage and practices, maintaining and sustaining its prime natural environment in an atmosphere of peace, harmony, and God-loving people under the regime of justice and freedom.

- IV. **Service Pledge:**
 1. To deliver efficiently and effectively the goods and services to the public.
 2. To guide or direct clients in accessing the varied services offered by the local government unit.
 3. To enhance the frontline services through constructive feedback from the clients.
 4. All applicants or requesting parties who are within the premises of the office or agency concerned prior to the end of official working hours and during lunch break shall be attended to.



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OFFICE OF THE MUNICIPAL MAYOR

Frontline Services

1. Issuance of Business/ Mayor's Permit

Office or Division:	Office of the Municipal Mayor			
Classification:	Simple			
Type of Transaction:	G2B			
Who may avail:	Business Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished Application Form		Office of the Municipal Mayor		
Barangay Clearance		Barangay Hall		
BIR Registration Certificate		BIR Office		
Sanitary Permit		Municipal Health Office		
Medical/ Health Certificate for food handlers		Municipal Health Office		
Community Tax Certificate		Municipal Treasury Office		
Corresponding Official Receipt				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Business Application Form available at the Office	1. Let the customer fill up the logbook then issue the form requested	None	1 minute	Mayor's Staff
2. Submit duly accomplished Application Form together with all required supporting documents attached to it.	2. Evaluate the Application Form, assess fees to be paid and prepare the billing statement.	<p>2.1 For manufacturers/ importers/ producers, Financial Institutions, Contractors, Service Establishments, Providers, Wholesalers, Retailers, Dealers or Distributors:</p> <p>a. Mini Micro-Industry- 200.00 b. Small micro scale- 300.00 c. Medium micro scale- 400.00 d. Micro scale- 500.00 e. Small scale- 600.00 f. Medium scale- 1,000.00 g. Large scale- 2,000</p> <p>2.2 Transient Contractor's Permit</p>	5 minutes	Business Permit and Licensing Officer (BPLO)

		<p>Infrastructure Projects- 1,000.00</p> <p>2.3 Telecom Tower, Cell Site- 9,500.00</p> <p>Business Tax- 2% of Gross Sales</p> <p>Motorized Tricycle Operator's Permit (MTO) per unit- 100.00</p> <p>Filing Fee per unit- 250.00</p> <p>Total Per Unit- 350.00</p>		
3. Proceed to Treasury Office for payment of fees	3. Receive payment and issue Official Receipt		2 minutes	Revenue Collection Clerks- Mun. Treasury Office
Wait	4. Prepare Business Permit		3 minutes	BPLO
Receive Business Permit	5. Release the Business Permit (to be picked-up or delivered)			BPLO

2. Issuance of Mayor's Clearance

Office or Division:	Office of the Municipal Mayor			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Persons seeking for foreign employment and other purposes			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Community Tax Certificate		Municipal Treasury Office or Barangay Treasurer		
Barangay Clearance		Barangay Hall		
Police Clearance		Municipal Police Station		
Official Receipt		Municipal Treasury Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit necessary documents including corresponding Official Receipt from the Treasury Office.	1. Assess the completeness of documents.	Clearance Fee- 50.00 Documentary Stamp Tax (DST)- 30.00	1 minute	Mayor's Staff
2. Wait	2. Prepare and print the Mayor's Clearance. Sign the Clearance		2 minutes 1 minute	Mayor's Staff Municipal Mayor
3. Receive the documents	3. Record and issue the Customer's copy of the duly signed Mayor's Clearance.		2 minutes	Mayor's Staff

3. Issuance of Mayor's Certification/ Certificate of Employment

Office or Division:	Office of the Municipal Mayor			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Persons seeking for Mayor's Certification			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Documents as basis for the issuance of Mayor's Certification				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit necessary documents including corresponding Official Receipt from the Treasury Office.	1. Assess the completeness of documents.	Certification Fee- 50.00 Documentary Stamp Tax (DST)- 30.00	1 minute	Mayor's Staff

2. Wait	2. Prepare and print the Mayor's Certification. Sign the Certification		2 minutes 1 minute	Mayor's Staff Municipal Mayor
3. Receive the Certification	3. Record and issue the customer's copy of the duly signed Mayor's Clearance		2 minutes	Mayor's Staff

4. Issuance of Mayor's Endorsement

Office or Division:	Office of the Municipal Mayor			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Persons seeking for the issuance of Endorsement			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Documents as basis for issuance of endorsement				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit necessary documents as basis for the issuance of Endorsement	1. Assess the completeness of documents.	None	1 minute	Mayor's Staff
2. Wait	Prepare and print the Mayor's Endorsement Sign the Endorsement	None	2 minutes 1 minute	Mayor's Staff Municipal Mayor
3. Receive the documents	Record and issue the Customer's copy of the duly signed Mayor's Endorsement.	None	2 minutes	Mayor's Staff

5. Scheduling of Civil Wedding

Office or Division:	Office of the Municipal Mayor			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Persons applied for Civil Wedding			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished Application Form for Marriage		Municipal Civil Registry		
Certificate of Compliance and Marriage Counseling		Municipal Social Welfare and Development Office		
Official Receipt		Municipal Treasury Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit necessary requirements	1. Receive, check the completeness of the documents.	None	5 minutes	Mayor's Staff
	2. Schedule the date of solemnization in coordination with the LCE and inform the customer of the scheduled date and time.			

6. Solemnization of Civil Wedding

Office or Division:	Office of the Municipal Mayor			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Persons applied for Civil Wedding			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Marriage Certificate		Municipal Civil Registry		
Official Receipt		Municipal Treasury Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay the solemnization and sponsorship fee	LCE solemnize the Civil Wedding	Solemnization Fee- 500.00 Sponsorship Fee- 50.00 per sponsor	1 hour	Municipal Mayor, MCR staff, Mayor's staff



**OFFICE OF THE MUNICIPAL MAYOR- HUMAN
RESOURCE MANAGEMENT SECTION**

Frontline Services

1. Securing Service Record, Certificate of Employment and Other Personnel Records

Current and former employees and officials of LGU-Hungduan may request copies of service records, certificates of employment and other certifications.

Office or Division:	Office of the Municipal Mayor- Human Resource Management Section			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Officials, Employees and former employees and officials of LGU-Hungduan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in logbook and indicate document to request for certification	Prepare needed certification		15 minutes	HR Personnel
2. Wait while the HR personnel prints the certification for signature	Sign and bring the certification for approval of the Municipal Mayor		10 minutes	HR Personnel
3. For former officials and employees, pay certification fee	Receive payment and issue Official Receipt	Certification Fee- 50.00 + DST- 30.00	10 minutes	Revenue Collection Clerks- Mun. treasury Office
4. Present the official receipt and receive duly signed certification	4. Attach official receipt and release duly signed certification		1 minute	HR Personnel



OFFICE OF THE MUNICIPAL MAYOR- TOURISM SECTION

Frontline Services

1. VISITOR REGISTRATION

Office or Division:	Tourism			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All/ Visitors/ Tourists			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill out Visitor's Registration Form	Give Brief Orientation on the Tourism activities and policies in the municipality		3 Minutes	Tourist Receptionist
	Introduce the Visitors to their Guide for the day		1 Minute	Tourist Receptionist
	Turn Over visitors to their tour guide		1 Minute	Tourist Receptionist

2. ISSUANCE OF CLIMB CERTIFICATE

Office or Division:	Tourism			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Trekking to Mount Napulawan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt		Treasury office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for Climb Certificate	Verify from the Visitors' Registration Logbook the details of the Climb and prepare Certificate		3 Minutes	Tourist Receptionist
Pay Certification Fee		P 80.00		
Show Receipt of Payment	Issue the climb certificate duly signed by the Municipal Mayor		2 Minute	Tourist Receptionist

3. RENEWAL OF CERTIFICATE- ID REGISTRATION

Office or Division:	Municipal Assessor's Office			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Tour Guides			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEE'S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit duly filled out registration application form attaching all the necessary requirements	Review Application Forms and check completeness of requirements		5 Minutes	Haydee A. Hermosora
Pay Mayor's Permit Fee				
Show Receipt of Payment	Prepare and issue the Tour Guide ID		3 Minutes	Haydee A. Hermosora



SANGGUNIANG BAYAN OFFICE

Frontline Services

1. Receiving of Documents for SB action and Information

Office or Division:	Sangguniang Bayan Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Two (2) original copies of document				
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client logbook and give document	1. Receive the document by stamping SB's rubber mark, affix signature, date and time of receipt	None	1 minute	Delenor D. Balinon
2. Receive client's copy	2. Release receiving copy to client	None	1 minute	Delenor D. Balinon

2. Follow-up of Submitted Requests Calendared or Needs Legislative Action

Office or Division:	Sangguniang Bayan Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Receiving copy of document				
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client logbook and present receiving copy of the request previously submitted	1. Staff concern inform the client on the status of the request	None	2 minutes	Novelyn B. Dacawe
2. Receive copy of legislative output on the request	2. Release copy of legislative output on the request	None	1 minute	Novelyn B. Dacawe

3. Review of Appropriation Ordinance of Barangays

Office or Division:	Sangguniang Bayan Office
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	Barangays of Hungduan
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>For Barangay Annual Budget: Five (5) sets of:</p> <ol style="list-style-type: none"> 1. Transmittal Letter 2. Appropriation Ordinance 3. Annual Investment Program (AIP) duly approved by the Barangay Sanggunian through a resolution and supported by Indicative Annual Procurement Plan 4. DILG endorsed GAD Plan and Budget Certification 5. Barangay Risk Reduction and Management Plan 6. Barangay Nutrition Action Plan <p>For Barangay Supplemental Budget: Five (5) sets of:</p> <ol style="list-style-type: none"> 1. Transmittal letter 2. Appropriation Ordinance (supplemental budget) 3. Supplemental Annual Investment Plan duly approved by the barangay through a Resolution 4. Funds actually available: <ul style="list-style-type: none"> • Certified Statement of Additional Realized Income • Certification of Savings <p>For Sangguniang Kabataan (SK) Annual/ Supplemental Budget: Five (5) sets of:</p> <ol style="list-style-type: none"> 1. Transmittal Letter 2. Resolution approving the SK Annual/ Supplemental Budget 3. Annual/ Supplemental Budget supported by the following: <ul style="list-style-type: none"> • Comprehensive Barangay Youth Development Plan (CBYD) • Annual/ Supplemental Barangay Youth Investment Program (ABYIP) 	

<ul style="list-style-type: none"> • Certification from the Barangay Treasurer on the 10% of the general fund of the barangay set aside for SK <p>4. Certification of the SK Treasurer of all other funds actually available for appropriation</p>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client logbook and present all of the requirements for processing	1.1 Receive the document	None	2 minutes	Delenor D. Balinon
	<p>1.2 Check the completeness of the required documents</p> <p>*If incomplete, advise the client to submit the lacking documents</p> <p>*If complete, advise the client to wait within 60 days after receipt of the appropriation ordinance for review of the Sangguniang Bayan</p> <p>1.3 Inform the client that they will be notified on the action of the SB</p>	None	20 minutes	Javid B. Inabiohan
2. Upon notification, return to the SB Office to receive one set of budget with SB Review action	2. Issue the packaged budget	None	3 minutes	Novelyn B. Dacawe

4. Issuance of Requested Copies of Official Records and Documents

Office or Division:		Sangguniang Bayan Office			
Classification :		Simple			
Type of Transaction:		G2C			
Who may avail:		All			
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
	Any valid identification card (Government issued ID, Student ID, Company ID)				
CLIENT STEPS		AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client logbook and fill out the request form for the particular document; indicate purpose and no. of copies		1.1 Receive the request form and search for the document	Refer to Municipal Treasury	20 minutes	Delenor Balinon D.
		1.2 Check the document then issue order of payment		5 minutes	Jocelyn Dulnuan H.
		1.3 Advise client to proceed to the Municipal Treasury for payment of the required fees			Revenue Collection Clerks- Municipal Treasury Office
2. Present the official receipt and then receive the document		2. Release the duly certified true copy of the requested document		2 minutes	Novelyn Dacawe B.

5. Accreditation of Civil Society Organization/ Other Aggrupation per Municipal Ordinance No. 115 s. 2020

Office or Division:	Sangguniang Bayan Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Civil Society Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>Two (2) sets:</p> <ol style="list-style-type: none"> 1. Letter of Application 2. Duly accomplished form for Accreditation 3. Board Resolution signifying intention for accreditation 4. Certificate of registration, list of current officers and members 5. Annual accomplishment report for the immediate preceding year 6. Financial statement signed by the officers of the organization, also of the immediately preceding year 7. Minutes of annual meeting and Constitution and by-laws or Articles of Incorporation which includes the vision-mission of the applying CSO 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client logbook and submit the required documents	1.1 Receive the documents		2 minutes	Delenor D. Balinon
	1.2 Check the completeness of the documents *If incomplete, inform the client on the lacking documents		20 minutes	Javid B. Inabiohan
	*If complete, inform the client that within 14 days they will be notified upon approval of their application for accreditation.	Refer to Municipal Treasury	5 minutes	Revenue Collection Clerks- Municipal Treasury Office
2. Upon notification, client return to SB Office	2.1 Instruct the client to sign in the client logbook and issue order of payment		2 minutes	Javid B. Inabiohan

	2.2 Advise client to proceed to Treasury Office for the payment of the accreditation fee			
3. Return to SB Office and present the Official Receipt and obtain the approved and duly signed Resolution and Certificate of Registration	3. Issue the approved and duly signed Resolution and Certificate of Accreditation		1 minute	Javid Inabiohan B.

6. Borrowing of Books and other Reading Materials

Office or Division:	Sangguniang Bayan Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any valid identification card (Government issued ID, Student ID, Company ID)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client logbook	1. Instruct the client to sign in the client logbook	None	2 minutes	Delenor Balinon D.
2. Ask the assistance of the SB staff assigned on the needed book or reading material	2. Retrieve book or reading material needed and allow the client to check on it	None	10 minutes	Novelyn Dacawe B.
3. Sign in the borrower's logbook and secure the needed book or reading material	3. Hand the needed reading material to client	None	3 minutes	Novelyn Dacawe B.

7. Application of Tricycle Franchise (Stage I: Provisional MTOP Application for New Tricycle and Issuance of 60 Days Provisional Tricycle Franchise)

Office or Division:	Sangguniang Bayan Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Hungduan Residents only (18 years old and above)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Registration and Official Receipt of Motorcycle/Motorcycle with sidecar (Original and photocopy) 2. Proof of Common Carrier Insurance (Original and Photocopy)				

3. Barangay Clearance (original copy) 4. Police Clearance (original copy) 5. Health Clearance (original copy) 6. Community Tax Certificate (original copy) 7. Barangay Certification on the applied place/zone of operation (original copy) 8. Picture of the Tricycle Unit (front, back, left and right side) 1 printed copy 9. 2x2 ID picture of the operator (2 pieces) 10. Photocopy of Professional Driver's License 11. Fully Accomplished MTOP Form & Application/Petition Form for Motorized Tricycle Franchise				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client log book and submit the duly accomplished application and supporting documents Note: COR and OR of the tricycle MUST be under the name of the applicant	1.1 Receive the documents 1.2 Check the completeness of the documents *If complete, instruct the applicant to pay the filing fee, Provisional MTOP, Inspection Fee & verification fee	Refer to Municipal Treasury	1 minute 20 minutes 5 minutes	Delenor D. Balinon Javid B. Inabiohan Revenue Collection Clerks- Mun. Treasury Office
2. Return to SB office and present the Official Receipt	2.1 Calendar the application in the SB Order of Business 2.2 Inform the applicant that within 20 days, they will be notified thru text upon the approval of their provisional IMTF & MTOP Application	None	2 minutes	Javid B. Inabiohan
3. Return to SB Office upon notification. Sign in the logbook and receive the MTOP and the Provisional Tricycle Franchise	3.1 Instruct the applicant to sign in the logbook and issue the approved provisional franchise and MTOP	None	5 minutes	Novelyn B. Dacawe

	3.2 Advise the applicant to go LTO for the conversion of their unit from "Private" to "For Hire" within 60 days. If not the MTOP will be invalidated and the applicant shall start the same process			
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8. Application of Tricycle Franchise (Stage II: Application and Issuance of Tricycle Franchise (Permanent Franchise for Five (5) Years)

Office or Division:	Sangguniang Bayan Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Hungduan Residents only (18 years old and above)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Registration and Official Receipt of "For Hire" Motorcycle/Motorcycle with sidecar (Original and photocopy) 2. Application/ Petition Form for Hungduan Motorized Tricycle Franchise				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client log book and present the following: ✓ Original COR and OR of the converted Tricycle Unit from "Private" to "For Hire" ✓ Tricycle unit	1.1 Receive and check the validity of the applicant's COR and OR	Refer to Municipal Treasury	15 minutes	Delenor D. Balinon
	1.2 Instruct the applicant to pay the permanent/regular franchise fee		5 minutes	Revenue Collection Clerks- Mun. Treasury Office
2. Present the tricycle unit for inspection	2. Inspect the tricycle unit. Enter the data in the record book	None	20 minutes	Javid Inabiohan B.
3. Return to SB Office. Wait for notification through text message of Permanent Tricycle Franchise	3.1 Calendar the application in the SB Order of Business 3.2 Inform the applicant that within 20 days, they will be notified through text message upon the approval of their application.	None	3 minutes	Javid Inabiohan B.

<p>4. Return to SB Office upon notification on the release of the approved permanent franchise</p>	<p>4.1 Instruct the client to sign in the logbook.</p>	<p>None</p>	<p>Delenor Balinon D.</p>	<p>7 minutes</p>
<p>Secure the duly-approved 5-year regular/permanent motorized tricycle franchise</p>	<p>4.2 Issue the duly approved 5-year regular/permanent motorized tricycle franchise</p>		<p>Novelyn Dacawe B.</p>	



MUNICIPAL PLANNING AND DEVELOPMENT OFFICE

Frontline Services

1. Use of Municipal Planning and Development Office Documents for Research

Office or Division:		Municipal Planning and Development Office		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		Researchers, Visitors and LGU Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipts of Payment of Research Fee and photocopy of documents		Municipal Treasury Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests permission to use Municipal Planning and Development Office Documents (for research)	1.1 Receives request and assists Customer/s to fill-up Visitor's Logbook	Research Fee- 50.00	1-2 minutes	MPDO Staff
2. Pays Research Fee	2.1 Receives payment and issues official receipt		2 minutes	Treasury Staff
	2.2 Provides research materials/documents	Photocopy- 5.00 per page	30 minutes to 1 hour	MPDO Staff
3. Requests for photocopies of needed documents and pays photocopying fees	3. Receives payment and issues official receipt		2 minutes	Treasury Staff
4. Receives photocopies of needed documents	Logs OR Number and releases the photocopy of documents		3-5 minutes	MPDO Staff

2. Provision of Technical Assistance (Plan Preparation)

Office or Division:		Municipal Planning and Development Office		
Classification:		Simple		
Type of Transaction:		G2G / G2C		
Who may avail:		Barangay Officials/ Representatives, Civic Society Organizations		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Technical Assistance (Plan preparation)	1.1 Receives request and assists Customer/s to fill-up Visitor's Logbook	None	1-2 minutes	MPDO Staff

	1.2 Customer/s and the MPDC discuss on the proposed schedule agreeable between the two	None	5-10 minutes	MPDC
	1.3 Logs the scheduled date of Technical Assistance to Customer/s	None	1 minute	MPDO Staff
2. Receives Technical Assistance	2. Delivers Technical Assistance to Customer/s	None	3 working days	MPDO Staff

3. Provision of Technical Assistance (Project Proposals)

Office or Division:	Municipal Planning and Development Office			
Classification:	Simple			
Type of Transaction:	G2B / G2C			
Who may avail:	Barangay Officials/ Representatives, Civic Society Organizations, Private Individuals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Technical Assistance (Project Proposals)	1.1 Receives request and assists Customer/s to fill-up Visitor's Logbook	None	1-2 minutes	MPDO Staff
2. Provides needed information (photos, Program of Work, necessary data)	2.1 Customer/s and the MPDC discuss the needed information and date for ocular inspection	None	30 minutes to 1 hour	MPDC
	2.2 Logs the scheduled date of ocular inspection		1 minute	MPDO Staff
	2.3 Conducts ocular inspection		1 day	MPDO Staff
	2.4 Prepares Transmittal and Project Proposal documents		10 working days	MPDO Staff
3. Receives Project Proposal documents	Releases Project Proposal documents	None	3 minutes	MPDO Staff

3. Provision of Technical Assistance (Project Proposals)

Office or Division:	Municipal Planning and Development Office			
Classification:	Simple			
Type of Transaction:	G2G / G2C			
Who may avail:	Barangay Officials/ Representatives, Civic Society Organizations, Private Individuals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Technical Assistance (Project Proposals)	1.1 Receives request and assists Customer/s to fill-up Visitor's Logbook	None	1-2 minutes	MPDO Staff
2. Provides needed information (photos, Program of Work, necessary data)	2.1 Customer/s and the MPDC discuss the needed information and date for ocular inspection	None	30 minutes to 1 hour	MPDC
	2.2 Logs the scheduled date of ocular inspection		1 minute	MPDO Staff
	2.3 Conducts ocular inspection		1 day	MPDO Staff
	2.4 Prepares Transmittal and Project Proposal documents		10 working days	MPDO Staff
3. Receives Project Proposal documents	Releases Project Proposal documents	None	3 minutes	MPDO Staff

4. Signing of Inspection and Acceptance Report Documents

Office or Division:	Municipal Planning and Development Office			
Classification:	Simple			
Type of Transaction:	G2B			
Who may avail:	Contractors/ Representatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complete attachment of documents signed by concerned signatories as order of signing				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring documents for signing	1.1 Receives documents and enters in the logbook	None	2 minutes	MPDO Staff

	1.2 Reviews and evaluates submitted documents based on requirements: A. Complete documents from MEO B. Pictures: Before project implementation, During project implementation, and After project completion C. Duly signed Inspection Report by Inspecting Officer/s	None	5-10 minutes	MPDC and MPDO Staff
	1.3 MPDC signs Inspection and Acceptance Report if complete requirements	None	1 minute	MPDC
2. Receives Inspection and Acceptance Report Documents	2. Releases signed Inspection and Acceptance Report/ Returns unsigned Inspection and Acceptance Report if requirements are incomplete	None	2 minutes	MPDO Staff

5. Issuance of Certification on Proposed projects' inclusion in Local Development Investment Program (LDIP)

Office or Division:	Municipal Planning and Development Office			
Classification:	Simple			
Type of Transaction:	G2G/ G2C			
Who may avail:	Barangay Officials/ Representatives, Civic Society Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt of payment of Certification Fee				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests for Certification of proposed projects' inclusion in the LDIP	1.1 Receives requests and assists Customer/s to fill-up Visitor's Logbook	Certification Fee- 50.00	2 minutes	MPDO Staff
	1.2 Checks if proposed project is listed in the LDIP		5-10 minutes	MPDO Staff

	1.3 Prepares certification and requests Customer to pay Certification Fee	Documentary Stamp Tax-30.00	3-5 Minutes	MPDO Staff
2. Pays Certification Fee	2. Receives payment and issues official Receipt		2 minutes	Treasury Staff
3. Receives Certification document	3. Releases Certification document		2 minutes	MPDO Staff



MUNICIPAL CIVIL REGISTRY OFFICE

Frontline Services

1. Registration of a New Born

Office or Division:	Municipal Civil Registrar			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>If directly register at the MCR Office:</p> <ul style="list-style-type: none"> Accomplished Information Sheet <p>If accomplished by attendant at birth:</p> <ul style="list-style-type: none"> Duly accomplished Certificate of Live Birth 		Municipal Civil Registrar		
<p>Late Registration of birth:</p> <ul style="list-style-type: none"> Negative certification taken from PSA; Immunization Card/Yellow Card/ Mother and child book, if applicable. Marriage certificate/Baptismal Certificate/Voters Registration record/ community tax Certificate or cedula. Admission of paternity if illegitimate 		<p>PSA</p> <p>MCR/ Church where he/ she belongs/ COMELEC/ Municipal Treasury Office or Barangay Hall</p> <p>MCR</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>If directly register at the MCR Office:</p> <p>1. Fill-in the information sheet then submits to the Civil Registry Office</p>	<p>a. Validation for any previous registration;</p> <p>b. Encode the information in the PhilCRIS database then print;</p> <p>c. Let the informant sign at the "Informant" portion;</p> <p>d. Let attendant at birth sign at the "Certificate of attendant" portion;</p> <p>e. Validate signatures, check on completeness and consistency of entries;</p> <p>f. Issue the owner's copy to immediate family.</p>	None	1 hour 30 minutes	MCR Staff
<p>If the Certificate of Live Birth is accomplished by attendant at birth:</p> <p>1. Attendant at birth submits the duly accomplished COLB to the MCR's office.</p>	<p>a. MCR reviews, verifies, type and register.</p> <p>b. Issue the duly registered Certificate of Live Birth (COLB)</p>	None	1 hour	MCR Staff

Late Registration of Birth: 1. Submit accomplished information sheet	a. Validation for any previous registration; b. Encode the information in the PhilCRIS database then print; c. Let the informant sign at the "Informant" portion; d. Let attendant at birth sign at the "Certificate of Attendant", if living; e. Validate signatures, check on completeness and consistency of entries; f. The registrant claims the duly registered COLB after 10-days posting period and upon presentation of Official Receipt (OR) from the MTO.	Late Registration- 100.00 Admission of Paternity- 300.00	1 hour and 22 for the preparation. Issuance is after 10 days posting period	MCR Staff

2. Legitimation of Illegitimate Children

Office or Division:	Municipal Civil Registrar			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Marriage 2. Affidavit of Legitimation notarized by a lawyer				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	a. Affidavit of Legitimation if not subscribed by a lawyer; b. Photo copies of un-annotated COLB; c. Photo copies of annotated COLB; d. Prepares the legitimation documents to be sent to PSA central office. e. Issues the annotated COLB upon client's presentation of OR	Legitimation Fee- 200.00	54 minutes	MCR Staff

3. Supplemental Reporting

This is a process wherein there are missing entries in the Certificate of Live Birth (COLB), Certificate of Marriage (COM) and Certificate of Death (COD)

Office or Division:		Municipal Civil Registrar		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Documents with missing entry/ies 2. Present documents showing your identity				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents with missing entry/ies	1. Prepare Affidavit of Supplemental Report 2. Prepare photocopies of un-annotated document (PSA & MCRO file) 3. Photocopies of the annotated document to be supplied 4. Endorsement letter to PSA	Supplemental Report Fee- 100.00	54 minutes	MCR Staff

4. Registration of Marriage

Office or Division:		Municipal Civil Registrar		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Marriage 2. Couple's request for home wedding if not solemnized in the church 3. Affidavit of late registration, if late 4. Community Tax Certificate, if late or reconstruction of document; 5. Official Receipt of filing fee, if late		<ul style="list-style-type: none"> - MCR - Couple - MCR - Municipal Treasury Office or Barangay Hall - Municipal Treasury Office 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Solemnizing officer or couple submits the marriage certificate for registration	a. Validates the document for consistency of data, checks on the completeness of signatures; b. If for reconstruction, enters data in the	Late Registration Fee- 100.00	1 hour	MCR Staff

	PhilCRIS database, print; Client waits for the owner's copy upon registration; or after the lapse of the 10 days posting period if it is late/delayed registration or reconstruction of marriage certificate upon presentation of proof of payment.			
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5. Registration of Death

Office or Division:	Municipal Civil Registrar			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Certificate of Death (COD) accomplished in the hospital; or 2. Certificate of Death accomplished by a Public Health Doctor; 3. Affidavit of late registration, if late 4. Community Tax Certificate, if late 5. Official Receipt of filing fee, if late 		<ul style="list-style-type: none"> - Hospital - Attending physician - MCR - Municipal Treasury Office or Barangay Hall - Municipal Treasury 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the Certificate of Death (COD)	<ol style="list-style-type: none"> a. Validation for any previous registration; b. If not typed, assigns registry number, encodes the information in the PhilCRIS database then print; c. Let the informant sign at the "Informant" portion; d. Let MHO sign at the "Certification of Death" portion; e. Validate signatures, check on completeness and consistency of entries; 	Late Registration-100.00	1 hour	MCR Staff
2. Claim the COD upon registration, or 10 calendar days posting period for late registration.	Release COD			

6. Endorsement of copies that are Negative at PSA but Positive in the MCR's Office

Office or Division:	Municipal Civil Registrar			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Negative Certificate issued by PSA		PSA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring the negative certificate issued by PSA	The MCR will endorse a copy of the registered document to PSA through the Decentralized Copy Annotation Process (DeCAP)	Endorsement- 100.00	1 hour	MCR Staff

7. Issuance of Certified Copies of registered documents

Office or Division:	Municipal Civil Registrar			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Document needed for verification				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in at the MCR's office then request the needed document for verification;	MCRO verifies the needed document, if affirmative, print, then issue upon presentation of the OR from MTO	Certification Fee- 50.00 Documentary Stamp Tax (DST)- 30.00	10 minutes	MCRO Staff
2. If affirmative, get an Official Receipt (OR) at the Municipal Treasury Office (MTO)			2 minutes	

8. Correction of Clerical (CCE) Error under RA 9048

Office or Division:	Municipal Civil Registrar			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. PSA copy to be corrected 2. At least two (2) public documents that will support the petition, such as: <ul style="list-style-type: none"> • Certificate of Live Birth • Certificate of Death • Land Titles 		PSA		

<ul style="list-style-type: none"> • Voter Registration Record • Baptismal Certificate • School Record, etc. 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit PSA copy of document with its supporting documents	<p>1. Validates the document for correction;</p> <p>a. Examines the completeness and sufficiency of supporting documents.</p> <p>b. Accomplish the petition for Correction Clerical Error (CCE);</p> <p>c. Post for 10 calendar days, the issue Certificate of Posting after 10 days;</p> <p>d. Decide on the petition;</p> <p>e. If granted, send approved petition of the office of the Civil Registrar General who may affirm or impugn the petition within the 10 working days</p>	Correction of Clerical Error- 1,000.00	3 hours 52 minutes	MCR Staff
2. Pay the fee at the Municipal Treasury Office	2. Issue certificate finality and implement the decision upon receipt of the CRG's decision			

9. Change of First Name (CFN) or Correction of Clerical Error under RA 10172 (CCE RA 10172)

Office or Division:	Municipal Civil Registrar
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>1. PSA copy to be corrected</p> <p>2. Documentary requirements:</p> <p>a. NBI Clearance;</p> <p>b. Police Clearance</p> <p>c. Clearance from Employer or Affidavit of Non-Employment;</p> <p>d. Early School Record (Elementary and/or Kindergarten Records)</p> <p>e. Medical Records;</p> <p>f. Baptismal Certificate;</p> <p>g. At least two public documents that will support the petition, such as:</p>	PSA

Certificate of Live Birth, Certificate of Death, Certificate of Marriage, Land titles, Voter Registration Record, Baptismal Certificate, School Record, etc. Note: Other requirements vary depending on the error for correction				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit PSA copy of the document to be corrected with its supporting documents	a. Determine if it is change of first name (CFN) or correction of clerical error (CCE) Examines the completeness and sufficiency of supporting documents. b. Accomplish the petition for Correction Clerical Error or Change of First Name; c. Post for 10 calendar days, the issue Certificate of Posting after 10 days; d. Issue to client the Notice for Publication	Correction of Clerical Error- 1,000.00	3 hours 52 minutes	MCR Staff
2. Pay the fee at the Municipal Treasury Office	Issue Official Receipt			MTO Staff
3. Bring the notice of the publication to a publisher of general circulation who will publish the petition for two consecutive weeks;				MCR Staff
5. Submits affidavit of publisher issued by the head of the publication and the newspaper clippings	The MCRO decides on the petition. If granted, send approved petition to the office of the Civil Registrar General who may approve or impugn the petition within the 10 working days upon receipt			MCR Staff



MUNICIPAL BUDGET OFFICE

Frontline Services

1. Certification on Appropriations (CAFOA)

Office or Division:	Municipal Budget Office			
Classification:	Simple			
Type of Transaction:	G2G/ G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Six copies of Certification of Appropriations, Funds and Obligation of Allotment (CAFOA) duly signed by the requesting official				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signs client logbook	1. Assit the customer in signing logbook	None	1 minute	Jenifer Dumaga G.
2. Submit CAFOA with complete supporting documents	2.1 Receives CAFOA	None	1 minute	Jenifer Dumaga G.
	2.2 Pre-evaluate document, assign CAFOA number and log to the corresponding logbook		10 minutes	Jenifer Dumaga G.
	2.3 Review and certify as to existence of appropriations		5 minutes	Marilou Buyayo D.
3. Accomplish Customer Feedback Form and drop at the designated drop box	3.1 Assist client in filling the Customer Feedback form	None	1 minute	Jenifer Dumaga G.

2. Technical Assistance on the Review of Barangay Annual or Supplemental Budgets

Office or Division:	Municipal Budget Office			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Sangguniang Bayan Office and all 9 Barangays of Hungduan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Four (4) copies of Barangay Appropriation Ordinance with complete supporting documents		Barangay Hall		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Signs client logbook	1. Assit the customer in signing logbook	None	1 minute	Jenifer Dumaga	G.
2. Submit Annual or Supplemental Budget	2.1 Receives Annual or Supplemental Budget	None	1 minute	Jenifer Dumaga	G.
	2.2 Reviews the requirements submitted as per checklist and prepare findings & recommendations		8 hours	Jenifer Dumaga	G.
	2.3 Forwards initial review to the Sangguniang Bayan for final review and appropriate action		2 minutes	Jenifer Dumaga	G.
3. Accomplish Customer Feedback Form and drop at the designated drop box	3. Assist client in filling the Customer Feedback form	None	1 minute	Jenifer Dumaga	G.



MUNICIPAL ACCOUNTING OFFICE

Frontline Services

1. Availing Information on the LGU Financial Transactions

Office or Division:	Municipal Accounting Office			
Classification:	Simple			
Type of Transaction:	G2G/ G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter for specific information needed 2. Official Receipt		- Client - Municipal Treasury Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the formal request on the specific information needed to the Municipal Mayor's Office for approval	1. Receive the request and forward to the LCE for approval	None	10 minutes	Mayor's Staff
2. Pay corresponding fee at the Municipal Treasury Office	2. Receive the payment and issue official receipt	80.00 per copy	20 minutes	Municipal Treasury Office Personnel
3. Present approved request to the Municipal Accountant's Office with Official Receipt issued from the Municipal Treasury Office	3. Receive the request and official receipt Retrieve the information needed by the customer from file: <ul style="list-style-type: none"> • Simple Information • Complex Information 	None	10 minutes 7 working days	Municipal Accounting Personnel

2. Availing Certified True Copy of Supporting Documents on the LGU Financial Transactions

Office or Division:	Municipal Accounting Office			
Classification:	Simple			
Type of Transaction:	G2G/ G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter for a specific Information needed 2. Official Receipt		- Client - Municipal treasury Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the formal request on the specific information	1. Receive the request and	None	10 minutes	Mayor's Staff

needed to the Municipal Mayor's Office for approval	forward to the LCE for approval			
2. Pay corresponding fee at the Municipal Treasury Office	2. Receive the payment and issue official receipt	80.00 per copy	20 minutes	Municipal Treasury Office Personnel
3. Present approved request to the Municipal Accountant's Office with Official Receipt issued from the Municipal Treasury Office	3.1 Receive the request and official receipt 3.2 Retrieve the information needed by the customer from file: <ul style="list-style-type: none"> • Simple Information • Complex Information 	None	10 minutes 7 working days	Municipal Accounting Personnel

3. Availing of Technical Assistance on the Preparation of Financial Statements

Office or Division:	Municipal Accounting Office			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Barangay Treasurer and Barangay Record Keeper			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Documents and attachments related to the said request				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in to the client's logbook and hand over the documents to the staff	1. Receive the documents and its attachments	None	5 minutes	Municipal Accounting Office Personnel
2. Wait for the review process	2. Review the attachments and coach the barangay personnel if there are some deficiencies	None	10 Minutes	Municipal Accounting Office Personnel
3. Obtain the receiving copy	3. Stamp the received document and give a copy the barangay personnel	None	5 Minutes	Municipal Accounting Office Personnel



MUNICIPAL TREASURY OFFICE

Frontline Services

1. Securing a Community Tax Certificate (CEDULA)

Office or Division:	Municipal Treasury Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Individuals 18 years old and above, residents of the municipality			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Old CTC and valid ID				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present old CTC or valid ID, if none supplies the needed information (name, birthday, income, etc.)	1. Fills up the CTC form	A. Individual Basic Tax = ₱5.00 plus ₱1.00 for every ₱1,000.00 gross income but not to exceed ₱5,000.00 B. Juridical Persons Basic Tax = ₱500.00	5 minutes	Cynthia D. Soniega, Francisca B. Buyayo, Lallaine M. Dama-on
2. Affix signature and thumbmark on the CTC	2. Affix initials/signature on the CTC		2 minutes	
3. Pays the amount due and receives the original copy of the CTC	3. Issues the original copy of the CTC		2 minutes	

2. Paying Real Property Tax (RPT)

Office or Division:	Municipal Treasury Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Copy of latest Real Property Tax payment/ Official Receipt				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present latest official receipt to the Revenue Division of the Municipal Treasury Office. If none give name of declared owner and location of property.	1. Pulls out the owner's Real Property Tax Account Register (RPTAR) from the filing cabinet	Basic Tax = 1% of the AV (Assessed Value) SEF (Special Education Fund) Tax = 1% of AV Penalties = 2% per month	5 minutes	Cynthia D. Soniega, Francisca b. Buyayo, Lallaine M. Dama-on
2. Waits for the computation of the tax due	2. Computes the tax due either manually or by printing a tax bill		7 minutes	

3. Pays the tax due	3. Prepares the Official Receipt and issue to the taxpayer in exchange of the payment		5 minutes	Cynthia Soniega, Francisca Buyayo, b. Lallaine Dama-on M.
4. Receives the Official Receipt	4. Post the payment on the RPTAR and return the same to the filing cabinet		3 minutes	Cynthia Soniega, Francisca Buyayo, b. Lallaine Dama-on M.

3. Issuance of Official Receipt for Payment of Fees and Charges

Office or Division:	Municipal Treasury Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Payment Request Slip				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the payment request slip to the Revenue Division at the Municipal Treasury Office	1. Check the amount to pay	Certification Fee- 50.00 + DST- 30.00 Subscription Fee- 50.00	3 minutes	Elma P. Langbayan, Monaliza U. Bimuyag, Erma G. Manguhan
2. Pay the amount payable	2. Issue Official Receipt	Mayor's Clearance for: Passport/ Visa- 150.00 Other Purposes- 100.00	3 minutes	
3. Receives the Official Receipt and proceed to the office/ department providing the service or document		Police Clearance for: Passport/ Visa- 150.00 Other Purpose- 100.00	4 minutes	

4. Release of Checks

Office or Division:	Municipal Treasury Office			
Classification:	Simple			
Type of Transaction:	G2G/ G2C			
Who may avail:	Municipal Officials and Employees; Suppliers of Goods and Services			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID and Official Receipt for suppliers				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Cash Section of the Municipal Treasury Office and inquire if his/her check is ready	1. Verify if check is ready for release and if advice was submitted to the bank. Bring out the Voucher and Check and the Check Register.	None	3 minutes	Elma P. Langbayan, Monaliza U. Bimuyag, Erma G. Manguhan
2. Affixes signature on the Disbursement Voucher or Payroll and on the Check Register. Issues Official Receipt(suppliers)	2. Inspects if all the documents are properly signed and issues the check	None	3 minutes	
3. Receives the check	3. Post disbursement in the Bank Cashbook	None	4 minutes	



MUNICIPAL ASSESSMENT OFFICE

Frontline Services

1. ISSUANCE OF TRUE COPY OF TAX DECLARATION, CERTIFICATION OF NON-IMPROVEMENT, AND CERTIFICATION OF REAL PROPERTIES OWNED

Office or Division:		Municipal Assessor's Office		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt		Treasury Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for true copy/Certification	Research document and issue payment slip	None	5 Minutes	Assessment Personnel
2. Pay certification fee	Issue Official Receipt	P50.00 (Certification Fee) and P30.00 Documentary Stamp Tax Receipt (DSTR)=P80.00	2 minutes	Treasury Personnel
3. Wait	Prepare document		5 minutes	Assessment Personnel
4. Present Official Receipt (OR)	Record OR number		1 minute	Assessment Personnel
5. Receive Document	Release Document		1 minute	Assessment Personnel

2. ISSUANCE OF LOT PLAN

Office or Division:		Municipal Assessor's Office		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt		Treasury office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for Lot Plan/Sketch map	Research of document and issuance of payment slip		5 Minutes	Florence Gano/Jane William/Phyllis Cabbigat/Emilina Dumulag

Payment of Lot plan/Sketch Map	Issuance of Official Receipt	Lot Plan with Vicinity Map = P 50.00, Lot Plan w/ Technical description = P 150.00	2 minutes	Treasury Personnel
Wait	Preparation of document		1 hour	Florence Gano/Jane William/Phyllis Cabbigat/Emilina Dumulag
Present Official Receipt(OR)	Record number OR		1 minute	Florence Gano/Jane William/Phyllis Cabbigat/Emilina Dumulag
Receive Document	Release Document of		1 minute	Florence Gano/Jane William/Phyllis Cabbigat/Emilina Dumulag

3. ANNOTATION OF REAL ESTATE MORTGAGE (REM) OR BAIL BONDS

Office or Division:	Municipal Assessor's Office			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Real Property Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Copy of Real Estate Mortgage (REM) or bail bond duly notarized 2. Copy of Tax Declaration free from any liens and encumbrances 3. Official Receipt 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for annotation of REM (Bail Bond)	Research of document and issuance of payment slip		3 Minutes	Florence Gano/Jane William/Phyllis Cabbigat/Emilina Dumulag
Payment of annotation fee	Issuance of Official Receipt	P50.00 (Annotation Fee) + P30.00(DSTR) = P80.00	2 minutes	Treasury Personnel
Wait	Preparation of document		3 minutes	Florence Gano/Jane William/Phyllis Cabbigat/Emilina Dumulag

Present Official Receipt (OR)	Record number OR		1 minute	Florence Gano/Jane William/Phyllis Cabbigat/Emilina Dumulag
Receive Document	Release of Document		1 minute	Florence Gano/Jane William/Phyllis Cabbigat/Emilina Dumulag

4. CANCELLATION OF REAL ESTATE MORTGAGE (REM) OR BAIL BOND

Office or Division:	Municipal Assessor's Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Real property Owner			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Copy of Cancellation and Discharge Mortgage or Bail Bond Duly notarized 2. Copy of Tax Declaration 3. Official receipt				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for cancellation of REM (Bail Bond)	Research of document and issuance of payment slip		3 Minutes	Florence Gano/Jane William/Phyllis Cabbigat/Emilina Dumulag
Payment of cancellation fee	Issuance of Official Receipt	P50.00 (Annotation Fee) + P30.00(DSTR) = P80.00	2 minutes	Treasury Personnel
Wait	Preparation of document		3 minutes	Florence Gano/Jane William/Phyllis Cabbigat/Emilina Dumulag
Present Official Receipt (OR)	Record number OR		1 minute	Florence Gano/Jane William/Phyllis Cabbigat/Emilina Dumulag
Receive Document	Release of Document		1 minute	Florence Gano/Jane William/Phyllis Cabbigat/Emilina Dumulag

5. SURVEY OF LOTS FOR TAXATION PURPOSES

Office or Division:	Municipal Assessor's Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail :	Real property Owner			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Two (2) sets: 8. Letter Request				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for survey	Receive and record request		3 minutes	Assessment Personnel
Provide Data	Interview property owner and verify records		2 minutes	Assessment Personnel
Wait	Schedule survey		3 minutes	Assessment Personnel
Pay survey fee	Issue Official Receipt	Survey Fee - less than 300 sqm.= P300.00, 501-1000sqm = P400.00, 1001-2000sqm. = P500.00, 2001-2000sqm. = P600.00, 3001-4000sqm. = P700.0, 4001-5000sqm. = P850.00, 5001-10000sqm.=P1000.00, 10001-30000sqm=P1100.00, 30001-50000sqm=P1,300.00 Subdivision of Lots 2 lots =P600.00, 3 Lots = P550.00, 4 lots = P500.00, 5 lots = P450.00, 6 lots=P400, 7 lots = P350.00, 8 lots = P300.00, 9 lots = P250.00, 10 lots = P200.00, over 10 lots = P150	1 minute	Assessment Personnel
Present Official Receipt (OR)	Record OR number		1 minute	Assessment Personnel
Assure the presence of boundary owners and Assist in the conduct of survey	Field survey		1 day	Assessment Personnel

Wait	Plot technical description		2 seconds per corner	Assessment Personnel
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6. TRANSFER OF OWNERSHIP

Office or Division:	Municipal Assessor's Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Recent Tax Declaration 2. Certificate of Non-improvement 3. Recent Tax Receipt/ tax Clearance 4. Deed of Conveyance duly notarized- Notary 5. Certificate Authorizing Registration (CAR) from the Bureau of Internal revenue (BIR) 6. Registration- Registry of Deeds 7. Official Receipt 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
The individual requesting for transfer should possess a true copy of the latest tax declaration of the property to be transferred. Of none, follow the steps for the issuance of a true copy and certificate of non-improvement.				
Present accomplished requirements	Receive documents for evaluation		15 minutes	Assessment Personnel
Pay transfer fee	Issue Official Receipt	P100.00-transfer fee	2 minutes	Assessment Personnel
Provide Data	Prepare Field Appraisal & Assessment Sheet and Tax Declaration		1 hour	Assessment Personnel
Present Official Receipt(OR)	Record OR number		2 minutes	Assessment Personnel
Wait	Review, Sign and approve FAAS/TD		5 minutes	Assessment Personnel
Wait	Prepare transmittal letter recommending to the Provincial Assessor the approval of said transfer		10 minutes	Assessment Personnel
If the client opt to hand carry the documents for approval of the	Release Document		1 minute	Assessment Personnel

Provincial Assessor then he receives document				
If the client don't want to hand carry the documents for approval of the Provincial Assessor then he leaves the document	Submit document to Provincial Assessor for approval		1 day	Assessment Personnel

7. NEW ASSESSMENT

Office or Division:	Municipal Assessor's Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Requesting Individual			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Signature of Boundary Owners 2. Barangay Certification- Barangay Captain Concerned 3. NCIP Certification-NCIP Lagawe 4. Official Receipt				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for assessment	Receive and record request		2 minutes	Assessment Personnel
Provide Data	Interview property owner and verify records		15 minutes	Assessment Personnel
If not surveyed, follow the process on the survey of lots for taxation purposes				Assessment Personnel
Wait	Prepare certifications		1 hour	Assessment Personnel
Process the signing of boundary owners, barangay certification and NCIP Certification				Assessment Personnel
Submit accomplished documents	Review submitted document		10 minutes	Assessment Personnel
Provide Data	Prepare FAAS/TDs		20 minutes	Assessment Personnel
Pay ten years back taxes	Issue Official Receipt	The basis of computing the back taxes is the Assessed Value (AV).	10 minutes	Assessment Personnel

		Back taxes = AV x 1% x 10 years x 2 (basic & SEF)		
Present Official Receipt (OR)	Record OR number		1 minute	Assessment Personnel
Wait	Prepare transmittal letter recommending to the Provincial Assessor the approval of said transfer		10 minutes	Assessment Personnel
If the client opt to hand carry the documents for approval to the Provincial Assessor then he receives document,	Release Document		1 minute	Assessment Personnel
If the client doesn't want to hand carry the documents for approval to the Provincial Assessor then he leaves the document	Submit document to Provincial Assessor for approval		1 day	Assessment Personnel

8. RE-ASSESSMENT OF REAL PROPERTY

Office or Division:	Municipal Assessor's Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Real Property Owner			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request 2. Recent Tax Receipt				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for re-assessment	Receive and record request		2 minutes	Assessment Personnel
Provide data	Interview property owner and verify records		15 minutes	Assessment Personnel
Wait	Schedule ocular inspection		3 minutes	Assessment Personnel
Assist in the ocular inspection	Ocular inspection		1 day	Assessment Personnel

Provide data needed in the accomplishment of FAAS	Prepare report and FAAS/TDs		1 hour	Assessment Personnel
Wait	Prepare transmittal letter recommending to the Provincial Assessor the approval of said assessment		10 minutes	Assessment Personnel
If the client opts to hand carry the documents for approval to the Provincial Assessor then he receives document Assessment Personnel	Release Document		1 minute	Assessment Personnel
If the client doesn't want to hand carry the documents for approval to the Provincial Assessor then he leaves the document	Submit document to Provincial Assessor's for approval		1 day	Assessment Personnel



MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE

Frontline Services

1. Pre-Marriage Orientation and Counseling

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	Couples, 18 years old and above			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Form for Marriage License		Civil Registry Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Counselee sign the PMC Logbook	1. Assist applicants in filing up the PMC logbook	None	4 Minutes	Roselyn B. Pulig Gloria U. Depago Joan B. Lindawan
2. Present application form for Marriage License signed by the LCR with attached Official Receipts <ul style="list-style-type: none"> • If below 21 yrs. Old, attached Parent's Consent • If below 25 yrs. old, attached Parental Advice 	2. Prepare Pre-Marriage Application	None	3 Minutes	Roselyn B. Pulig Gloria U. Depago Joan B. Lindawan
3. Issuance of the Marriage Expectation (MEI) Form	3. Give Brief Instruction of MEI Form	None	15 Minutes	Roselyn B. Pulig Gloria U. Depago Joan B. Lindawan
4. Accomplish Pre-Marriage Application Form	4. Assist/Guide applicants in filling up of the MCS Form	None	15 minutes	Roselyn B. Pulig Gloria U. Depago Joan B. Lindawan
5. Present Accomplished MEI Form for PMC	5. Check/review accomplished answer sheet on MEI Form Conduct Counseling	None	3 Hours	Roselyn B. Pulig Gloria U. Depago Joan B. Lindawan

2. Issuance of Certificate of Indigency

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Indigent Families			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Walk-in client seek assistance	1. Interview client, prepare and issue certificate signed by the MSWDO	None	30 Minutes	Roselyn B. Pulig Gloria U. Depago Joan B. Lindawan

3. Assessment of Children Sexually Abused and Exploited (CSAE)

Office or Division:	Social Welfare and Development Office			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	Children below 18 years old			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint filed at the PNP station		PNP station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Walk-in clients/Referred clients with file complaint from PNP	1.1. Intake Interview, Assessment and Evaluation of the case in coordination with PNP.	None	30 Minutes	Roselyn B. Pulig Joan B. Lindawan PNP
	1.2. Refer client and acquire Medico Legal at MHO or nearest Government Hospital		1 Hour	Roselyn B. Pulig Joan B. Lindawan PNP
	1.3. Prepare and accomplish documents in partnership with 1.4. PNP and refer the case at the Prosecutor.		8 Hours	Roselyn B. Pulig Joan B. Lindawan PNP
	1.5. Conducts home visitation/collateral interview for the preparation, accomplishment and submission of Social Case Study Report to the Prosecutor			
	1.6. Provide other intervention in the monitoring of case filed in court and assist during court hearing.			

4. Assessment of Children In-Conflict with the Law

Office or Division:	Social Welfare and Development Office			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	Children below 18 years old			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint Filed of alleged CICL Incident		Office of the Punong Barangay/PNP station		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File complaint of alleged CICL at Punong Barangay/PNP station	1.1. Assess client in coordination Punong Barangay/PNP	None	30 Minutes	Roselyn B. Pulig Joan B. Lindawan PNP
	1.2. Conduct Counseling Session	None	1 Hour	Roselyn B. Pulig Joan B. Lindawan PNP
	1.3. Prepare Diversion Plan to Children below 15 years old	None	3 Hours	
	1.4 Conduct home visitation/collateral interview for the preparation and accomplishment of Social Case Study Report	None	24 Hours	

5. Issuance of Solo Parent's ID

Office or Division:	Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Solo Parents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
9. Barangay Certification 10. Photocopy of Death Certificate of spouse if deceased 11. Photocopy of Birth Certificate 12. 1x1 ID picture – 2 pcs		Office of the Punong Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Personal appearance for Intake Interview	1. Conduct Intake Interview	None	10-15 Minutes	Clerk
2. Submit Requirements	2. Type and Issue ID Card signed by the LCE	None		Clerk

6. Assessment of Violence Against Women and their Children (VAWC)

Office or Division:	Social Welfare and Development Office			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	Disadvantaged Women and their children below 18 years old			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint file		Office of the Punong Barangay/PNP		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Victim reports incident to office of the Punong Barangay and if: 1. Victim issued with BPO (Barangay Protection Order, transmit copy of BPO and refer the case to PNP/MSWDO	1. Provide counseling, monitor the issuance of BPO in coordination with the office of the Punong Barangay/victim	None	30 minutes	Roselyn B. Pulig Joan B. Lindawan PNP
2. Victim decided to file case against the accused, he/she should file complaint at the PNP station.	2.1. Conduct interview. Assessment and evaluation of case in coordination with PNP	None	1 hour	Roselyn B. Pulig Joan B. Lindawan PNP
	2.2. Refer client and inquire medico legal at MHO or nearest hospital	None	1 hour	Roselyn B. Pulig Joan B. Lindawan PNP
	2.3. Prepare and accomplish needed documents in partnership with PNP and refer the case at the Prosecutor.	None	8 hours	Roselyn B. Pulig Joan B. Lindawan PNP
	2.4. Conducts home visitation/collateral interview for the preparation, accomplishments and submission of Social Case Study Report of the Prosecutor.	None	8 hours	
	2.5. Provides other interventions by monitoring case filed in court and assist during hearing.	None	24 hours	

7. Issuance of Senior Citizen ID Card and Purchase Booklet

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	60 years old and above, male and female			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Birth Certificate as proof of Age 2. 1x1 ID Picture - 4pcs. 3. 2x2 ID Picture - 2pcs. 4. Intake sheet and Beneficiary Update form 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for interview	1. Conduct Intake Interview		20 Minutes	Clerk
2. Submit Requirements	2.1. Type and Issue ID Card duly signed by the OSCA Head and LCE			
	2.2. Issue Purchase Booklet upon request			

8. Issuance of Certification and Certified True Copy of Senior Citizen ID Card

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Senior Citizen Dependent			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Communication Letter of Requesting Agency 2. ID Card of Senior Citizen 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Communication of Requesting Agency	1. Issue Certification and Certified True Copy of Senior Citizen's ID duly signed by the Focal Person/MSWDO	Refer to Treasury Office	8 Minutes	Clerk

9. Social Pension

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Indigent Senior Citizen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> Senior Citizens ID Card Authorization Letter of Senior Citizen Valid ID of Authorized representative 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requirements	1.1. Check /assess documents if properly accomplished and complete		8 Minutes	Clerk
Submit	1.2. Give documents to client to be presented to the Paymaster			

10. Availment of Death Benefit Assistance

Office or Division:	Social Welfare and Development Office			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	Senior Citizen Dependent/Authorize Representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> Death Certificate of Senior Citizen Barangay Certification Photocopy of Senior Citizen ID Card Photocopy of Valid ID Card of Claimant Certificate of Eligibility 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for interview	1. Conduct Interview to Claimant		6 Minutes	CLERK
2. Submit Requirements	2.1. Advice Claimant to wait upon notice by the Treasury Office		6 Minutes	
	2.2. Prepare Certificate of eligibility and other supporting documents		6 Minutes	
	2.3. Submit to Budget Office		3 Minutes	

11. Granting of Monetary Incentives to Nonagerian and Centenarian

Office or Division:	Social Welfare and Development Office			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	Senior Citizen Ages 90 and 100 years' old			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Birth Certificate as Proof of Age 2. Barangay Certification 3. Photocopy of Senior Citizen ID Card 4. Certificate of Eligibility 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Requirements	1.1. Advice Claimant to wait upon notice by the Treasury Office	None	15 Minutes	CLERK
	1.2. Prepare Certificate of eligibility and other supporting documents	None		
	1.3. Submit to Budget Office	None		

12. Issuance of PWD's ID Card and Purchase Booklet

Office or Division:	Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All Sector, All Ages			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Birth Certificate 2. Medical Certificate 3. Registry Form/ Intake 4. 1x1 ID Picture - 3pcs. 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for interview	1.1. Conduct Intake Interview and accomplish the Registry Form	None	20 Minutes	Clerk
2. Submit requirements	1.2. Type and Issue ID Card duly signed by the LCE	None		
	1.3. Type Purchase Booklet	None		
	1.4. Issue ID Card and Purchase Booklet	None		



MUNICIPAL AGRICULTURE OFFICE

Frontline Services

Availment of agricultural inputs and rendering technical assistance on the different Programs of the agriculture office are among the frontline services of the municipal agriculture office. Most of the customers of the office being served are the farmers and fisherfolks which comprises the different rural based organizations.

1. Availment of agricultural inputs (Biologics, nursery propagated seedlings, etc.)

Office or Division:		Municipal Agriculture Office		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		Individual farmers/fisherfolks and Organizations		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt		Treasury Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Customer/s enters the office and presents the request/concerns	Office staffs assist customer to sign first at the client's logbook and directs customer to the personnel in-charge on the customer's concern		1 minute	MAO Staffs
2.	MAO Staff in-charge interviews customer relative to its concern and instructs to pay corresponding amount at the Treasury Office if inputs are available		5 minutes	MAO Staff
3. Client proceed to Treasury Office for payment		Minimum of P30.00 and maximum of P100.00 per input depending on the clients' needs	2 minutes	MTO Personnel
4. Customer presents Official Receipt and receives inputs	Office personnel verifies OR and instructs farmers on the do's and don'ts then issues/releases inputs		7 minutes	MAO Staff
5. Customer avails the service				

2. Technical assistance (Livestock and Poultry, HVC, Fisheries, Organic Agriculture, RBO's, etc.)

Office or Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Individual farmers/fisherfolks and Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Official Receipt		Treasury Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Customer/s enters the office and presents the request/concerns	Office staffs assist customer to sign first at the client's logbook and directs customer to the personnel in-charge on the customer's concern		1 minute	MAO Staffs
2.	MAO Staff in-charge interviews customer relative to its concern (instructs to pay corresponding amount specifically for livestock and poultry on the use of biologics)		10 minutes	MAO Staff
3. Client proceed to Treasury Office for payment		Amount depends on the need of the customer	2 minutes	MTO Personnel
4. Customer presents Official Receipt and receives inputs	Office personnel verifies OR and instructs farmers on the do's and don'ts then issues/releases inputs. Schedules specific hour/day for the conduct of the activity		7 minutes	MAO Staff
5. Customer avails the service				



MUNICIPAL ENGINEERING OFFICE

Frontline Services

1. Receiving of Documents for MEO Action and Information

Office or Division:	Municipal Engineering Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Two (2) original copies of document				
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client logbook and give document	1. Receive the document by received, affix signature, date and time of receipt	None	2 minutes	Clerk I/ Admin. Officer II
2. Receive client's copy	2. Release receiving copy to client	None	1 minute	Clerk I/ Admin. Officer II

2. Acting on Request for Project Staking

Office or Division:	Municipal Engineering Office			
Classification:	Complex			
Type of Transaction:	G2B			
Who may avail:	Contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Two Original Copies of Request Letter				
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in costumer's logbook and gives communication letter	1. Receives and logs incoming communication	None	5 Minutes	Clerk I/ Admin. Officer II
	2. Checks records and refer to the Project Engineer	None	5 Minutes	Clerk I/ Admin. Officer II
2. Discusses time availability with the Project Engineer and sets schedule	3. Finalizes schedule and discuss it with the costumer including necessary details	None	10 Minutes	Eng'g Ass't, Engineer I, Engineer II (Project Engineer)
3. On schedule: Costumer together with its personnel	4. Project Engineer Supervises Project Staking	None	Maximum of 3 Hours/ project	Eng'g Ass't, Engineer I, Engineer II

meets Project Engineer at the Project Site			(Travel time not included as it varies with project location)	(Project Engineer)
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3. Acting on Request for Punch-listing

Office or Division:	Municipal Engineering Office			
Classification:	Complex			
Type of Transaction:	G2B			
Who may avail:	Contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Two Original Copies Each of: Request Letter, Statement of Work Accomplishment				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in customer's logbook and Gives Request Letter with attached Statement of Work Accomplishment	1. Receives and logs incoming communication	None	5 Minutes	Clerk I/ Admin. Officer II
	2. Checks office's calendar of activities and refer with the Project Engineer/ Municipal Engineer	None	5 Minutes	Clerk I/ Admin. Officer II
2. Discusses time availability with the attending Engineer and sets schedule	3. Finalizes schedule and discuss it with the customer including necessary details	None	10 Minutes	Municipal Engineer/ Engineer II with Project Engineer
3. On schedule: Meets/accompany the Municipal Engineering Office's representatives at/to Project Site	4. The team inspects the project	None	Maximum of 3 Hours/ project (Travel time not included as it varies with project location)	Municipal Engineer/ Engineer II with Project Engineer
4. Attends post-inspection meeting with the team	5. Discuss findings and recommendations, draft agreement and have both parties sign it	None	Maximum of 2 Hours	Municipal Engineer/ Engineer II with Project Engineer
5. Comply the recommendations, documents it and report it to the MEO	6. Receives and logs communication/ report then repeat process above	None	5 Minutes	Clerk I/ Admin. Officer II

4. Acting on Request for Inspection

Office or Division:	Municipal Engineering Office			
Classification:	Complex			
Type of Transaction:	G2B			
Who may avail:	Contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Two Original Copies Each of: Request Letter, Statement of Work Accomplishment, As-built Drawings, Project Album				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in costumer's logbook and Gives Request Letter with attachments	1. Receives and logs incoming communication	None	5 Minutes	Clerk I/ Admin. Officer II
	2. Checks office's calendar of activities and refer with the Project Engineer/ Municipal Engineer	None	5 Minutes	Clerk I/ Admin. Officer II
2. Discusses time availability with the attending Engineer and sets schedule	3. Finalizes schedule and discuss it with the costumer including necessary details *Project Engineer readies needed tools and documents for inspection	None	10 Minutes	Project Engineer/ Municipal Engineer
3. Pay Fee for Certificate of Inspection	4. Receives payment and issue Official Receipt	Php 80.00	5 Minutes	Municipal Treasury Office
4. On schedule: Meets/accompany the Inspectorate Team at/to Project Site	5. The team inspects the project	None	Maximum of 3 Hours/ project (Travel time not included as it varies with project location)	Municipal Inspectorate Team with Project Engineer
5. Attends post-inspection meeting with the team	6. a. Discuss findings and recommendations, draft agreement and have both parties sign it.	None	Maximum of 2 Hours	Municipal Inspectorate Team with Project Engineer

	b. Having no correction, Inspectorate Team signs Certificate of Inspection and instructs the costumer to proceed for billing			
6. Comply the recommendations if any, documents it and report it to the MEO	7. Receives and logs communication/ report then repeat process above	None	5 Minutes	Clerk I/ Admin. Officer II

5. Acting on Request for Final Inspection

Office or Division:	Municipal Engineering Office			
Classification:	Complex			
Type of Transaction:	G2B			
Who may avail:	Contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Two Original Copies Each of: Request Letter				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in costumer's logbook and Gives Request Letter	1. Receives and logs incoming communication	None	5 Minutes	Clerk I/ Admin. Officer II
	2. Checks office's calendar of activities and refer with the Project Engineer/ Municipal Engineer	None	5 Minutes	Clerk I/ Admin. Officer II
2. Discusses time availability with the attending Engineer and sets schedule	3. Finalizes schedule and discuss it with the costumer including necessary details *Project Engineer readies needed tools and documents for inspection	None	10 Minutes	Project Engineer/ Municipal Engineer
3. On schedule: Meets/accompany the Municipal Engineering Office's representatives at/to Project Site	4. The team inspects the project	None	Maximum of 1 Hour/ project (Travel time not included as it varies with project location)	Municipal Inspectorate Team with Project Engineer

4. Attends post-inspection meeting with the team	5. a. Discuss findings and recommendations, draft agreement and have both parties sign it. b. Having no correction, Inspectorate Team signs Certificate of Inspection and instructs the costumer to proceed for billing	None	Maximum of 3 Minutes	Municipal Inspectorate Team with Project Engineer
5. Comply the recommendations if any, documents it and report it to the MEO	6. Receives and logs communication/ report then repeat process above	None	5 Minutes	Clerk I/ Admin. Officer II

6. Acting on Request for Billing; a. Partial Billing

Office or Division:	Municipal Engineering Office			
Classification:	Complex			
Type of Transaction:	G2B			
Who may avail:	Contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Two Original Copies Each of: Request Letter, Final Statement of Work Accomplishment, Album of Item of Works included for billing				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in costumer's logbook and Gives Request Letter with attachments	1. Receives and logs incoming communication	None	5 Minutes	Clerk I/ Admin. Officer II
2. Receives Costumers Copy of stamped Request Letter	2. Checks completeness of submitted documents	None	10 Minutes	Clerk I/ Admin. Officer II
	3. Checks correctness of submitted documents: a. Having no corrections, endorses for payment	None	30 Minutes - 1 Hour	Project Engineer

	b. If with corrections, discusses recommendations to client			
	<p>4. The Office proceeds to billing procedures:</p> <p>a. Compiles required needed documents</p> <p>b. Checks and signs documents</p> <p>c. Reviews and signs documents</p> <p>d. Have it checked and signed by proper authorities, logs it then forwards to budget office for obligation</p>	None	1-2 Hours	<p>a. Clerk I/ Admin. Officer II</p> <p>b. Project Engineer</p> <p>c. Municipal Engineer</p> <p>d. Clerk I/ Admin. Officer II</p>

7. Acting on Request for Billing; a. Final Billing

Office or Division:	Municipal Engineering Office			
Classification:	Complex			
Type of Transaction:	G2B			
Who may avail:	Contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Two Original Copies Each of: Request Letter, Final Statement of Work Accomplishment, Final As-built Drawings, Contractor's Affidavit Stating all laborers were duly paid, Complete Project Album				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in customer's logbook and Gives Request Letter with attachments	1. Receives and logs incoming communication	None	5 Minutes	Clerk I/ Admin. Officer II
	2. Checks completeness of submitted documents	None	10 Minutes	Clerk I/ Admin. Officer II

<p>2. Receives Costumers Copy of stamped Request Letter</p>	<p>3. Checks correctness of submitted documents:</p> <p>a. Having no corrections, endorses for payment</p> <p>b. If with corrections, discusses recommendations to client</p>	<p>None</p>	<p>30 Minutes - 1 Hour</p>	<p>Project Engineer</p>
<p>3. Obtains Tax Clearance</p>	<p>4. Computes, receives payment, issue Official Receipt and Tax Clearance</p>	<p>Amount varies with project's POW</p>	<p>20 - 30 Minutes</p>	<p>Municipal Treasury Office</p>
<p>4. Submits Tax Clearance</p>	<p>5. Receives and logs Tax Clearance then the Office proceeds to billing procedures:</p> <p>a. Prepares and compiles required documents</p> <p>b. Checks and signs documents</p> <p>c. Reviews and signs documents</p> <p>d. Have it checked and signed by proper authorities, logs it then forwards to budget office for obligation</p> <p>d. Have it checked and signed by proper authorities, logs it then forwards to budget office for obligation</p>	<p>None</p>	<p>1-2 Hours</p>	<p>a. Clerk I/ Admin. Officer II</p> <p>b. Project Engineer</p> <p>c. Municipal Engineer</p> <p>d. Clerk I/ Admin. Officer II</p>

8. Acting on Request for Billing; a. Retention Money

Office or Division:	Municipal Engineering Office			
Classification:	Complex			
Type of Transaction:	G2B			
Who may avail:	Contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original Copies Each of: Request Letter (Two Copies), Surety Warranty for projects completed within 2 years prior date of request				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in customer's logbook and Gives Request Letter with attachments	1. Receives and logs incoming communication	None	5 Minutes	Clerk I/ Admin. Officer II
2. Receives Customer's Copy of stamped Request Letter taking notes of corrections if there is any	3. Checks sufficiency of submitted documents a. Having no corrections, prepares documents for payment b. If with insufficiency, discusses corrections with client	None	10 Minutes	Clerk I/ Admin. Officer II
	4. The Office proceeds to billing procedures: a. Prepares and compiles other required documents b. Checks and signs documents c. Reviews and signs documents d. Have it checked and signed by proper authorities, logs it then forwards to budget office for obligation	None	30 Minutes - 1 Hour	a. Clerk I/ Admin. Officer II b. Project Engineer c. Municipal Engineer d. Clerk I/ Admin. Officer II

9. Issuance of Pouring Permit

Office or Division:	Municipal Engineering Office			
Classification:	Complex			
Type of Transaction:	G2B			
Who may avail:	Contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Two Original Copies Each of: Request Letter				
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in costumer's logbook and Gives Request Letter with attachments	1. Receives and logs incoming communication and refer to Project Engineer	None	5 Minutes	Clerk I/ Admin. Officer II
2. Receives Costumers Copy of stamped Request Letter and finalizes schedule with the Project Engineer	2. Discusses with the costumer then finalizes schedule of inspection	None	10 Minutes	Project Engineer
3. On schedule: Meets/accom pany the Project Engineer at/to Project Site	3. Project Engineer inspects compliance of the Contractor: a. Discuss findings and recommendations, draft agreement and have both parties sign it b. Signs Pouring Permit and recommends resumption	None	1 - 2 Hour/s	Project Engineer

10. Issuance of Certificates (Certificate of Completion, Certificate of Non-negative Slippage)

Office or Division:		Municipal Engineering Office		
Classification:		Simple		
Type of Transaction:		G2B		
Who may avail:		Contractors		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Two Original Copies Each of: Request Letter				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in costumer's logbook and Gives Request Letter	1. Receives and logs incoming communication, checks contractors' record then recommends payment of fee	None	10 Minutes	Clerk I/ Admin. Officer II
2. Pays Certification Fee	2. Receives payment then issue Official Receipt	Php 80.00	5 Minutes	Municipal Treasury Office
3. Presents Official receipt then Claims Certificate	3. Prepares Certificate, have it checked and signed, logs then have it received by costumer	None	10 Minutes	Clerk I/ Admin. Officer II, Municipal Engineer

11. Issuance of Photo Copies/ Certified True Copies of Various Documents

Office or Division:		Municipal Engineering Office		
Classification:		Simple		
Type of Transaction:		G2B/ G2C		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Two Original Copies Each of: Request Letter				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in costumer's logbook and Gives Request Letter	1. Receives and logs incoming communication, checks record then recommends payment of fee	None	10 Minutes	Clerk I/ Admin. Officer II

2. Pays Corresponding Fee	2. Receives payment then issue Official Receipt	Certified True Copy - Php 80.00 Photo Copy - Php 5.00	5 Minutes	Municipal Treasury Office
3. Presents Official receipt then claims documents	3. Prepares Certificate, have it checked and signed, logs then have it received by costumer	None	10 Minutes	Clerk I/ Admin. Officer II, Municipal Engineer

12. Checking of Plans and POW of BLGU Programs

Office or Division:	Municipal Engineering Office			
Classification:	Complex			
Type of Transaction:	G2G			
Who may avail:	BLGUs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Two Original Copies Each of: Duly Signed POW and Plans				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Plans and POW	1. Receives and logs incoming communication	None	5 Minutes	Clerk I/ Admin. Officer II
2. a. Receives back signed document b. Receives feedback/ corrections if there is any together with the document for improvement	2. a. Checks submitted documents, signs it if there is no correction b. writes down/ discusses feedback/ correction if any	None	1 Hour	Municipal Engineer



FEEDBACK AND COMPALINTS MECHANISM	
How to send feedback	<p>Answer the client feedback form and drop it at the drop box located in front of the Public Assistance and Complaint Desk at the lobby of Municipal Hall</p> <p>Or send it to: lguhungduanifugao@rocketmail.com</p>
How feedbacks are processed	<p>Every Friday, the Human Resource Management Officer opens the drop box/ email and compiles and records all feedbacks submitted.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days upon receipt of feedback.</p> <p>The answer of the office is then relayed to the citizen.</p>
How to file a complaint	<p>Answer the client complaint form and drop it at the designated drop box located in front of the Public Assistance and Complaint Desk at the lobby of Municipal Hall.</p> <p>Complaints may also be filed via email: lguhungduanifugao@rocketmail.com</p> <p>Make sure to provide the following information:</p> <ul style="list-style-type: none"> • Name of person being complained • Incident • Evidence
How complaints are processed	<p>The Complaints Officer opens the drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the relevant office for their explanation.</p> <p>The complaint officer will make and submit a report to the Local Chief Executive after the investigation for appropriate action.</p> <p>The complaints officer will give the “Action Taken” feedback to the client.</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph PCC: CCB: 0926-736-9140</p>



LIST OF OFFICES

Office	Address	Contact Information
Office of the Municipal Mayor	Heritage Village, Municipal Compound, Namugong, Poblacion, Hungduan, Ifugao 3603	0917-568-1315
Office of the Municipal Mayor-Human Resource Management Section	1 st floor, Hungduan Municipal Hall, Hungduan, Ifugao 3603	0917-178-4322
Office of the Municipal Mayor- Tourism Section	Municipal Ground (Old DILG Field Office), Namugong, Poblacion, Hungduan, Ifugao 3603	0917-324-6746
Sangguniang Bayan Office	Municipal Ground, Namugong, Poblacion, Hungduan, Ifugao 3603	0917-560-1254
Municipal Planning and Development Office	2 nd floor, Hungduan Municipal Hall, Hungduan, Ifugao 3603	0935-241-4228
Municipal Civil Registry Office	1 st floor, Hungduan Municipal Hall, Hungduan, Ifugao 3603	0917-158-8294
Municipal Budget Office	2 nd floor, Hungduan Municipal Hall, Hungduan, Ifugao 3603	0977-815-5879
Municipal Accounting Office	2 nd floor, Hungduan Municipal Hall, Hungduan, Ifugao 3603	0917-555-8873
Municipal Treasury Office	1 st floor, Hungduan Municipal Hall, Hungduan, Ifugao 3603	0917-133-2735
Municipal Assessment Office	2 nd floor, Hungduan Municipal Hall, Hungduan, Ifugao 3603	0917-509-0905
Municipal Social Welfare and Development Office	1 st floor, Hungduan Municipal Hall, Hungduan, Ifugao 3603	0917-186-2644
Municipal Agriculture Office	Municipal Ground, Namugong, Poblacion, Hungduan, Ifugao 3603	0926-361-8190
Municipal Engineering Office	Municipal Ground, Namugong, Poblacion, Hungduan, Ifugao 3603	0917-504-6435