

## INTRODUCTION

Several steps were undertaken by the Committee in preparation of the Citizens Charter including an Orientation on the Anti-Red Tape Act of 2007 conducted on January 22, 2009 by the Civil Service Commission and the DILG with the purpose to give the overview, objective, mechanics and the importance of RA 9485. The Local Chief Executive, all Department Heads, Sangguniang Bayan Members and employees of this municipality attended the activity. It was followed by the series of meetings with Department Heads to determine which process or transaction constitutes frontline services to set up their respective service standards to be known as the Citizens Charter.

Thus, this Initial Edition of the CITIZENS CHARTER of LUPAO, through the effort and cooperation of all Department Heads, all frontline services provided by this Local Government Unit was specifically determined to set up the service standards/per office in availing those services, systematizing all the procedures on how to avail of those services that will eradicate unnecessary documentary requirements and time consuming approaches.

We humbly believe that with this Initial Edition, we were able to re-engineer our programs and procedures and develop new systems in improving our services.

At the end, we will serve the public with the highest degree of honesty, integrity and responsibility that will promote progress and will benefit everyone especially our constituents-the people of this municipality as well.

This is our pledge and commitment to the public.....

## EXECUTIVE ORDER CREATING THE TASK FORCE ARTA

Republic of the Philippines  
Province of Nueva Ecija  
MUNICIPALITY OF LUPAO

OFFICE OF THE MAYOR

EXECUTIVE ORDER NO. 5, Series 2009  
February 24, 2009

### ORGANIZING THE TECHNICAL WORKING GROUP AND STEERING COMMITTEE OF LGU-LUPAO CITIZEN'S CHARTER AS MANDATED UNDER R.A. 9485 ANTI-RED TAPE ACT OF 2007

By virtue of the powers vested in me by Republic Act 7160, otherwise known as "The Local Government Code of 1991" and in compliance with R.A. 9485 known as the Anti-Red Act of 2007, I, Richard M. Ramos Municipal Mayor of Lupao, Nueva Ecija, do hereby organized the Technical Working Group and Steering Committee in the crafting of Citizen's Charter of the local Government Unit of Lupao.

#### TECHINCAL WORKING GROUP

**VIRGILIO V. EDER JR.**  
HRMO-V

**BERNARDO DV. BASCOS**  
MPDC

**ELIZABETH V. SAMBRANO**  
Municipal Budget Officer

**MARCIAL E. IDAGO**  
Municipal Engineer

**VERITUM B. TOLETE**  
SB SECRETARY

**ARTHUR M. VILLAR**  
Municipal Treasurer

**EDUARDO C. VENDIVIL**  
Municipal Assessor

**DANILO M. JACANG**  
DSWD

**MARCIANO G. PANAHO**  
Municipal Accountant

**LEILANI F. MANGGUERRA M.D.**  
Municipal Health Officer

**JOHANNA S. MARIANO**  
Municipal Agriculturist

**BENNY L. CUCHAPIN**  
Municipal Civil Registrar

The main function of the Committee is to CREATE the Citizen's Charter of the Local Government Unit of Lupao and update the same as needed arises. Shall determine the frontline services of the municipality and plans programs for anti-fixing campaign and develop new strategies to improve the delivery of frontline services of the municipality.

#### STEERING COMMITTEE

**BLESILDA E. VILILIA**  
DILG Officer  
Member

**MECY A. YABUT**  
President, Market Vendors  
Member, NGO Representative

**MARIVIC U. BAJET**  
SB Member  
Chairman Committee on Trade  
Commerce and Industry

**RINO R. VALDEZ**  
Private Secretary I  
Member

**ALEX ROMMEL V. ROMANO**  
CHAIRMAN

Shall oversee the implementation of R.A. 9485 Anti-Red Tape Act of 2007 and suggest ideas to improve the delivery of frontline services of the Local Government Unit of Lupao.

This Executive order shall take effect immediately.

Done this 8th day of August here at Lupao, Nueva Ecija

**ALEX ROMMEL V. ROMANO**  
Municipal Mayor

## *MISSION*

To increase agricultural productivity, achieve food self-sufficiency and to improve the employment and welfare levels in the community through improved technology and provision of technical assistance and supervision.

## *VISION*

LUPAO as the center of agricultural production in the northern part of Nueva Ecija through adoption of appropriate agricultural science and technology and strong support from the government and private sector and the Municipal Agriculturist Office as a partner of farmers towards agricultural development, global competitiveness and people empowerment.

## *GOAL*

To uplift standard of living of the clientele by maintaining rural organizations and increasing agricultural productivity.

## PERFORMANCE PLEDGE

**WE**, the officials and employees of the Local Government Unit of Lupao, commit to:

respond promptly, efficiently and apply our expertise in serving your needs;

implement fully our service standard, with written explanation in case of delays on our services;

consciously and constantly taking into account that "Public service is a Public trust";

humbly and courteously serve and always maintain a high ethical standard;

accept your comments, suggestions and act promptly to your complaints;

responsible and be accountable for the proper discharge of our duties at all times;

duty bound to deliver our services without noon break.

**OUR PLEDGE.... OUR COMMITMENT TO YOU.**

## LIST OF FRONTLINE SERVICES

- Request for Mayor's Clearance
- Request for Mayor's Permit
- Application for MTOP
- Application for Business Permit & Licenses
- Request for Ambulance
- Request for Financial Assistance [AICS]
- Request for Certificate of Indigent
- Request for Purchase booklet of Senior Citizen Booklet & Person with Disability
- Application for Marriage License
- Birth & Marriage Registration
- Request for Marriage, Birth & Death Certificate
- Petition for Change of First Name (CFN) and Correction of Clerical Errors (CCE)
- Payment of Real Property Tax
- Application for Community Tax Certificate
- Request for Certified Photocopy of Tax Declaration, Certificate of No Land Holding, No Improvement
- Request for Zoning Clearance
- Request/Issuance of Meat Inspection Certificate
- Accessing Assistance for Subsidized Seeds
- Medical Check-up/Health Services
- Availing of Maternal Care Services
- Availing of Immunization Services
- Request for Sanitary Permit Card
- Pre-marriage Counseling
- Application for Building Permit/Electrical Permit/Mechanical Permit

**SECURING MAYOR'S CLEARANCE/CERTIFICATE**

**Requirements:**

- Original Copy of Police Clearance
- Original Copy of Court Clearance
- Community Tax Certificate [Cedula]
- Official Receipt

**Duration:** 14 minutes

**Fee:**

- P 50.00

PROCEDURES	RESPONSE TIME	PERSON RESPONSIBLE
<ul style="list-style-type: none"> <li>• <b>Application</b> <ul style="list-style-type: none"> <li>- The Applicant shall approach the assigned employee together with the requirements</li> </ul> </li> </ul>	3 minutes	Mayor's Office Staff
<ul style="list-style-type: none"> <li>• <b>Evaluation and Preparation of Clearance/Certificate</b> <ul style="list-style-type: none"> <li>- The Mayor's staff shall evaluate the requirement and shall prepare the necessary document</li> </ul> </li> </ul>	5 minutes	Mayor's Office Staff
<ul style="list-style-type: none"> <li>• <b>Payment of Fee</b> <ul style="list-style-type: none"> <li>- The Applicant shall proceed to the Treasurer's Office and approach the assigned employee for the payment of the corresponding fee</li> </ul> </li> </ul>	3 minutes	MARILYN S. VALDEZ Administrative Asst. I
<ul style="list-style-type: none"> <li>• <b>Approval of Clearance</b> <ul style="list-style-type: none"> <li>- The Local Chief Executive shall approve the Clearance</li> </ul> </li> </ul>	2 minutes	ALEX ROMMEL V. ROMANO Municipal Mayor
<ul style="list-style-type: none"> <li>• <b>Sealing and Releasing</b> <ul style="list-style-type: none"> <li>- The Mayor's Staff shall seal the document and shall immediately release it to the applicant</li> </ul> </li> </ul>	1 minute	Mayor's Office Staff

## SECURING MAYOR'S PERMIT

**Requirements:**

- Letter of Request
- Official Receipt

**Duration:** 19 minutes

**Fee:**

- P 50.00

PROCEDURES	RESPONSE TIME	PERSON RESPONSIBLE
<ul style="list-style-type: none"> <li>• <b>Application</b> The Applicant shall approach the assigned employee together with the requirements</li> </ul>	3 minutes	Mayor's Office Staff
<ul style="list-style-type: none"> <li>• <b>Review/Evaluation</b> - The Mayor's Staff shall evaluate the required documents</li> </ul>	5 minutes	Mayor's Office Staff
<ul style="list-style-type: none"> <li>• <b>Preparation of Document</b> - The Mayor's staff shall prepare the requested permit</li> </ul>	3 minutes	Mayor's Office Staff
<ul style="list-style-type: none"> <li>• <b>Payment of Fee</b> - The Applicant shall proceed to the Treasurer's Office and shall approach the assigned employee for the payment of the corresponding fee</li> </ul>	2 minutes	PATRICIA AGLIAM Administrative Assistant I
<ul style="list-style-type: none"> <li>• <b>Approval of Request</b> - The Local Chief Executive shall approve the Request</li> </ul>	2 minutes	ALEX ROMMEL V. ROMANO Municipal Mayor
<ul style="list-style-type: none"> <li>• <b>Sealing and Releasing</b> - The Mayor's Staff shall seal the document and shall immediately release it to the applicant</li> </ul>	1 minute	Mayor's Office Staff

**SECURING MOTORIZED TRICYCLE OPERATOR'S PERMIT**

**Requirements:**

- LTO Certificate of Registration
- LTO Official Receipt
- Community Tax Certificate

**Duration:** 1 week

**Fee:**

- New Applicant : P 1,320.00
- Renewal : P 620.00

PROCEDURES	RESPONSE TIME	PERSON RESPONSIBLE
<ul style="list-style-type: none"> <li>• <b>Application</b> <ul style="list-style-type: none"> <li>- The Tricycle Operator/Driver shall approach the assigned personnel and submit photocopies of requirements and secure and fill up application form</li> </ul> </li> </ul>	2 minutes	JESUS M. MANANGHAYA Administrative Aide III
<ul style="list-style-type: none"> <li>• <b>Evaluation and Processing</b> <ul style="list-style-type: none"> <li>- The Assigned staff shall evaluate the submitted application together with the requirements and shall immediately process the documents</li> </ul> </li> </ul>	5 minutes	JESUS M. MANANGHAYA Administrative Aide III
<ul style="list-style-type: none"> <li>• <b>Payment of Fee</b> <ul style="list-style-type: none"> <li>- The Applicant shall pay the specified amount to the assigned staff</li> </ul> </li> </ul>	2 minutes	MARILYN S. VALDEZ Administrative Assistant I
<ul style="list-style-type: none"> <li>• <b>Schedule of Hearing</b> <ul style="list-style-type: none"> <li>- The SB Secretary shall schedule the hearing (every Monday SB Session)</li> <li>- Review and confirmation of document signed by ----</li> </ul> </li> </ul>	2 minutes	VERITUM TOLETE SB Secretary  ROBERT D. GANAYO Municipal Vice Mayor
<ul style="list-style-type: none"> <li>• <b>Approval and Issuance</b> <ul style="list-style-type: none"> <li>- The Application shall be approved and the assigned employee shall issue the corresponding application and shall keep at least one (1) copy for the record.</li> </ul> </li> </ul>	1 week	JESUS M. MANANGHAYA Administrative Aide III  ALEX ROMMEL V. ROMANO Municipal Mayor



**SECURING BUSINESS PERMIT AND LICENSES**

**Requirements:**

**Duration:** 15 Minutes

- New Applicant
  - Application Form
  - DTI
  - Building Permit Clearance (Private Stalls)
  - Fire Clearance
- Renewal:
  - Application Form
  - Fire Clearance

**Fee:**

- New Applicant:
  - Based on the declared capital investment
  - Mayor's Permit
    - Minimum - P200.00
    - For banks and pawnshop - P1,000.00
  - Clean and green - P 100.00
  - Regulatory Permit - P 175.00
  - Health Permit - P 100.00
  - Sanitary Fee - P 100.00
  - Fire Code Fee - 10% of the total payables
- Renewal:
  - Based on bracket for the reported/submitted receipt/ITR
  - Mayor's Permit - P200.00/P1,000.00 for banks and pawnshop
  - Clean and Green - P100.00
  - Regulatory Permit - P 175.00
  - Health Permit - P 100.00
  - Sanitary Fee - P 100.00
  - Fire Inspection Fee - 10% of the total payables

PROCEDURES	RESPONSE TIME	PERSON RESPONSIBLE
<ul style="list-style-type: none"> <li>• <b>Application and Processing</b> <ul style="list-style-type: none"> <li>- Applicant shall approach the assigned personnel and present audited Financial Statement for the previous year and the documents will be immediately assessed and processed.</li> </ul> </li> </ul>	5-10 minutes	ROGER M. NERIZON BPLO
<ul style="list-style-type: none"> <li>• <b>Payment of Fee</b> <ul style="list-style-type: none"> <li>- Applicant shall pay the corresponding fee to the assigned employee of the MTO.</li> </ul> </li> </ul>	2 minutes	PATRICIA S. AGLIAM REVENUE COLLECTION CLERK II
<ul style="list-style-type: none"> <li>• <b>Approval and Releasing of Document</b> <ul style="list-style-type: none"> <li>- Municipal Mayor approves the permit. Assigned employee shall issue the Permit and keep record for future reference</li> </ul> </li> </ul>	3 minutes	ALEX ROMMEL V. ROMANO Municipal Mayor  ROGER M. NERIZON BPLO

**REQUESTING FOR THE AMBULANCE**

**Requirements:**

- None

**Duration:** 8 minutes

**Fee:**

- None

PROCEDURES	RESPONSE TIME	PERSON RESPONSIBLE
<ul style="list-style-type: none"> <li>• <b>Application</b> <ul style="list-style-type: none"> <li>- The Requesting party shall approach the officer-in-charge</li> </ul> </li> </ul>	3 minutes	NATHANIEL BALLESTAR (MDRRMO) or any authorized officer
<ul style="list-style-type: none"> <li>• <b>Scheduling and Dispatch of Ambulance</b> <ul style="list-style-type: none"> <li>- The Officer-in- Charge shall determine the availability of the ambulance. If the ambulance is available and the case is in the state of emergency, the officer-in-charge shall order an immediate dispatch. If the ambulance is not available and the case is not under the state of emergency, the dispatcher shall arrange or schedule anew, subject to the availability of the ambulance. We implement FIRST COME, FIRST SERVE BASIS.</li> </ul> </li> </ul>	5 minutes	NATHANIEL BALLESTAR (MDRRMO) or any authorized officer

**AVAILING ASSISTANCE OF INDIVIDUAL IN CRISIS SITUATION (AICS)**

**Requirements:**

- Barangay Certificate of Indigency

**Fee:**

- None

**Duration:** 2 hours and 28 minutes (with home visit/ocular inspection)  
28 minutes (without home visit/ocular inspection)

PROCEDURES	RESPONSE TIME	PERSON RESPONSIBLE
<ul style="list-style-type: none"> <li>• <b>Application (Intake Sheet)</b> <ul style="list-style-type: none"> <li>- Indigent shall proceed to MSWDO Office and approach the assigned personnel shall ask the client to state his/her purpose</li> </ul> </li> </ul>	3 minutes	LILIA N. ECHIPARE Administrative Aide IV
<ul style="list-style-type: none"> <li>• <b>Evaluation and Processing</b> <ul style="list-style-type: none"> <li>- Assigned Staff conducts initial interview and prepares pertinent papers                             <ul style="list-style-type: none"> <li>• <b>Budget Office</b></li> <li>• <b>Accounting Office</b></li> <li>• <b>MSWD Office</b></li> </ul> </li> </ul> </li> </ul>	20 minutes	Mayor's Office Staff  Budget Office Staff  Accounting Office Staff  DANILO M. JACANG MSWD Officer
<ul style="list-style-type: none"> <li>• <b>Inspection/Validation</b> <ul style="list-style-type: none"> <li>- When necessary the MSWDO staff conducts ocular inspection or home visit</li> </ul> </li> </ul>	1-2 hours	JOSEPH P. BARCELONA Day Care Worker II
<ul style="list-style-type: none"> <li>• <b>Approval and Releasing</b> <ul style="list-style-type: none"> <li>- The Local Chief Executive shall approve the request and Indigent shall proceed to Municipal Treasurer's Office to get the assistance</li> </ul> </li> </ul>	5 minutes	ALEX ROMMEL V. ROMANO Municipal Mayor  ARTHUR M. VILLAR Municipal Treasurer

## SECURING IDENTIFICATION CARD AND PURCHASE BOOKLET OF SENIOR CITIZENS AND PERSON WITH DISABILITY

**Requirements: (Senior Citizen)**

- Birth Certificate
- 2 pcs. 1 X 1 pictures

**Requirements: (Person with Disability)**

- Medical Abstract
- 2 pcs. 1 X 1 pictures

**Fee:**

- None

**Duration:** 28 minutes

PROCEDURES	RESPONSE TIME	PERSON RESPONSIBLE
<ul style="list-style-type: none"> <li>• <b>Application (Intake Sheet)</b> <ul style="list-style-type: none"> <li>- Senior Citizen/Person with Disability shall approach the assigned personnel and state his/her purpose and submit the requirement</li> </ul> </li> </ul>	3 minutes	LILIA N. ECHIPARE Administrative Aide IV
<ul style="list-style-type: none"> <li>• <b>Evaluation and Processing</b> <ul style="list-style-type: none"> <li>- Assigned Staff shall review and prepare the requested document</li> </ul> </li> </ul>	15 minutes	LILIA N. ECHIPARE Administrative Aide IV
<ul style="list-style-type: none"> <li>• <b>Approval and Releasing</b> <ul style="list-style-type: none"> <li>- The Local Chief Executive shall approve the document and client releases the booklet</li> </ul> </li> </ul>	10 minutes	ALEX ROMMEL V. ROMANO Municipal Mayor  DANILO M. JACANG MSWDO  VIRGILIO MEMITA OSCA Chairman

**SECURING CERTIFICATE OF INDIGENCY**

**Requirements:**

- Barangay Certificate of Indigency

**Fee:**

- None

**Duration:** 2 hours 30 minutes (with home visit/ocular inspection)  
30 minutes (no home visit/ocular inspection)

PROCEDURES	RESPONSE TIME	PERSON RESPONSIBLE
<ul style="list-style-type: none"> <li>• <b>Application/Registration (Intake Sheet)</b> <ul style="list-style-type: none"> <li>- Client shall approach the assigned employee together with the requirements</li> </ul> </li> </ul>	3 minutes	MARIETA P. RAYMUNDO MSWD Staff
<ul style="list-style-type: none"> <li>• <b>Evaluation Interview</b> <ul style="list-style-type: none"> <li>- MSWDO review all the requirement and conducts interview</li> </ul> </li> </ul>	10 minutes	ARNOLD N. CABLES Social Welfare Assistant
<ul style="list-style-type: none"> <li>• <b>Ocular Inspection/Home Visit</b> <ul style="list-style-type: none"> <li>- The MSWDO Staff shall conduct home visit/ocular inspection</li> </ul> </li> </ul>	1-2 hours	JOSEPH P. BARCELONA Day Care Worker II
<ul style="list-style-type: none"> <li>• <b>Preparation of Certificate</b> <ul style="list-style-type: none"> <li>- Assigned Staff prepares the requested document</li> </ul> </li> </ul>	15 minutes	ARNOLD N. CABLES Social Welfare Assistant
<ul style="list-style-type: none"> <li>• <b>Approval and Releasing</b> <ul style="list-style-type: none"> <li>- The document approves and releases</li> </ul> </li> </ul>	2 minutes	DANILO W. JACANG MSWDO

## PROVIDE SOCIAL CASE STUDY REPORT

**Requirements:**

- Barangay Certificate of Indigency

**Fee:**

- None

**Duration:** 2 hours 24 minutes (with home visit/ocular inspection)  
24 minutes (no home visit/ocular inspection)  
*\*if Special Case (2-3 Hours)*

PROCEDURES	RESPONSE TIME	PERSON RESPONSIBLE
<ul style="list-style-type: none"> <li>• <b>Registration (Intake Sheet)</b> <ul style="list-style-type: none"> <li>- Indigent shall proceed to MSWDO Office and approach the assigned personnel shall ask the client to state his/her purpose</li> </ul> </li> </ul>	2 minutes	LILIA N. ECHIPARE Administrative Aide IV
<ul style="list-style-type: none"> <li>• <b>Evaluation and Processing</b> <ul style="list-style-type: none"> <li>- Assigned Staff conducts initial interview and prepares pertinent papers</li> </ul> </li> </ul>	10 minutes	HAYDEN JIEMAIMA B. GELACIO SWO II
<ul style="list-style-type: none"> <li>• <b>Inspection/Validation</b> <ul style="list-style-type: none"> <li>- When necessary the MSWDO staff conducts ocular inspection or home visit</li> </ul> </li> </ul>	1-2 hours	HAYDEN JIEMAIMA B. GELACIO SWO II
<ul style="list-style-type: none"> <li>• <b>Preparation of Social Case Study</b> <ul style="list-style-type: none"> <li>- Assigned Staff prepares the requested document</li> </ul> </li> </ul> <p style="margin-left: 20px;"><i>*if Special Case</i></p>	10 minutes  2-3 Hours	HAYDEN JIEMAIMA B. GELACIO SWO II
<ul style="list-style-type: none"> <li>• <b>Approval and Releasing</b> <ul style="list-style-type: none"> <li>- The document approves and releases</li> </ul> </li> </ul>	2 minutes	DANILO M. JACANG MSWDO

## PROVIDE MARRIAGE COUNSELING/SEMINAR

**Requirements:**

- Application of Marriage License from Local Civil Registrar

**Fee:**

- None

**Duration:** 1 hour and 7 minutes

PROCEDURES	RESPONSE TIME	PERSON RESPONSIBLE
<ul style="list-style-type: none"> <li>• <b>Application/Registration (Intake Sheet)</b></li> <li>- Client shall approach the assigned employee together with the requirements</li> </ul>	3 minutes	LILIA N. ECHIPARE Administrative Aide IV
<ul style="list-style-type: none"> <li>• <b>Fill-up Data Information Sheet</b></li> <li>- <i>Knowledge inventory on Marriage</i></li> </ul>	30 minutes	LILIA N. ECHIPARE Administrative Aide IV
<ul style="list-style-type: none"> <li>• <b>Attend Marriage Counseling</b></li> <li>- <i>Counseling schedule every Monday</i></li> </ul>	30 minutes	LILIA N. ECHIPARE Administrative Aide IV
<ul style="list-style-type: none"> <li>• <b>Preparation of Marriage Certificate</b></li> <li>- Assigned Staff prepares the requested document</li> </ul>	2 minutes	JOSEPH P. BARCELONA Day Care Worker II
<ul style="list-style-type: none"> <li>• <b>Approval and Releasing</b></li> <li>- The marriage counseling certificate approves and releases</li> </ul>	2 minutes	DANILO M. JACANG MSWDO

## SECURING MARRIAGE LICENSE

**Requirements:**

**Duration:** 24 minutes

- Certified Photocopy of Birth Certificate
- Certificate of No Marriage (CENOMAR)
- Pre-Marriage Counseling Certificate if applicant is 24 yrs and below
- Parental Consent if applicant is 18 yrs old but below 21 yrs old
- Parent Advice if applicant is 21 yrs old but below 25 yrs old
- At least one (1) of the contracting parties must be resident of the place where the local civil registry office is located

**Fee:**

- Application Fee and Miscellaneous Fee - P500.00

PROCEDURES	RESPONSE TIME	PERSON RESPONSIBLE
<ul style="list-style-type: none"> <li>• <b>Application</b></li> <li>- Applicant shall approach the assigned employee together with the requirements</li> </ul>	3 minutes	CORAZON C. RAMOS & JASMIN R. COLOMA
<ul style="list-style-type: none"> <li>• <b>Review / Evaluation</b></li> <li>- Assigned staff evaluates the documents</li> </ul>	2 minutes	CORAZON C. RAMOS & JASMIN R. COLOMA
<ul style="list-style-type: none"> <li>• <b>Preparation of Document</b></li> <li>- Assigned staff types the required information on the application form</li> </ul>	5 minutes	CORAZON C. RAMOS & JASMIN R. COLOMA
<ul style="list-style-type: none"> <li>• <b>Interview and Administering of Oath</b></li> <li>- MCR shall interview the applicants and parents if consent and advice is required than he administers the Oath of the applicant. Applicant is advice to come back after the 10 days publication period for the issuance of the marriage license</li> </ul>	5 minutes	CORAZON C. RAMOS & JASMIN R. COLOMA  BENNY L. CUCHAPIN Municipal Civil Registrar
<ul style="list-style-type: none"> <li>• <b>Payment of Fees</b></li> <li>- Applicant goes to the Treasurer's Office and approach assigned employee to pay the corresponding fee</li> </ul>	2 minutes	PATRICIA AGLIAM
<ul style="list-style-type: none"> <li>• <b>Releasing</b></li> <li>- Assigned staff releases the Marriage License</li> </ul>	2 minutes	CORAZON C. RAMOS & JASMIN R. COLOMA



## REGISTRATION OF BIRTH

**Requirements:**

**Duration:** 13 minutes

- On time - Marriage Contract
- Late Registration - Negative Certification from NSO
- Baptismal or Marriage Contract or Medical Record or School Records, Barangay Certification (At least two)
- Affidavit of two (2) disinterested persons
- Mother's affidavit (Illegitimate Child)
- 10 days posting/publication

**Fee:**

- On time - P 30.00
- Late Registration - P200.00

PROCEDURES	RESPONSE TIME	PERSON RESPONSIBLE
<ul style="list-style-type: none"> <li>• <b>Application</b></li> <li>- Applicant shall approach the assigned employee and present the requirement</li> </ul>	3 minutes	CORAZON C. RAMOS & JASMIN R. COLOMA
<ul style="list-style-type: none"> <li>• <b>Review and Evaluation</b></li> <li>- LCR Staff review document</li> </ul>	3 minutes	CORAZON C. RAMOS & JASMIN R. COLOMA
<ul style="list-style-type: none"> <li>• <b>Registration of Document</b></li> <li>- LCR Staff registers the document</li> </ul>	2 minutes	CORAZON C. RAMOS & JASMIN R. COLOMA
<ul style="list-style-type: none"> <li>• <b>Payment of Fees</b></li> <li>- Applicant goes to the Treasurer's Office and approach the assigned employee and pay the corresponding fee</li> </ul>	3 minutes	PATRICIA AGLIAM
<ul style="list-style-type: none"> <li>• <b>Signature of Document</b></li> <li>- The MCR shall sign the registered documents and shall release the document</li> </ul>	2 minutes	BENNY L. CUCHAPIN Municipal Civil Registrar

**REGISTRATION OF MARRIAGE**

- Requirements:**
- On time - Marriage Contract
  - Late Registration - Marriage Contract/Certification issued by solemnizing officer
  - Negative Certification from NSO
  - Affidavit of solemnizing officer or person presenting the marriage certificate for registration
  - Application for Marriage License bearing date of ML issuance
- Duration:** 13 minutes
- Posting/Publication - 10 days
- Fee:**
- On time - P 30.00
  - Late Registration - P200.00

PROCEDURES	RESPONSE TIME	PERSON RESPONSIBLE
<ul style="list-style-type: none"> <li>• <b>Application</b></li> <li>- Applicant shall approach the assigned employee and present the requirement/s</li> </ul>	3 minutes	CORAZON C. RAMOS & JASMIN R. COLOMA
<ul style="list-style-type: none"> <li>• <b>Review and Evaluation</b></li> <li>- LCR Staff review document</li> </ul>	3 minutes	CORAZON C. RAMOS & JASMIN R. COLOMA
<ul style="list-style-type: none"> <li>• <b>Registration of Document</b></li> <li>- LCR Staff registers the document</li> </ul>	2 minutes	CORAZON C. RAMOS & JASMIN R. COLOMA
<ul style="list-style-type: none"> <li>• <b>Payment of Fees</b></li> <li>- Applicant goes to the Treasurer's Office and approach the assigned employee and pay the corresponding fee</li> </ul>	3 minutes	PATRICIA AGLIAM
<ul style="list-style-type: none"> <li>• <b>Signature of Document</b></li> <li>- The MCR shall sign the registered documents and shall release the document</li> </ul>	2 minutes	BENNY L. CUCHAPIN Municipal Civil Registrar

**REGISTRATION OF DEATH**

**Requirements:**

**Duration:** 13 minutes

- On time - Death Certificate
- Late Registration - Death Certificate  
- Negative Certification from NSO  
- Affidavit of hospital/clinic administrator (if person died in hospital); attendant (if person died elsewhere); nearest relative or person having legal charge of the deceased (in case of default of the other two)  
- Certification from Embalmer  
- 10 days posting/publication

**Fee:**

- On time - P 30.00
- Late Registration - P200.00

PROCEDURES	RESPONSE TIME	PERSON RESPONSIBLE
<ul style="list-style-type: none"> <li>• <b>Application</b> - Applicant shall approach the assigned employee and present the requirement</li> </ul>	3 minutes	CORAZON C. RAMOS & JASMIN R. COLOMA
<ul style="list-style-type: none"> <li>• <b>Review and Evaluation</b> - LCR Staff review document</li> </ul>	3 minutes	CORAZON C. RAMOS & JASMIN R. COLOMA
<ul style="list-style-type: none"> <li>• <b>Registration of Document</b> - LCR Staff registers the document</li> </ul>	2 minutes	CORAZON C. RAMOS & JASMIN R. COLOMA
<ul style="list-style-type: none"> <li>• <b>Payment of Fees</b> - Applicant goes to the Treasurer's Office and approach the assigned employee and pay the corresponding fee</li> </ul>	3 minutes	PATRICIA AGLIAM
<ul style="list-style-type: none"> <li>• <b>Signature of Document</b> - The MCR shall sign the registered documents and shall release the document</li> </ul>	2 minutes	BENNY L. CUCHAPIN Municipal Civil Registrar

**SECURING CERTIFIED TRANSCRIPTION OR CERTIFIED COPIES**

**Requirements:**

**Duration:** 13 minutes

- None

**Fee:**

	<b>Certified Transcription</b>	<b>Certified Copies</b>
• Birth Certificate	- P50.00/copy	- P75.00/copy
• Marriage Certificate	- P50.00/copy	- P75.00/copy
• Death Certificate	- P50.00/copy	- P75.00/copy

<b>PROCEDURES</b>	<b>RESPONSE TIME</b>	<b>PERSON RESPONSIBLE</b>
<ul style="list-style-type: none"> <li>• <b>Application</b></li> <li>- Applicant shall approach the assigned employee and fill up slip</li> </ul>	3 minutes	CORAZON C. RAMOS & JASMIN R. COLOMA
<ul style="list-style-type: none"> <li>• <b>Verification</b></li> <li>- Assigned employees verifies record to the computer data base</li> </ul>	3 minutes	CORAZON C. RAMOS & JASMIN R. COLOMA
<ul style="list-style-type: none"> <li>• <b>Payment of Fees</b></li> <li>- Applicant goes to the Treasurer's Office and approach the assigned employee to pay the corresponding fee</li> </ul>	3 minutes	PATRICIA AGLIAM
<ul style="list-style-type: none"> <li>• <b>Preparation of Document</b></li> <li>- Encoder prints the requested documents</li> </ul>	2 minutes	CORAZON C. RAMOS & JASMIN R. COLOMA
<ul style="list-style-type: none"> <li>• <b>Approval of Request</b></li> <li>- The Municipal Civil Registrar approves the requested document</li> </ul>	1 minute	BENNY L. CUCHAPIN Municipal Civil Registrar
<ul style="list-style-type: none"> <li>• <b>Sealing and Releasing</b></li> <li>- LCR Staff shall seal the document and immediately release it to the applicant</li> </ul>	1 minute	CORAZON C. RAMOS & JASMIN R. COLOMA

## FILING PETITION FOR CHANGE OF FIRST NAME (CFN) OR CORRECTION OF CLERICAL ERROR/S (CCE)

**Requirements:**

**Duration:** 53 minutes

- For Correction of Clerical Error (At least two (2) valid documents below)

- |  |   |
|--|---|
| 1. Authenticated Birth Certificate           | 9. Business Record                              |
| 2. Baptismal Certificate                     | 10. School Record                               |
| 3. Voter's Affidavit                         | 11. Insurance                                   |
| 4. GSIS Record                               | 12. Transfer of Certificate of Title/Land Title |
| 5. Employment Record                         | 13. Bank Passbook                               |
| 6. SSS Record                                | 14. Certificate of Land Transfer                |
| 7. Medical Record                            | 15. NBI/Police Clearance                        |
| 8. School Record (Diploma/Form 137/Form 138) | 16. Others                                      |

- For Change of First Name

All documents, which are required to be submitted by the petitioner of the CCE and clearance from the following authorities:

- |                          |  |
|--------------------------|--|
| 1. Employer, if employed | 3. PNP Clearance   |
| 2. NBI Clearance         | 4. Other such clearances as may be required by the concerned MCR |

**Fee:**

- CFN - P 3,000.00 (+P1,000.00 service fee for migrant petitioner)
- CCE - P 1,000.00 (+ P500.00 service fee for migrant petitioner)

PROCEDURES	RESPONSE TIME	PERSON RESPONSIBLE
<ul style="list-style-type: none"> <li>• <b>Presentation of Problem</b> <ul style="list-style-type: none"> <li>- Applicants approach the assigned employee or the MCR and inform them your problem in registry record</li> </ul> </li> </ul>	3 minutes	CORAZON C. RAMOS & JASMIN R. COLOMA
<ul style="list-style-type: none"> <li>• <b>Discussion of Remedies</b> <ul style="list-style-type: none"> <li>- Assigned employees or MCR gives advice whether the applicant files CFN OR CCE</li> </ul> </li> </ul>	3 minutes	CORAZON C. RAMOS & JASMIN R. COLOMA
<ul style="list-style-type: none"> <li>• <b>Submission &amp; Evaluation of Requirements</b> <ul style="list-style-type: none"> <li>- Submit all required documents. The assigned employee examines if the requirements submitted are authentic and duly-certified</li> </ul> </li> </ul>	5 minutes	CORAZON C. RAMOS & JASMIN R. COLOMA
<ul style="list-style-type: none"> <li>• <b>Payment of Fees</b> <ul style="list-style-type: none"> <li>- Applicant goes to the Treasurer's Office and approach the assigned employee to pay the corresponding fee</li> </ul> </li> </ul>	3 minutes	PATRICIA AGLIAM
<ul style="list-style-type: none"> <li>• <b>Preparation of Petition</b> <ul style="list-style-type: none"> <li>- Assigned employee prepares the petition</li> </ul> </li> </ul>	15 minutes	MCR Staff
<ul style="list-style-type: none"> <li>• <b>Review and Administering of Oath and Approval</b> <ul style="list-style-type: none"> <li>- MCR reviews and administers oath of the petition</li> </ul> </li> </ul>	15 minutes	BENNY L. CUCHAPIN Municipal Civil Registrar
<ul style="list-style-type: none"> <li>• <b>Publication and Posting</b> <ul style="list-style-type: none"> <li>- MCR staff prepares the publication. The publication will be posted 2 weeks for CFN and 10 days for CCE</li> </ul> </li> </ul>	15 minutes	BENNY L. CUCHAPIN Municipal Civil Registrar

PROCEDURES	RESPONSE TIME	PERSON RESPONSIBLE
<ul style="list-style-type: none"> <li>• <b><i>Transmittal of Approved Petition</i></b> <ul style="list-style-type: none"> <li>- MCR approved the petition and transmits it to NSO Manila for affirmation</li> </ul> </li> </ul>	2 minutes	BENNY L. CUCHAPIN Municipal Civil Registrar
<ul style="list-style-type: none"> <li>• <b><i>Releasing of Document</i></b> <ul style="list-style-type: none"> <li>- After the approval of the petition from the NSO, Manila, the corrected civil registry record releases</li> </ul> </li> </ul>	1 minute	MCR Staff

**PAYMENT OF REAL PROPERTY TAX**

**Requirements:**

**Duration:** 6 minutes

- Latest Official Receipt
- Any related documents: title, tax declaration , etc
- Computation of Tax/es due

**Fee:**

- Payment shall vary depending on the assessment value of the real property/ies
- A 20% discount shall be granted for advance payment
- A 10% discount shall be granted for prompt payment
- Penalty will be imposed on delinquency/delinquent taxes

Taxes shall be computed based on the following:

- Basic Tax is 1 % of the assessed value of the real property
- Special Education Fund [SEF] is 1% of the assessed value of the real property
- Delinquency [unpaid taxes] is/are years of unpaid taxes

PROCEDURES	RESPONSE TIME	PERSON RESPONSIBLE
<ul style="list-style-type: none"> <li>• <b>Application</b> <ul style="list-style-type: none"> <li>- Taxpayer shall approach the assigned personnel and present latest Official Receipt or any related documents</li> </ul> </li> </ul>	1 minute	PATRICIA S. AGLIAM Administrative Aide IV
<ul style="list-style-type: none"> <li>• <b>Computation of Tax Due</b> <ul style="list-style-type: none"> <li>- Assigned staff shall compute and process immediately the Tax due for the taxpayer</li> </ul> </li> </ul>	3 minutes	PATRICIA S. AGLIAM Administrative Aide IV
<ul style="list-style-type: none"> <li>• <b>Payment/ Issuance of OR</b> <ul style="list-style-type: none"> <li>- Applicant shall pay the Tax Due and wait for the Official Receipt</li> </ul> </li> </ul>	2 minutes	PATRICIA S. AGLIAM Administrative Aide IV

**HOW TO SECURE COMMUNITY TAX CERTIFICATE [CEDULA]**

**Requirements:**

**Duration:** 5 minutes

- Applicant must be 18 years old and above
- Accomplished Personal Data Form

**Fee:**

- Individual person
  - Basic Tax - P 5.00
  - For every P1,000.00 gross of income - P 1.00-but not to exceed P 5,000.00
- Juridical Person:
  - Basic Tax - P500.00
  - For every P5,000.00 gross receipt - P2.00 but not to exceed P 10,000.00
  - For every P5,000.00 worth of real property - P2.00

PROCEDURES	RESPONSE TIME	PERSON RESPONSIBLE
<ul style="list-style-type: none"> <li>• <b>Application</b> <ul style="list-style-type: none"> <li>- Applicant will state his purpose to the assigned staff or</li> </ul> </li> </ul>	1 minute	MARILYN S. VALDEZ Administrative Assistant I or any assigned personnel
<ul style="list-style-type: none"> <li>• <b>Processing and Assessment</b> <ul style="list-style-type: none"> <li>- Assigned staff shall assess and process immediately the CTC</li> </ul> </li> </ul>	2 minutes	
<ul style="list-style-type: none"> <li>• <b>Payment/Issuance</b> <ul style="list-style-type: none"> <li>- Applicant shall pay the corresponding fees based on his/her declared gross income or assessment given by the assigned employee and then release</li> </ul> </li> </ul>	2 minutes	



**SECURING ZONING CLEARANCE FOR LAND CONVERSION  
AND LOCATIONAL CLEARANCE**

**Requirements:**

**Duration:** 31 minutes

- Photocopy of Transfer Certificate of Title
- Real Property Tax Declaration
- Land Tax Receipt
- Approved Lot Plan/Vicinity Map
- Certification from Department Agrarian Reform
- Certification from Municipal Agricultural Office
- Certification of Non-Irrigation coverage from NIA-UPRIIS

**Fee:**

- Zoning Clearance for Land Conversion - P 450.00/Hectare
- Locational Clearance - Based on 2010 Revised HLURB Computation

PROCEDURES	RESPONSE TIME	PERSON RESPONSIBLE
<ul style="list-style-type: none"> <li>• <b>Application</b></li> <li>- Staff will provide application form and list of requirements</li> </ul>	3 minutes	JOSEFINO V. BARACEROS Administrative Assistant V
<ul style="list-style-type: none"> <li>• <b>Review and Verification</b></li> <li>- Upon submission of the accomplished form together with the complete requirements, the employee-in-charge shall review and verify the conformity to CLUP</li> </ul>	10 minutes	JOSEFINO V. BARACEROS Administrative Assistant V
<ul style="list-style-type: none"> <li>• <b>Assessment</b></li> <li>- Clearance Fee shall be assessed to be paid by the applicant to the Municipal Treasurer's Office</li> </ul>	10 minutes	JOSEFINO V. BARACEROS Administrative Assistant V
<ul style="list-style-type: none"> <li>• <b>Payment of Fees</b></li> <li>- Applicant goes to the Treasurer's Office and approach the assigned employee to pay the corresponding fee</li> </ul>	4 minutes	MARILYN S. VALDEZ Administrative Assistant I
<ul style="list-style-type: none"> <li>• <b>Preparation of Clearance</b></li> <li>- Clearance shall be prepared and to be approved</li> </ul>	5 minutes	BERNARDO V. BASCOS MPDC
<ul style="list-style-type: none"> <li>• <b>Releasing of Clearance</b></li> <li>- The applicants releases the Clearance</li> </ul>	3 minutes	JOSEFINO V. BARACEROS Administrative Assistant V

**SECURING CERTIFIED COPY OF TAX DECLARATION, CERTIFICATION OF TOTAL LAND HOLDING, NO LAND HOLDING, NO IMPROVEMENT**

**Requirements:**

- : Latest Tax Receipt
- : Official Receipt (Requested Documents)
- : Authorization and ID ( Representative)

Duration: 23 minutes

**FEES**

1. P50.00 per transaction
2. P100.00 Verification Fee

PROCEDURES	RESPONSE TIME	PERSON RESPONSIBLE
Application - Applicant will state his purpose to the assigned staff	2 minutes minutes	Assessor's Staff
Verification - The assigned personnel shall verify the record/s	10 minutes	Assessor's Staff
Payment of Requested Document/s - Applicant shall pay the corresponding fees for the requested document/s to the Municipal Treasurer's Office	4 minutes	MARILYN S. VALDEZ Administrative Assistant I
Preparation of Document/s - The requested document/s shall be prepared and to be approved	5 minutes	EDUARDO C. VENDIVIL Municipal Assessor
Approval and Releasing - The applicant releases the Document/s	2 minutes	Assessor's Staff

## DECLARATON OF REAL TAX PROPERTIES

**Requirements:**

- : Latest Tax Receipt
- : Official Receipt (Requested Documents)
- : Authorization and ID ( Representative)

Duration:

**FEES**

- |  |                            |
|--|----------------------------|
| 1. TRANSFER FEE                          | P50.00 per transaction     |
| 2. RECLASSIFICATION / CONVERSION         |                            |
| a) Agricultural to Residential           | P1.50 per square meter     |
| b) Agricultural to Commercial/Industrial | P2.00 per square meter     |
| c) Residential to Commercial/Industrial  | P2.00 per square meter     |
| 3. INSPECTION FEE                        |                            |
| 4. VERIFICATION FEE                      | P100.00                    |
| 5. CERTIFIED COPY (TAX DECLARATION)      | P50.00 per tax declaration |
| 6. CERTIFICATION                         | P50.00 per transaction     |

PROCEDURES	RESPONSE TIME	PERSON RSPONSIBLE
<p>I Simple Transfer Land/s, Improvement/s Discovery and Reclassification</p> <p style="padding-left: 20px;">a) Registration, validation of papers and other documents</p> <p style="padding-left: 20px;">b) Ocular Inspection</p> <p style="padding-left: 20px;">c) Preparation of Tax Declaration, FAAS and Sworn Statement</p> <p style="padding-left: 40px;">1) Endorsement/recommendation</p> <p style="padding-left: 40px;">2) Submit prepared Tax Declaration, FAAS and Sworn Statement for approval and numbering (Provincial Assessor's Office)</p> <p style="padding-left: 20px;">3) Get approved Tax Declaration, FAAS (Provincial Assessor's Office)</p> <p style="padding-left: 20px;">4) Issuance of owner's copy or certified copy of approved tax declaration</p>	<p>5 -10 minutes</p> <p>2 - 3 hours</p> <p>2</p> <p>to</p> <p>3 weeks</p>	<p>Assessor's Staff</p> <p>Assessor's Staff</p> <p>Assessor's Staff</p> <p>Municipal Assessor</p> <p>Assessor's Staff Municipal Assessor</p> <p>Assessor's Staff Municipal Assessor</p> <p>Assessor's Staff</p>
<p>II Ocular Inspection</p> <p style="padding-left: 20px;">a) Discovery Land</p> <p style="padding-left: 20px;">b) Discovery Improvements</p>	<p>2 - 3 hours</p> <p>2 - 3 hours</p>	<p>Assessor's Staff Municipal Assessor</p> <p>Assessor's Staff Municipal Assessor</p>
<p>III Assessment / Reappraisal</p> <p style="padding-left: 20px;">a) Ocular inspection</p>	<p>2 - 3 hours</p>	<p>Assessor's Staff Municipal Assessor</p>

**SLAUGHTERING OF LIVESTOCK AND ISSUANCE  
OF MEAT INSPECTION CERTIFICATE**

**Requirements:**

**Duration:** 1 hr. 38 mins – 2 hrs. 38 mins

- Certificate of Ownership/Transfer for Large Cattle
- Slaughter Permit

**Fee:**

- Hog - P 35.00/head
- Large Cattle - P 50.00/head

PROCEDURES	RESPONSE TIME	PERSON RESPONSIBLE
<ul style="list-style-type: none"> <li>• <b>Registration</b> <ul style="list-style-type: none"> <li>- Trader/s, Client shall approach the assigned employee together with the requirement.</li> </ul> </li> </ul>	3 minutes	JOSSIE U. PERALTA Meat Inspector
<ul style="list-style-type: none"> <li>• <b>Ante-Mortem Inspection</b> <ul style="list-style-type: none"> <li>- Meat Inspector evaluates the requirements and conducts ante-mortem inspection to the livestock</li> </ul> </li> </ul>	5 minutes	JOSSIE U. PEARLTA Meat Inspector
<ul style="list-style-type: none"> <li>• <b>Post-Mortem Inspection and Branding</b> <ul style="list-style-type: none"> <li>- Meat is carefully inspected for possible disease, if no disease found, branding will be done to show it was inspected and slaughtered at the Slaughterhouse</li> </ul> </li> </ul>	20 minutes	JOSSIE U. PERALTA Meat Inspector
<ul style="list-style-type: none"> <li>• <b>Weighing and Assessment</b> <ul style="list-style-type: none"> <li>- The meat is weighed to determine the payment</li> </ul> </li> </ul>	10 minutes	JOSSIE U. PERALTA Meat Inspector

**REQUEST FOR BRANDING AND SECURING CERTIFICATE OF OWNERSHIP OF LARGE CATTLE**

**Requirements:**

- None

**Duration:** 33 minutes

**Fee:**

- P100.00

PROCEDURES	RESPONSE TIME	PERSON RESPONSIBLE
<ul style="list-style-type: none"> <li>• <b>Registration</b></li> <li>- Owner of large cattle shall approach the assigned personnel and request for branding</li> </ul>	2 minutes	JESUS M. MANAGHAYA Administrative Aide III
<ul style="list-style-type: none"> <li>• <b>Branding</b></li> <li>- Assigned personnel does the branding of large cattle</li> </ul>	25 minutes	JESUS M. MANAGHAYA Administrative Aide III
<ul style="list-style-type: none"> <li>• <b>Payment of Fee</b></li> <li>- Applicant shall pay the corresponding fees for the document/s requested to the Municipal Treasurer's Office</li> </ul>	1 minutes	PATRICIA S. AGLIAM Administrative Aide IV
<ul style="list-style-type: none"> <li>• <b>Preparation of Document</b></li> <li>- Assigned personnel shall prepare the Certificate of Ownership of Large Cattle</li> </ul>	2 minute	JESUS M. MANAGHAYA Administrative Aide III
<ul style="list-style-type: none"> <li>• <b>Approval and Releasing of Document</b></li> <li>- LCE shall sign the document and personnel release it to the owner</li> </ul>	3 minutes	ALEX ROMMEL V. ROMANO Municipal Mayor  JESUS M. MANAGHAYA Administrative Aide III

## ACCESSING ASSISTANCE TO SUBSIDIZED SEEDS

**Requirements:**

**Duration:** 10 minutes

- Applicant must attend meeting and interview to be included in the farmer's Masterlist
- During rehab programs, affected farmers must report to Barangay Committee on Agriculture for pre masterlisting

**Fee:**

- Regular Price is P1,300 (50% is subsidized by government) P600.00 only
- During rehab programs seeds are usually subsidized at 100%

PROCEDURES	RESPONSE TIME	PERSON RESPONSIBLE
<ul style="list-style-type: none"> <li>• <b>Application</b> <ul style="list-style-type: none"> <li>- Farmer/s shall approach the Agricultural Technologist assigned to his/her barangay</li> </ul> </li> </ul>	1 minutes	<ol style="list-style-type: none"> <li>1. Thelma D. Erese, Parista, San Isidro, Balbalungao</li> <li>2. Paulina M Floresca, San Antonio Weste, San Roque, San Pedro</li> <li>3. Noeme N. Marquez, Alalay Chica, Salvacion I, Salvacion II</li> </ol>
<ul style="list-style-type: none"> <li>• <b>Verification</b> <ul style="list-style-type: none"> <li>- Agricultural Extension Worker verifies if the applicant is included in the farmer's masterlist</li> <li>-</li> </ul> </li> </ul>	3 minutes	<ol style="list-style-type: none"> <li>4. Relia L. Fabro, Burgos, Sto Domingo, Agupalo Weste</li> <li>5. Primitiva DC. Uminga, Bagong Flores, Namulandayan, Tienzo, Cordero</li> <li>6. Marlon P. Ingusan, San Antonio Este, Alalay Grande</li> <li>7. Marwin V. Bascos, Agupalo Este, Mapangpang</li> </ol>
<ul style="list-style-type: none"> <li>• <b>Payment of Fees/ Provision of Releasing Slip</b> <ul style="list-style-type: none"> <li>- Applicant pays the corresponding fees in advance</li> <li>-</li> </ul> </li> </ul>	2 minutes	
<ul style="list-style-type: none"> <li>• <b>Approval and Releasing</b> <ul style="list-style-type: none"> <li>- Seed Inspector/Coordinator releases the seed to the farmer</li> </ul> </li> </ul>	2 minutes	<b>MARLON P. INGUSAN</b> Agricultural Technologist

**ACCESSING ASSISTANCE TO VETERINARY SERVICES**

**Requirements:**

- None

**Duration:** 7 minutes

**Fee:**

- None

PROCEDURES	RESPONSE TIME	PERSON RESPONSIBLE
<ul style="list-style-type: none"> <li>• <b>Application</b> <ul style="list-style-type: none"> <li>- Applicant will state his purpose to the assigned staff</li> </ul> </li> </ul>	2 minutes	MARWIN V. BASCOS Livestock Inspector
<ul style="list-style-type: none"> <li>• <b>Interview</b> <ul style="list-style-type: none"> <li>- Interview the requesting clientele regarding the status of the draft animal</li> </ul> </li> </ul>	5 minutes	
<ul style="list-style-type: none"> <li>• <b>Inspection/Examination/Diagnose</b> <ul style="list-style-type: none"> <li>- Examines the condition of the animal</li> </ul> </li> </ul>		
<ul style="list-style-type: none"> <li>• <b>Prescription</b> <ul style="list-style-type: none"> <li>- Prescribe the necessary medicine</li> </ul> </li> </ul>		

## ACCESSING ASSISTANCE TO CERTIFICATION

**Requirements:**

- Land Title for Land Conversion
- BARC Certification for Land Conversion / Actual Tiller Certification
- Rabies Vaccination Card- for Dog/Rabies Vaccination Certification
- Receipt from Certification Fee

**Duration:**

- 30 minutes for Land Conversion
- 5 minutes for Dog/Rabies Vaccination Certification
- 5 minutes for Actual Tiller Certification

**Fee:**

- Php 50 .00 shall be settled at the Treasurer's Office

PROCEDURES	RESPONSE TIME	PERSON RESPONSIBLE
<ul style="list-style-type: none"> <li>• <b>Application</b> Applicant will state his purpose to the assigned staff</li> </ul>	1 minute	1. Thelma D. Erese, Parista, San Isidro, Balbalungao 2. Paulina M Floresca, San Antonio Weste, San Roque, San Pedro 3. Noeme N. Marquez, Alalay Chica, Salvacion I, Salvacion II 4. Relia L. Fabro, Burgos, Sto Domingo, Agupalo Weste 5. Primitiva DC. Uminga, Bagong Flores, Namulandayan, Tienzo, Cordero 6. Marlon P. Ingusan, San Antonio Este, Alalay Grande 7. Marwin V. Bascos, Agupalo Este, Mapangpang
<ul style="list-style-type: none"> <li>• <b>Application</b> - Applicant will state his purpose to the assigned staff</li> </ul>	2 minutes	
<ul style="list-style-type: none"> <li>• <b>Interview</b> - Interview the requesting clientele regarding the purpose of his requested certification</li> </ul>	5 minutes	
<ul style="list-style-type: none"> <li>• <b>Inspection / Preparation of Certification</b> - The AEW assigned shall conduct ocular inspection in the farm for Land Conversion - The AEW shall prepare and signed the certification</li> </ul>	10 minutes	
-		
<ul style="list-style-type: none"> <li>• <b>Approval</b> - The Municipal Agriculturist shall approve and release the certification</li> </ul>	1 minute	<b>JOHANNA S. MARIANO</b> Municipal Agriculturist



## AVAILING IMMUNIZATION SERVICES

**Requirements:**

**Duration:** 5 minutes

- Children below 1 year old (fully immunized)

**Fee:**

- None

PROCEDURES	RESPONSE TIME	PERSON RESPONSIBLE
<ul style="list-style-type: none"> <li>• <b>Registration</b> <ul style="list-style-type: none"> <li>- Applicant shall approach the on duty health personnel. Attending health officer asks for previous immunization of the applicant</li> </ul> </li> </ul>	2 minutes	ESTHER P. NICOLAS Public Health Nurse III  Or MIDWIFE ON DUTY
<ul style="list-style-type: none"> <li>• <b>Immunization</b> <ul style="list-style-type: none"> <li>- Attending health officer gives proper immunization</li> </ul> </li> </ul>	1 minute	ESTHER P. NICOLAS Public Health Nurse III  Or MIDWIFE ON DUTY
<ul style="list-style-type: none"> <li>• <b>Post-Immunization Instruction</b> <ul style="list-style-type: none"> <li>- Attending health officer gives the applicant post-immunization instruction and informs schedule for the next round of immunization</li> </ul> </li> </ul>	2 minutes	ESTHER P. NICOLAS Public Health Nurse III  Or MIDWIFE ON DUTY

## AVAILING MATERNAL SERVICES

**Requirements:**

- None

**Duration:** 22 minutes

**Fee:**

- None

PROCEDURES	RESPONSE TIME	PERSON RESPONSIBLE
<ul style="list-style-type: none"> <li>• <b>Registration</b> <ul style="list-style-type: none"> <li>- Client shall approach the on duty health personnel.</li> </ul> </li> </ul>	2 minutes	MIDWIFE ON DUTY
<ul style="list-style-type: none"> <li>• <b>Pre-Natal Examination/Health Education</b> <ul style="list-style-type: none"> <li>- Midwife on duty shall:                             <ol style="list-style-type: none"> <li>a. Checks clients vital signs</li> <li>b. Gives health instructions on proper nutrition and maternity care</li> <li>c. Inform the relevance of consulting to RHU once pregnancy danger signs occur</li> <li>d. Gives maternal services refer to MHO if there is complications</li> </ol> </li> </ul> </li> </ul>	10 minutes	MIDWIFE ON DUTY
<ul style="list-style-type: none"> <li>• <b>Examination of Patient</b> <ul style="list-style-type: none"> <li>- Municipal Health Officer examines the patients, give medical prescription (give medicine if available), if hospitalization is a necessity, give referral to Hospital of his/her choice</li> </ul> </li> </ul>	5 – 10 minutes	LEILANI F. MANGUERRA MUNICIPAL HEALTH OFFICER

**AVAILING HEALTH SERVICES/MEDICAL CHECK-UP**

**Requirements:**

- None

**Duration:** 18 minutes

**Fee:**

- None

PROCEDURES	RESPONSE TIME	PERSON RESPONSIBLE
<ul style="list-style-type: none"> <li>• <b>Registration</b> <ul style="list-style-type: none"> <li>- Patient goes to midwife on duty ask client reason for consultation and writes patient's data on dispensary book</li> </ul> </li> </ul>	3 minutes	MIDWIFE ON DUTY
<ul style="list-style-type: none"> <li>• <b>Assessment</b> <ul style="list-style-type: none"> <li>- Health Staff takes the medical history of the patient. Get the vital signs and record it.</li> </ul> </li> </ul>	5 minutes	MIDWIFE OIN DUTY
<ul style="list-style-type: none"> <li>• <b>Examination of Patient</b> <ul style="list-style-type: none"> <li>- Municipal Health Officer examines the patients, give medical prescription (give medicine if available), if hospitalization is a necessity, give referral to Hospital of his/her choice</li> </ul> </li> </ul>	5 – 10 minutes	LEILANI F. MANGUERRA MUNICIPAL HEALTH OFFICER

## SECURING A SANITARY HEALTH CARD

**Requirements:**

- Official Receipt of the Sanitary Permit

**Duration:** 15 minutes

**Fee:**

- None

PROCEDURES	RESPONSE TIME	PERSON RESPONSIBLE
<ul style="list-style-type: none"> <li>• <b>Application/Registration</b> <ul style="list-style-type: none"> <li>- Applicant shall approach the assigned employee together with the requirement and ask purpose of issuance</li> </ul> </li> </ul>	4 minutes	MARK ANTHONY F. VENDIVIL Sanitary Inspector I
<ul style="list-style-type: none"> <li>• <b>Evaluation/Examination</b> <ul style="list-style-type: none"> <li>- Health Staff examine the requirement and submit request for laboratory examination for food handlers</li> </ul> </li> </ul>	3 minutes	MARK ANTHONY F. VENDIVIL Sanitary Inspector I
<ul style="list-style-type: none"> <li>• <b>Preparation of Documents</b> <ul style="list-style-type: none"> <li>- Sanitary Inspector prepares the requested documents</li> </ul> </li> </ul>	5 minutes	MARK ANTHONY F. VENDIVIL Sanitary Inspector I
<ul style="list-style-type: none"> <li>• <b>Approval</b> <ul style="list-style-type: none"> <li>- The Municipal Health Officer signs the sanitary health card</li> </ul> </li> </ul>	2 minutes	LEILANI F. MANGUERRA MUNICIPAL HEALTH OFFICER
<ul style="list-style-type: none"> <li>• <b>Releasing of Documents</b> <ul style="list-style-type: none"> <li>- Sanitary Inspector releases the sanitary health card to the applicant</li> </ul> </li> </ul>	1 minute	MARK ANTHONY F. VENDIVIL Sanitary Inspector I

## AVAILING LABORATORY SERVICES

**Requirements:**

- Doctors request

**Fee:**

- 

PROCEDURES	RESPONSE TIME	PERSON RESPONSIBLE
<ul style="list-style-type: none"> <li>• <b>URINALYSIS</b> Patient should submit Urine sample</li> </ul>	10 minutes	CLEOFE D.G. RILLORAZA MEDICAL TECHNOLOGIST
<ul style="list-style-type: none"> <li>• <b>FECALYSIS</b> <i>Patient should bring stool sample</i></li> </ul>	10 minutes	CLEOFE D.G. RILLORAZA MEDICAL TECHNOLOGIST
<ul style="list-style-type: none"> <li>• <b>COMPLETE BLOOD ANALYSIS and PLATELET COUNTING</b> <i>Collection of blood sample from patient</i></li> </ul>	30 minutes	CLEOFE D.G. RILLORAZA MEDICAL TECHNOLOGIST
<ul style="list-style-type: none"> <li>• <b>PREGNANCY TEST</b> <i>Patient should give urine/blood sample</i></li> </ul>	10 minutes	CLEOFE D.G. RILLORAZA MEDICAL TECHNOLOGIST
<ul style="list-style-type: none"> <li>• <b>BLOOD SUGAR ANALYSIS</b> <i>Collection of blood sample from patient</i></li> </ul>	3 minutes	CLEOFE D.G. RILLORAZA MEDICAL TECHNOLOGIST
<ul style="list-style-type: none"> <li>• <b>SYPHILIS Examination</b> <i>Collection of blood sample from patient</i></li> </ul>	30 minutes	CLEOFE D.G. RILLORAZA MEDICAL TECHNOLOGIST
<ul style="list-style-type: none"> <li>• <b>HEPA B SCREENING</b> <i>Collection of blood sample from patient</i></li> </ul>	30 minutes	CLEOFE D.G. RILLORAZA MEDICAL TECHNOLOGIST
<ul style="list-style-type: none"> <li>• <b>BLOOD TYPING/RH TYPING</b> <i>Blood collection from patient</i></li> </ul>	5 minutes	CLEOFE D.G. RILLORAZA MEDICAL TECHNOLOGIST
<ul style="list-style-type: none"> <li>• <b>DSSM EXAMINATION</b> <i>Patient should submit sputum sample</i></li> </ul>	2-3 days	CLEOFE D.G. RILLORAZA MEDICAL TECHNOLOGIST

## SECURING BUILDING PERMIT/ELECTRICAL PERMIT/MECHANICAL PERMIT

**Requirements:**

**Duration:** 2 hrs. 32 minutes

- 5 copies of Zoning Certification from MPDC
- 5 sets of Sketch Plan and Specification duly signed by Civil Engineer / Architect
- 5 sets Detailed Estimates duly signed by Civil Engineer / Architect
- Photocopy of Land Title/Deed of Sale/Latest Tax Receipt
- 5 sets Location Plan
- Fire Safety Inspection Certificate (BFP)

**Fee:**

- Based on the floor area

PROCEDURES	RESPONSE TIME	PERSON RESPONSIBLE
<ul style="list-style-type: none"> <li>• <b>Application</b></li> <li>- Applicant shall approach the assigned employee at the Engineering Office together with the requirements</li> </ul>	4 minutes	ENGINEERING STAFF
<ul style="list-style-type: none"> <li>• <b>Evaluation / Examination of Documents</b></li> <li>- Engineering Staff examines the documents submitted</li> </ul>	5 minutes	ENGINEERING STAFF
<ul style="list-style-type: none"> <li>• <b>Ocular Inspection</b></li> <li>- Engineering Staff conducts site inspection</li> </ul>	2 hours	ENGINEERING STAFF
<ul style="list-style-type: none"> <li>• <b>Assessment and Processing of Document</b></li> <li>- Engineering staff assess and process the document</li> </ul>	10-15 minutes	ENGINEERING STAFF
<ul style="list-style-type: none"> <li>• <b>Payment of Fees</b></li> <li>- Applicant goes to the Treasurer's Office and approach assigned employee for payment of fee</li> </ul>	5 minutes	MARILYN S. VALDEZ Administrative Assistant I
<ul style="list-style-type: none"> <li>• <b>Approval and Releasing of Document</b></li> <li>- Municipal Engineer approves and Engineering staff release the document</li> </ul>	3 minutes	MARCIAL E. IDAGO Municipal Engineer

## WHERE TO FIND THE OFFICES CONCERNED FOR FRONTLINE SERVICES

- Please ask Engineering Office assistance for the lay-out of municipal vicinity and office lay-out of the building

## CLIENT FEEDBACK FORM

We are thankful for visiting our Office and availing of our services. To improve our service and to serve you better, please answer the question relevant to your visit: *(Kami ay nagpapasalamat sa inyong pagbisita sa aming Tanggapan at maibigay sa inyo ang aming serbisyo. Upang higit na mapagbuti ang aming serbisyo at mapaglingkuran kayo ng mas maayos, pakisagutan po lamang ang mga tanong sa ibaba: )*

Name (Optional) : \_\_\_\_\_  
*(Pangalan (Opsyonal) )*

Address : \_\_\_\_\_  
*(Tirahan)*

(Service Availed : \_\_\_\_\_  
*(Serbisyong Naibigay)*

Office Provider : \_\_\_\_\_  
*(Tanggapan na nagbigay ng Serbisyo)*

QUESTIONS <i>(Mga Tanong)</i>	YES <i>(OO)</i>	NO <i>(HINDI)</i>
Is the frontline employee at his post? <i>(Ang kawani ba ay nasa kanyang tanggapan?)</i>		
Does the frontline employee wear his/her I.D.? <i>(Ang kawani ba ay may suot na I.D.?)</i>		
Is the frontline employee knowledgeable? <i>(Ang kawani ba ay may sapat na kaalaman?)</i>		
Is the frontline employee courteous? <i>(Ang kawani ba ay magalang?)</i>		
Were your needs attended properly? <i>(Ang mga kailangan nyo ba ay nagawa ng maayos?)</i>		
Did you wait too long? <i>(Pinaghintay ba kayo ng matagal?)</i>		

Please let us know your suggestion/s, complaint/s, commendation, if there is any:  
*(Nais po naming malaman ang inyong mga mungkahi, reklamo o papuri, kung mayroon: )*

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_



## PROCEDURES IN HANDLING YOUR COMPLAINT/S

**STEP 1** – Go to the Complaint Desk Officer at the Public Assistance Center and state the nature of your complaint. CDO entertains your complaint and informs the frontline officer about it.

**STEP 2** - CDO will report the complaint/s to the Department Head concerned of the Office who provides the frontline services and the DH concerned shall give immediate solution to the problem/complaint.

**STEP 3** - You may approach the Office of the HRMO or the Local Chief Executive and inform your complaint/s so that further solutions can be remedied to avoid untoward circumstances.

**THANK YOU**

**ANTI-FIXING CAMPAIGN OF THE LGU-LUPAO**

**FIXER/S ARE NOT ALLOWED IN THIS AGENCY, PLEASE REPORT ANY  
ACT OF FIXING OR ANY COLLUSION OF EMPLOYEES TO GAIN  
DUE ADVANTAGE IN THEIR PERFORMANCE OF DUTIES**

Please report any act to the following:

**ALEX ROMMEL V. ROMANO**  
Municipal Mayor  
Tel. No.

**OFFICE OF THE OMBUDSMAN**  
Ombudsman Bldg.  
Agham Road, Diliman, QC.

**CIVIL SERVICE COMMISSION**  
CSFO, Cabanatuan City

***WARNING!***

***FIXER IS NOT ALLOWED HERE!***

**Penalty:**

**DISMISSAL FROM THE SERVICE AND PERPETUAL  
DISQUALIFICATION FROM THE PUBLIC SERVICE**