



Annuruten



A GUIDEBOOK ON MUNICIPAL GOVERNMENT SERVICES

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Message

A Citizen's Charter is the expression of an understanding between citizens and the provider of a public service with respect to the quantity and quality of services the former receive in exchange for their taxes. It is essentially about the rights of the public and the obligations of the public servants.



As public services are funded by citizens, either directly or indirectly through taxes, they have the right to expect a particular quality of service that is responsive to their needs and is provided efficiently at a reasonable cost. The Citizen's Charter is a written, voluntary declaration by service providers about service standards, choice, accessibility, non-discrimination, transparency and accountability. It should be in accordance with the expectations of citizens. Therefore, it is a useful way of defining for the customers the nature of service provision and explicit standards of service delivery.

However, the Citizen's Charter should not simply be a document of assurances or a formula which imposes a uniform pattern on every service. It is meant to be a tool kit of initiatives and ideas to raise the level of standards and service delivery and increase public participation, in the most appropriate way. The Charter should be an effective tool to ensure transparency and accountability and should help deliver good governance if implemented vigorously by the government departments.

The concept of Citizen's Charter enshrines the trust between the service provider and its users. The concept was first articulated and implemented to continuously improve the quality of public services for the people of the municipality so that these services respond to the needs and wishes of the users.

The basic objective of this Citizen's Charter is to empower the citizens in relation to public service delivery and as a tool for the service providers meeting the following set of principles:

Quality: it is improving the quality of services;

Standards: specifying what to expect and how to act if standards are not met;

Value: for the taxpayers' money;

Accountability: for individuals and organizations; and

Transparency: Rules/Procedures/Schemes/Grievances

We are committed to constantly revise and improve the services being offered under this Charter and with your cooperation, we hope to achieve and continuously build a more effective, efficient and responsive governance.

LET US JOIN HANDS IN MAKING THIS CITIZEN'S CHARTER A SUCCESS!

EDGARDO S. FELIPE
Municipal Mayor



EXECUTIVE ORDER NO. 02
Series of 2009

AN ORDER MANDATING THE ESTABLISHMENT OF A CITIZEN'S CHARTER FOR THE MUNICIPALITY OF ANAO, AND CREATING THE STEERING COMMITTEE AND TASK FORCE FOR THE PURPOSE.

WHEREAS, the Anti-Raid Tape Act of 2007 otherwise known as Republic Act No. 9485 declared the policy of the State to promote integrity, accountability, proper management of public affairs and public property as well as to establish effective practices aimed at the prevention of graft and corruption in government.

WHEREAS, in accordance with this policy, local government units have been mandated by R.A. 9485 to set up service standards to be known as the Citizen's Charter in the form of information billboards which should be posted at the main entrance of offices or at the most conspicuous place, or in the form of published materials written either in English, Filipino, or in the local dialect.

WHEREAS, the leadership advocates the promotion of good local governance through clear, transparent, accountable and responsive public service delivery, which is also espoused by R.A. 9485.

WHEREAS, the leadership is aware of the benefits that implementation of a Citizen's Charter brought about to other LGUs and their constituents such as less cost of public service delivery, reduced vulnerability to graft and corruption, availability of feedback mechanism, existence of basis for assessing the performance of the local government and staff, as well as customer satisfaction, equal treatment of customers, availability of complaints and redress mechanism, and opening of opportunity for people participation on service improvement, among others.

WHEREAS, it is the leadership's desire for the Municipality of Anao, and its constituents, to reap the same benefits as mentioned above through the establishment of its own Citizen's Charter.

NOW THEREFORE, by virtue of the powers vested upon me as the local chief executive of the Municipality of Anao, I hereby order the following:

Section 1. Establishment of a Citizen's Charter for the Municipality of Anao. The local government of the Municipality of Anao shall establish an official document, a service standard, or a pledge, that communicates, in simple terms, information on the services that it provides to its constituents. The said document shall describe the step-by-step procedures for availing a particular service, and the guaranteed performance level that the constituents may expect for that service, and shall include the following information:

- Vision and mission of the government office or agency;
- Identification of the frontline services offered, and the recipients of such services;
- The step-by-step procedure to obtain a particular service;
- The officer or employee responsible for each step;
- The maximum time to conclude the process;
- Document/s to be presented by the client, with a clear indication of the relevancy of said document/s;
- The amount of fees, if necessary;

- The procedure for filing complaints in relation to requests and applications, including the names and contact details of the officials/channels to approach for redress;
- Allowable period for extension due to unusual circumstances; i.e. unforeseen events beyond the control of concerned government office or agency; and
- Feedback mechanisms, contact numbers to call and/or persons to approach for recommendations, inquiries, suggestions, as well as complaints.

Section 2. **Creation of the Steering Committee on the Citizen's Charter Initiative.** A Steering Committee on the Citizen's Charter Initiative shall be created to serve as primary advisory body to the local chief executive in the overall direction and supervision of the Citizen's Charter Initiative. The Steering Committee shall be composed of the following:

Chairman	:	HON. EDGARDO S. FELIPE Municipal Mayor
Vice Chairman	:	HON. ALBERTO P. OBENA Municipal Vice Mayor
Members	:	HON. RAFAEL M. NARAL SD Chairman, Committee on Business and Industry MRS. ELISA SORIANO Municipal Local Government Operations Officer IV DR. AMELIA T. BULSECO Municipal Health Officer ARCH. PERLYNA M. ADOLFO MPDC MS. TESSIE C. QUITMADO Municipal Assessor MS. MA. ELENA A. RIVADENEIRA Acting Municipal Accountant MRS. CELIA S. IGNACIO Municipal Treasurer MRS. BERNARDETA C. SANTOS Municipal Agricultural Officer MRS. TERESITA T. QUINDARA Municipal Budget Officer

MRS. MARIA EVELYN C. SIOTAL
Municipal Civil Registrar

MRS. JUSTINA B. TRINIDAD
Acting HRMO

ENGR. CARLO Y. SILVA
Municipal Engineer

MS. MARICAR A. CARLOS
Acting MSWDO

PSI ROMEO S. PEREZ
Station Commander

MRS. ZENAIDA GONZALES
Business Sector Representative

MRS. PERLITA B. CAJULAO
Head, Task Force on Citizen's Charter Preparation

Section 3. **Terms of Reference for the Steering Committee.** The Steering Committee shall perform the following functions:

- Act as the LCE's advisory council in the overall direction and supervision of the Citizen's Charter Initiative's Implementation;
- Assist the LCE in setting the goals and objectives of the Citizen's Charter Initiative;
- Lead in advocating and lobbying for the institutionalization of the Citizen's Charter to the Sangguniang Bayan through an appropriate ordinance.

Section 4. **Creation of the Task Force on Citizen's Charter Preparation.** A Task Force on Citizen's Charter Preparation shall be created to take the lead in the formulation, writing and packaging of the Citizen's Charter. The Task Force shall be composed of the following:

Head	:	MRS. PERLITA B. CAJULAO Senior Administrative Assistant III
Deputy Head	:	MRS. ELISA SORIANO Municipal Local Government Operations Officer IV
Members	:	DR. AMELIA T. BULSECO Municipal Health Officer ARCB. PERLYNA M. ADOLFO MPDC

MS. TESSIE C. QUIMADO
Municipal Assessor

MS. MA. ELENA A. RIVADENEIRA
Acting Municipal Accountant

MRS. CELIA S. IGNACIO
Municipal Treasurer

MRS. BERNARDITA C. SANTOS
Municipal Agricultural Officer

MRS. TERESITA T. QUINDARA
Municipal Budget Officer

MRS. MARIA EVELYN C. SIOBAL
Municipal Civil Registrar

MRS. JUSTINA B. TRINIDAD
Acting HRMO

ENGR. CARLO Y. SILVA
Municipal Engineer

MS. MARICAR A. CARLOS
Acting MSWDO

PSI ROMEO S. PEREZ
Station Commander

Section 5. Terms of Reference for the Task Force. Members of the Task Force shall perform the following functions:

- The Department Heads, assisted by one or two of their Senior Staffs, shall lead in the review of their office's frontline services in terms of procedures, requirements, charges and fees, in the setting of new service standards, and in the conduct of consultative meetings with the consumers or beneficiaries of the services provided by their departments;
- The Department Heads shall also be in charge of writing their offices' new procedures, list of requirements, and schedule of charges and fees for submission to the Task Force Head;
- The Task Force Head shall see to it that the standards and deadlines with regard to the Citizen's Charter preparation are met, assume responsibility for the review, consolidation and finalization of the published form of the Charter.
- The Deputy Heads, shall assist the Task Force Head in the review and consolidation of the Department's outputs, as well as in the finalization of the Charter.

Section 6. **Effectivity.** This Executive Order shall take effect immediately.

Signed this 6th of March 2009 at Anao, Tarlac, Philippines.



EDGARDO S. FELIPE
Municipal Mayor

How To Use This Guidebook

To effectively and efficiently use this guidebook, it will be helpful to take note of the following guide:

- STRUCTURE.** Key services of the municipal government are enumerated per department. The Table of Contents present these services according to this scheme
- SERVICE ENTRY.** The figure below shows a typical service entry in the Guidebook

OFFICE OF THE MUNICIPAL CIVIL REGISTRAR

Service: REGISTRATION OF MARRIAGES/DEATHS

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm
 Requirements: * Certificate of Marriage (4 copies)
 * Certificate of Death (4 copies)
 Fee: P 50.00
 Form: * Certificate of Marriage Form 67
 * Certificate of Death Form 102

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
1. Submit complete documents: <ul style="list-style-type: none"> • Staff review/checks the document 	1 minute	MCR/Chk
2. Chief is advised to seal for the register plus <ul style="list-style-type: none"> • Staff registers the document • MCR review and signs the document then release to client 	1 minute 1 minute	MCR/Chk MCR

Service: REGISTRATION OF BIRTHS

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm
 Requirements: * If not married: Community Tax Certificate (CTC) of the Father
 Fee: P50.00
 Form: Form 102

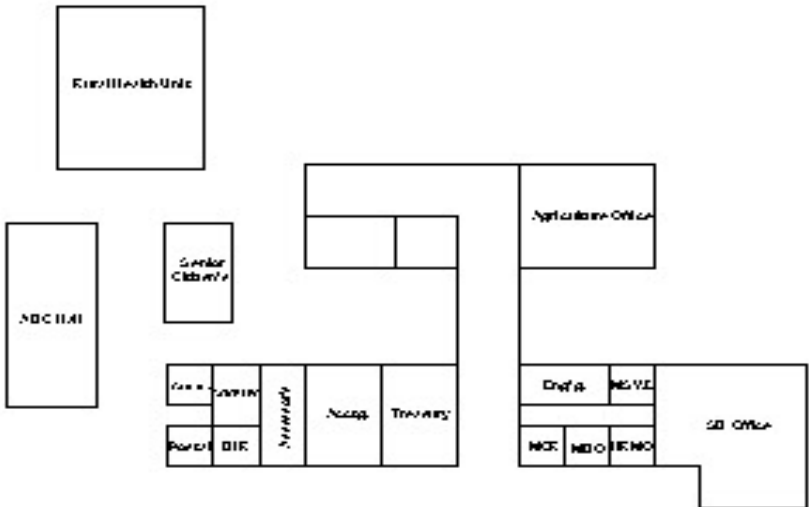
Guidbook on Municipal Government Services 11

Service: ISSUANCE OF RPT TAX CLEARANCE (UPDATED)

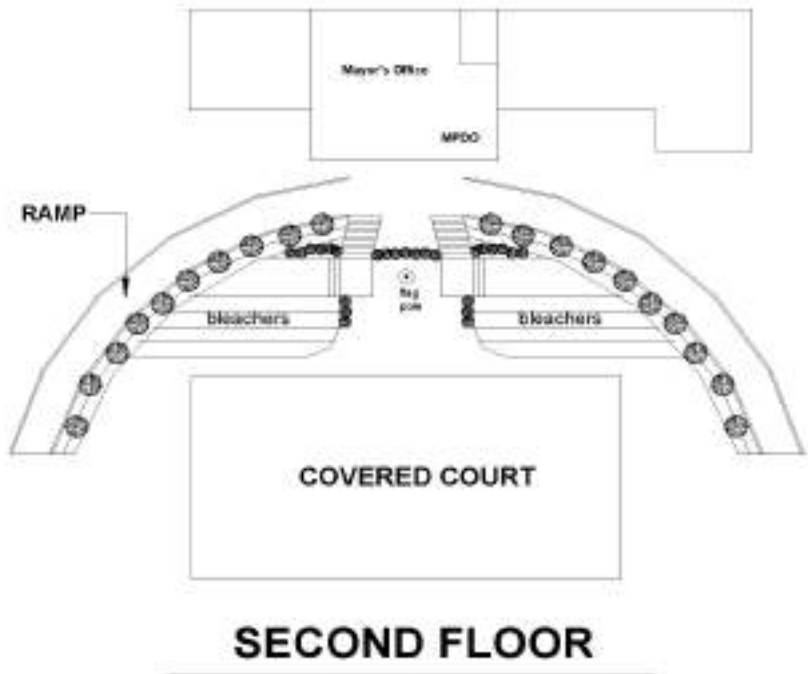
Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm
 Requirements: * Recent official receipt
 Fee:
 Form: CTC
HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
1. Proceed to the Municipal Treasury Office and present recent official receipt <ul style="list-style-type: none"> • Verify records • Prepare Tax Clearance Form • Issue official receipt • Sign and seal clearance 	15 minutes 10 minutes 1 minute 2 minutes	RCC/ LTDO MT/RCC

- **DIRECTORY.** Page 13 contains the Office/Department, Head of Office, contact numbers and the municipality's email address and website. A brief description of the department's functions is also stated.
- **CUSTOMER FEEDBACK FORM.** You are strongly encouraged to use, fill-up and send back the customer feedback forms provided. This is the only interaction between city government service providers and its customer can be completed, and pave the way for the introduction of corresponding service enhancements. Virtually all Charters involve a commitment to put things right if they go wrong. The main way they do so is by promising a proper procedure for dealing with complaints in the first place. In simplest terms, a complaint is a statement about expectations that have not been met. It is also, and perhaps more importantly, an opportunity for an organization to satisfy a dissatisfied customer by fixing a service or product breakdown.
- **VICINITY MAP.** To provide geographical directions to customers, page 12 and 13 contains the vicinity map of the municipal compound.



GROUND FLOOR



VISION & MISSION STATEMENT

Vision . To live as an economically empowered people led by a dynamic and proactive leadership, living in a democratic, peaceful and progressive municipality and environmentally sustainable community.

Mission. Towards this vision, the government and people of Anao shall strive to achieve progress and change through the use of its limited natural resources without having to compromise their usefulness and productiveness for the future generation.

Introduction



The Municipal Government of Anao proudly introduce its first Citizen's Charter: **ANAO CITIZEN'S CHARTER: A Handbook** which describes the key services of the municipal government, written for the benefit of its customers. It represents the commitment of the municipal government towards standards, quality and time frame of service delivery, grievance redressal mechanism, transparency and accountability. The Municipal Government of Anao, in its efforts to provide a more responsive and citizen-friendly governance, coordinates the efforts to formulate and make its Citizen's Charter in effect.

Introduction of new concept in any organization is always difficult. As with any new effort, the Citizens' Charter initiative is bound to be looked at initially with skepticism by bureaucrats as well as citizens. The municipal government has conducted an effective awareness campaign amongst all the stakeholders at the initial stage to overcome this skepticism. These awareness campaigns was designed and delivered innovatively and effectively. Definitely, the issuance of Citizens' Charter will not change overnight the mindset of the staff and the clients, developed over a period of time. Therefore, regular, untiring and persistent efforts are required to bring about the attitudinal changes.

The main objective of this Citizen's Charter is to improve the quality of its public services. This is done by letting people know the mandate of the concerned Department/ Organization, how one can get in touch with its officials, what to expect by way of services and how to seek a remedy to

problems. The Citizen's Charter does not by itself create new legal rights, but goes a long way in enforcing existing rights. This charter has been created with the sole and unwavering commitment to empower the people of Anao. It also aims to build bridges between citizens and administration and to streamline administration in tune with the needs of its citizens. This exercise, if appropriately conceived and carried out, can enthuse and enable organizations to tune their planning, policy and performance to the needs and concerns of its citizens/stakeholders/users/clients.

A further rationale for this Citizen's Charter is to help change the mindset of the public official from someone with power over the public to someone with the right sense of duty in spending the public money collected through taxes and in providing citizens with necessary services. Its strength lies in the way the services are presented: the step-by-step procedures for availing each service, the response time for its delivery, and the officers and staff responsible for the service. A detailed of these presentations can be found in the following pages.

In the initial stage, we assure that we shall act fairly and reasonably in all our dealings with you on ethical principles of integrity and transparency in respect of services we offer, and in the procedures and practices our staff follow and make sure that our services meet relevant laws and regulations.

It has been recognized the world over that good governance is essential for sustainable development, both economic and social. The three essential aspects emphasized in good governance are transparency, accountability and responsiveness of the administration. The "Citizen's Charters initiative" is a response to the quest for solving the problems which a citizen encounters, day in and day out, while dealing with organizations providing public services.

Directory of Municipal Government Offices and Contact Information

OFFICE OF THE MUNICIPAL MAYOR

EDGARDO S. FELIPE, Municipal Mayor

Contact No. (045) 493-20-27

Fax No.

Email: municipalityofanao@yahoo.com

Website: www.anaotarlac.com

Provides staff support to the Municipal Mayor in the exercise of his over-all leadership in political, social and economic activities of the municipality.

OFFICE OF THE SANGGUNIANG BAYAN

ALBERTO P. OBENA, Municipal Vice Mayor

Contact No. (045) 493-20-23

Fax No.

Email: municipalityofanao@yahoo.com

Website: www.anaotarlac.com

Prepares and issues certified true copies of ordinances, resolutions, memoranda and notices of Sanggunian committee and public hearings, legislative service.

MUNICIPAL PLANNING AND DEVELOPMENT OFFICE

ARCH. PERLYNA M. ADOLFO, Municipal Planning & Development Coordinator

Contact No. 0921-456-25-92

Fax No.

Email: municipalityofanao@yahoo.com

Website: www.anaotarlac.com

Formulates integrated economic, social, physical and other development programs and projects for consideration and approval of the Municipal Mayor and the Sangguniang Bayan.

MUNICIPAL CIVIL REGISTRAR

MARIA EVELYN C. SIOBAL, Municipal Civil Registrar

Contact No.

Fax No.

Email: municipalityofanao@yahoo.com

Website: www.anaotarlac.com

Maintains and updates records of births, deaths, marriages and status of person in the municipality; issues corresponding certifications.

MUNICIPAL BUDGET OFFICE

TERESITA T. QUINDARA, Municipal Budget Officer

Contact No. 0919-236-25-51

Fax No.

Email: municipalityofanao@yahoo.com

Website: www.anaotarlac.com

Presides over local government budget administration, including annual budget preparation of the municipal government; reviews barangay budgets.

MUNICIPAL ACCOUNTING OFFICE

MARIA ELENA A. RIVADENEIRA, Acting Municipal Accountant

Contact No.

Fax No.

Email: municipalityofanao@yahoo.com

Website: www.anaotarlac.com

Performs accounting and internal audit services function of all revenues, receipts and disbursement of the municipal government and its 18 barangays, including installation and maintenance of a local internal audit system.

MUNICIPAL TREASURER'S OFFICE

CELIA S. IGNACIO, Municipal Treasurer

Contact No. (045) 493-20-19

Fax No.

Email: municipalityofanao@yahoo.com

Website: www.anaotarlac.com

Collects local and national taxes, including local as well as judiciary funds and its disbursement.

MUNICIPAL ASSESSOR'S OFFICE

TESSIE C. QUIMADO, Municipal Assessor

Contact No. 0927-912-74-74

Fax No.

Email: municipalityofanao@yahoo.com

Website: www.anaotarlac.com

Maintains a systematic and updated record of real properties; undertakes continuing general revision of property assessment.

MUNICIPAL HEALTH OFFICE

DR. AMELIA T. BULSECO, Municipal Health Officer

Contact No. (045) 493-20-21

Fax No.

Email: municipalityofanao@yahoo.com

Website: www.anaotarlac.com

Provides medical, dental and nursing services, promotes environmental sanitation and enforces health and sanitation standards.

MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE
MARICAR A. CARLOS, Acting Social Welfare and Development Officer

Contact No. _____ Fax No. _____
Email: municipalityofanao@yahoo.com Website: www.anaotarlac.com

Promotes social development through livelihood creation: care, protection and rehabilitation of persons with disability; provision of assistance to disaster victims in times of calamities; and capability building of women, children, youth.

MUNICIPAL AGRICULTURIST OFFICE
BERNARDITA C. SANTOS, Municipal Agriculturist

Contact No. 0919-579-69-70 Fax No. _____
Email: municipalityofanao@yahoo.com Website: www.anaotarlac.com

Prepares and implements an integrated agriculture development plan of the municipality, promotes appropriate agriculture technology to maximize utilization and production of agricultural areas.

MUNICIPAL ENGINEER'S OFFICE
ENGR. CARLO Y. SILVA, Municipal Engineer

Contact No. 0918-945-53-90 Fax No. _____
Email: municipalityofanao@yahoo.com Website: www.anaotarlac.com

Performs engineering and surveying functions, including construction, repair and maintenance of public infrastructure in the city.

MUNICIPAL HUMAN RESOURCE MANAGEMENT OFFICE
JUSTINA B. TRINIDAD, Acting Human Resource Management Officer

Contact No. (045) 493-20-23 Fax No. _____
Email: municipalityofanao@yahoo.com Website: www.anaotarlac.com

Establishes a sound recruitment and personnel selection system within the municipal government; assists and advises municipal officials in the development, formulation and execution of policies, rules and regulations in all areas of personnel management in accordance with Civil Service Law and Rules, provides inputs in the development and implementation of human resource training and development programs; maintains a complete and up-to-date personnel information system.

OFFICE OF THE MUNICIPAL MAYOR

Service: **SECURING MAYOR'S CLEARANCE AND CERTIFICATE OF GOOD MORAL CHARACTER**

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

Requirements: For Mayor's Clearance

- * Original copy of Police Clearance
- * Original copy of Barangay Clearance
- * Latest Community Tax Certificate
- * Official receipt from the Treasury Office

For Certificate of Good Moral Character

- * Barangay Certification
(Stating that the client is a bonafide resident of the barangay and has no derogatory records)
- * Latest Community Tax Certificate
- * Official receipt from the Treasury Office

Fee: P50.00

Form:

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
1. Submit complete documents to the receiving clerk or employee in-charge <ul style="list-style-type: none"> • Receives, checks and record request for certificate • Prepares Clearance or Certificate • LCE signs the Clearance or Certificate • Release document 	2 minutes 1 minute 30 seconds 30 seconds	PS II Admin. Aide I

Service: **SECURING PERMIT ON ALL ADVERTISING AND PROMOTIONAL ACTIVITIES**

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

- Requirements: * Written request
 * Official receipt from the Municipal Treasury Office

Fee: varies

Form:

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
1. Present requirements Receives, checks and re-record request for certificate	2 minutes	PS II Admin. Aide I
2. Payment of fees to the Municipal Treasury Office <ul style="list-style-type: none"> • Upon presentation of the official receipt and corresponding streamers/posters, employee in-charge prepares the permit, provided in case of billboards, endorsements from the MEO is needed, staff prepares Mayor's Permit • LCE signs the Permit • Release document and advise client to coordinate with the Municipal Engineer 	3 minutes 1 minute 1 minute	PS II Admin. Aide I

Service: **SECURING PERMIT TO CONDUCT MOTORCADE/
PARADE OR PROCESSION**

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

- Requirements:
- * Letter request addressed to the Municipal Mayor, indicating the schedule and planned route and purpose of the activity
 - * Official receipt from the Municipal Treasury Office

Fee: varies

Form:

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
1. Present requirements <ul style="list-style-type: none"> • Receives, checks and record request for certificate 	2 minutes	PS II Admin. Aide I
2. Payment of fees to the Municipal Treasury Office <ul style="list-style-type: none"> • Upon presentation of the official receipt, staff prepares Mayor’s Permit • LCE signs the Permit • Release document and advise client to give one copy to the Police Station 	3 minutes 1 minute 1 minute	PS II Admin. Aide I

Service: **AVAILING OF PUBLIC CUSTOMER ASSISTANCE**

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

Note: Public Customer Assistance covers the following:

1. Free Medical Assistance
2. Job Recommendations

Requirements: For Medical Assistance

- * Medical Prescription
- * Clinical Diagnosis or Doctor's Referral
- * Barangay Certification (for indigent)

For Job Recommendations

- * Bio-Data or Curriculum Vitae
- * Barangay Clearance
- * Police Clearance
- * Past Employment Records
- * Other relevant documents

Fee: None

Form:

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
1. Present requirements <ul style="list-style-type: none"> • Receives, checks and record request for certificate • Interview client for additional information, if needed • Prepares appropriate communication regarding the request • LCE approves and signs the communication 	2 minutes 1 minute 3-5 minutes 1 minute	PS II

Service: **SECURING PERMIT TO USE GOVERNMENT FACILITIES**

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

Note: The Municipal Government of Anao offers the use of the following facilities:

1. Municipal Covered Court
2. Municipal Plaza
3. Mango Grove Pavilion
4. Municipal Plaza Backstage

Requirements: * Letter request addressed to the Municipal Mayor, specifying the government facility to be used, date, time and purpose

Fee: varies

Form:

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
1. Present requirements <ul style="list-style-type: none">Receives, checks and record request	2 minutes	PS II Admin. Aide I
2. Payment of fees to the Municipal Treasury Office <ul style="list-style-type: none">Upon presentation of the official receipt, staff prepares Mayor's PermitLCE signs the PermitRelease permit and advise client to coordinate with the Municipal Engineer	3 minutes 1 minute 1 minute	PS II Admin. Aide I

Service: **SECURING PERMIT TO USE GOVERNMENT VEHICLE AND EQUIPMENTS**

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

Note: The Municipal Government of Anao offers the use of the following government vehicles/equipments:

- Ambulance, KIA, Estima, Dumptruck, Motor Cycle
- Personal Computer, Laptop Computer, LCD Projector, Digital Camera, Video Camera
- Sound System, Tables, Chairs

Requirements: * Letter request addressed to the Municipal Mayor, specifying the government vehicle being requested, date, time and purpose the vehicle/equipment will be used

* Official receipt from the Municipal Treasury Office

Fee: varies

Form:

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
1. Present requirements <ul style="list-style-type: none"> • Receives, checks and record request • Check availability of vehicle/equipment being requested 	2 minutes 2 minutes	Admin. Aide I
2. If vehicle/equipment being requested is available, client will pay corresponding fees to the Municipal Treasury Office <ul style="list-style-type: none"> • Upon presentation of the official receipt, staff prepares Mayor's Permit • LCE approves and signs the Permit • Release permit and advise client to coordinate with the concerned personnel 	3 minutes 1 minute 1 minute	PS II Admin. Aide I

**Service: SECURING LOCAL EMPLOYMENT REFERRALS
(FOR APPLICANTS)**

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

Requirements: * Curriculum Vitae/Resume with 2"x2" picture

- * Transcript of Records or Graduation Certificate
(form 138 for high school graduates)
- * Police Clearance or NBI Clearance
- * Extra picture, preferably 1"x1"
- * Training Certificates, if available
- * Employment Certificates, if available

Fee: None

Form:

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
1. Present requirements <ul style="list-style-type: none"> • Receives, checks and record request • Interview client if additional information is needed • Staff prepares Employment Referral • LCE signs referral letter • Release document to client 	2 minutes 2 minutes 3 minutes 1 minute 1 minute	PS II Admin. Aide I

Service: **SECURING MOTORIZED TRICYLCE OPERATOR'S PERMIT (MTO)**

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

- Requirements:
- * Original Copy of Official Receipt and Certificate of Registration from LTO
 - * Latest Community Tax Certificate
 - * Official receipt from the Municipal Treasury Office

Fee: P160.00

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
Present requirements Receives, checks and record request	2 minutes	Admin. Aide I
Payment of fees to the Municipal Treasury Office Upon presentation of the official receipt, staff prepares MTO LCE approves and signs the MTO Release MTO	5 minutes 1 minute 1 minute	Admin. Aide I

Service: **SECURING PERMIT TO CUT TREES**

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

Requirements: * Barangay Certification

* Letter Request addressed to the Municipal Mayor

Fee: None

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
1. Present requirements <ul style="list-style-type: none"> • Receives, checks and record request • Endorse request to the Municipal Engineer for ocular inspection • ME conducts ocular inspection • ME submits report/ recommendation as per result of ocular inspection • LCE then approves/ disapproves request as per recommendation by the ME • Staff advise client as to the result of the request 	2 minutes 1 minute 1 minute 1 minute 2 minutes 1 minute	PS II Admin. Aide I

OFFICE OF THE SANGUNIANG BAYAN

Service: **RECLASSIFICATION OF LOT**

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

- Requirements:
- * Endorsement Letter from the Local Chief Executive
 - * Certified True Copy of Lot Title
 - * Certification from DA, DAR and HLURB
 - * Minutes of Public Hearing

Fee:

Duration: 2-3 months

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
1. File/Submit application for reclassification of lot	10-30 minutes	SB Secretary/Staff
<ul style="list-style-type: none"> • Receive and check completeness and validity of requirements submitted 	1 session	SB Secretary
<ul style="list-style-type: none"> • Calendar for First Reading 	1-3 sessions	SB Members
<ul style="list-style-type: none"> • Committee Meeting/ Report 	3-6 sessions	SB Members
<ul style="list-style-type: none"> • Second Reading and Deliberation 	1 session	SB Members
<ul style="list-style-type: none"> • Third and Final Reading 	3-5 days	SB Secretary/Staff
<ul style="list-style-type: none"> • Preparation of the final copy for the SB Members and the LCE's signature 	3 minutes	SB Secretary/Staff
<ul style="list-style-type: none"> • Release approved ordinance 		

Service: **ISSUANCE OF REQUESTED COPY OF APPROVED RESOLUTION/ORDINANCES**

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

- Requirements:
- * Valid ID of the client
 - * State purpose of the request

Fee:

Duration: 15-30 minutes

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
1. Proceed directly to the Office of the Sangguniang Bayan, present ID and state request <ul style="list-style-type: none"> • Search for the ordinance or resolution being requested • Photocopy the resolution/ ordinance • Authenticate photocopied documents • Release document 	10-20 minutes 3-5 minutes 1 minute 1 minute	SB Secretary/Staff SB Secretary/Staff SB Secretary/Staff SB Secretary/Staff

Service: **REQUEST FOR PASSING/APPROVING RESOLUTION**

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

Requirements: * Letter Request from the requester noted by the LCE or Endorsement Letter from the LCE (Executive Agenda)

Fee:

Duration: 2-4 weeks

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
1. Proceed directly to the Office of the Sangguniang Bayan, present letter request or endorsement <ul style="list-style-type: none"> • Calendar for first reading • Preparation of Final Copy of Resolution for signature of the SB Members and the LCE • Release of the approved/ adopted resolution 	One session 1-4 days 3-5 days after approval	SB Secretary SB Secretary/Staff SB Secretary/Staff

Service: REQUEST FOR PASSING/APPROVING AN ORDINANCE

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

Requirements: * Letter of endorsement from the LCE

Fee:

Duration: 2-4 months

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
1. Proceed directly to the Office of the Sangguniang Bayan, present letter request or endorsement <ul style="list-style-type: none"> • Calendar for first reading • Committee Meeting/ Report • Second Reading and discussion • Calendar for Third and Final Reading • Preparation of the final copy of ordinance for the SB Members and LCE's signature • Release of the approved/adopted ordinance 	1 session 2-3 sessions 2-6 sessions 1 session 3-5 days 1 minute	SB Secretary SB Members SB Members SB Members SB Secretary SB Secretary/Staff

Service: REQUEST FOR RRESOLUTION APPROVING ANNUAL AND SUPPLEMENTAL BUDGETS OF THE LGU/BARANGAYS

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

Requirements: * Endorsement Letter from the LCE (for LGU Budget)

* Endorsement Letter from the Local Finance Committee (Barangay Budgets)

* Copy of the annual/supplemental budget

Fee:

Duration: 1-2 months

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
<p>1. Proceed directly to the Office of the Sangguniang Bayan and submit requirements</p> <ul style="list-style-type: none"> • Calendar for first reading • Committee Meeting/ Report • Second Reading and deliberation • Calendar for Third and Final Reading • Preparation of the final copy of ordinance of the resolution/appropriation ordinance for the SB Members and LCE's signature • Release of the approved/ adopted ordinance 	<p>1 session 1-2sessions</p> <p>1-3 sessions</p> <p>1 session</p> <p>3-5 days</p> <p>1 minute</p>	<p>SB Secretary SB Members</p> <p>SB Members</p> <p>SB Members</p> <p>SB Secretary/Staff</p> <p>SB Secretary/Staff</p>

Service: **ISSUANCE OF PLEB CLEARANCE**

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

Requirements: * Official Receipt
* ID/Data with Badge Number

Fee:

Duration: 10-20 minutes

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
<p>1. Proceed directly to the Office of the Sangguniang Bayan and submit requirements</p> <ul style="list-style-type: none"> • Prepare PLEEB Clearance • PLEB Chairman signs the clearance • Release of PLEB Clearance 	<p>5-10 minutes</p> <p>1-2 minutes</p> <p>1 minute</p>	<p>SB Secretary/Staff</p> <p>PLEB Chairman</p> <p>SB Secretary/Staff</p>

Service: **REQUEST FOR RENAMING OF STREETS/
BARANGAY ROADS**

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

- Requirements:
- * Endorsement Letter from the LCE
 - * Resolution of concerned barangay with the proposed name of street
 - * Simple bio data of the person to be named after the street

Fee:

Duration: 1-2 months

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
<p>1. Proceed directly to the Office of the Sangguniang Bayan and present requirements</p> <ul style="list-style-type: none"> • Verification of submitted documents • Calendar for first reading • Committee Meeting/ Report • Second Reading and deliberation • Calendar for Third and Final Reading • Preparation of the final copy of ordinance of the resolution/ appropriation ordinance for the SB Members and LCE's signature • Release of the approved/adopted ordinance 	<p>5-10 minutes</p> <p>1 session</p> <p>2-3 sessions</p> <p>2-6 sessions</p> <p>1 session</p> <p>3-5 days</p> <p>1 minute</p>	<p>SB Secretary/Staff</p> <p>SB Secretary</p> <p>SB Members</p> <p>SB Members</p> <p>SB Members</p> <p>SB Secretary/Staff</p> <p>SB Secretary/Staff</p>

OFFICE OF THE MUNICIPAL PLANNING & DEVELOPMENT OFFICER

Service: SECURING ZONING AND LOCATIONAL CLEARANCE

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

- Requirements:
- * Vicinity Map
 - * Transfer Certificate of Title (2 pcs. Photocopy)
 - * Tax Declaration (photocopy)
 - * Tax Receipt

In case the applicant is not the registered owner of the lot, submit any of the following:

- * Duly authorized Contract of Lease
- * Duly notarized Contract of Sale
- * Duly notarized Deed of Absolute Sale
- * Duly notarized Authority to Construct

Fee: P500.00 for _____

Form:

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
1. Submit requirements <ul style="list-style-type: none"> • Reviews and check submitted requirements • Preparation and processing of documents • Issuance of clearance 	2 minutes 3 minutes 1 minute	MPDC

Service: SECURING COMPUTER-GENERATED MAPS

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

Requirements: * Valid ID

Fee: P 50.00

Form: None

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
1. Present valid ID and inquire & verify availability of such Map (usually formatted in letter size paper) <ul style="list-style-type: none"> • Assessment of fees (depending on the number of documents being requested) 	1 minute	MPDC
2. Pay to the Treasury Office <ul style="list-style-type: none"> • Print requested document • Release document 	1 minute/doc 1 minute	MPDC

Service: **SECURING DATA FROM MUNICIPAL PLANNING & DEVELOPMENT OFFICE**

- * **Socio Economic Profile**
- * **Land Use Plan**
- * **Other Municipal Statistics**

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

Requirements:

Fee: None

Form: None

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
1. Proceed to the Municipal Planning & Development Office and state request <ul style="list-style-type: none"> • Checks availability of data • If available, a photocopy is issued to the client. • Let the client sign in the logbook for records purposes 	2 minutes 2 minutes 1 minute	MPDC

OFFICE OF THE MUNICIPAL CIVIL REGISTRAR

Service: REGISTRATION OF MARRIAGE/DEATHS

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

Requirements: * Certificate of Marriage (4 copies)
 * Certificate of Death (4 copies)

Fee: P 50.00

Form: * Certificate of Marriage Form 97
 * Certificate of Death Form 103

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
1. Submit complete documents <ul style="list-style-type: none"> • Staff reviews/checks the document 	1 minute	MCR/Clerk
2. Client is advised to wait for the registration <ul style="list-style-type: none"> • Staff registers the document • MCR review and signs the document then releases to client 	1 minute 1 minute	MCR/Clerk MCR

Service: REGISTRATION OF BIRTHS

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

Requirements: * If not married, Community Tax Certificate (CTC) of the
 Father

Fee: P50.00

Form: Form 102

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
1. Proceed to the Office of the MCR <ul style="list-style-type: none"> Staff interviews the client for the information needed in the Certificate of Live Birth (COLB) 	5 minutes	MCR/Clerk
2. Pay the required fee at the Treasury Office <ul style="list-style-type: none"> Staff prepares the Certificate of Live Birth 	5 minutes	MCR/Clerk
3. Review/Check the prepared COLB then signs the certificate		
4. Client is directed to have the Attendant at Birth signs the COLB		
5. Submit the COLB (4 copies) to the MCR for registration <ul style="list-style-type: none"> MCR reviews and signs the document then releases to client 	1 minute	MCR

Service: **ISSUANCE OF TRANSCRIPTION/TRUE COPIES OF CIVIL REGISTRY DOCUMENTS (BIRTHS, MARRIAGES & DEATHS)**

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

Fee:	For Local	P 60.00
	For Abroad	P110.00
	Documentary Stamp	P 15.00
Form:	Birth	Form 1A
	Death	Form 2A
	Marriage	Form 3A

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
1. Supply the following information: For Birth: your complete name, date of birth, name of parents For Death: complete name of the deceased, date of death For Marriage: name of the contracting parties, date of marriage <ul style="list-style-type: none"> • MCR/Clerk verifies availability of the requested document 	3-5 minutes	MCR/Clerk
Pay the required fee at the Treasury Office <ul style="list-style-type: none"> • Staff prepares the document • MCR reviews and signs the document then releases to client 	3 minutes 1 minute	MCR/Clerk MCR

Service: ISSUANCE OF NO/NON RECORDS OF CIVIL REGISTRY DOCUMENTS (BIRTHS, MARRIAGES & DEATHS)

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

Fee:	For Local	P 60.00
	For Abroad	P110.00
	Documentary Stamp	P 15.00
Form:	Birth	Form 1B
	Death	Form 2B
	Marriage	Form 3B

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
1. Supply the following information: For Birth: your complete name, date of birth, name of parents For Death: complete name of the deceased, date of death For Marriage: name of the contracting parties, date of marriage <ul style="list-style-type: none"> • MCR/Clerk verifies availability of the requested document 	3-5 minutes	MCR/Clerk
Pay the required fee at the Treasury Office Staff prepares the document MCR reviews and signs the document then releases to client	3 minutes 1 minute	Clerk MCR

Service: ISSUANCE OF NO/NON RECORDS OF CIVIL REGISTRY DOCUMENTS (BIRTHS, MARRIAGES & DEATHS) WITH AFFIDAVIT

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

Requirements: Community Tax Certificate (CTC) of Two Witnesses

Fee:	For Local	P 60.00
	For Abroad	P100.00
	Documentary Stamp	P 30.00
Form:	Birth	Form 1C
	Death	Form 2C
	Marriage	Form 3C

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
1. Supply the following information: For Birth: your complete name, date of birth, name of parents For Death: complete name of the deceased, date of death For Marriage: name of the contracting parties, date of marriage <ul style="list-style-type: none"> • MCR/Clerk verifies availability of the requested document 	3-5 minutes	MCR/Clerk
2. Pay the required fee at the Treasury Office <ul style="list-style-type: none"> • Staff prepares the document • MCR reviews and signs the document then releases to client 	3 minutes 1 minute	MCR/Clerk MCR

Service: ISSUANCE OF NO/NON RECORDS OF CIVIL REGISTRY DOCUMENTS (BIRTHS, MARRIAGES & DEATHS) WITH AFFIDAVIT

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

Requirements: Community Tax Certificate (CTC) of Two Witnesses

Fee:	For Local	P 60.00
	For Abroad	P100.00
	Documentary Stamp	P 30.00
Form:	Birth	Form 1C
	Death	Form 2C
	Marriage	Form 3C

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
1. Supply the following information: For Birth: your complete name, date of birth, name of parents For Death: complete name of the deceased, date of death For Marriage: name of the contracting parties, date of marriage <ul style="list-style-type: none"> • MCR/Clerk verifies availability of the requested document 	3-5 minutes	MCR/Clerk
2. Pay the required fee at the Treasury Office <ul style="list-style-type: none"> • Staff prepares the document 	3 minutes	MCR/Clerk
3. Witnesses will sign the affidavit <ul style="list-style-type: none"> • MCR reviews and signs the document • LCE signs the affidavit • MCR releases the documents to the client 	1 minutes 30 second	MCR MCR

Service: **DELAYED REGISTRATION OF BIRTHS**

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

- Requirements:
- * NSO Negative Results
 - * Baptismal Certificate
 - * Voter Registration Record
 - * School records
 - * Community Tax Certificate of the Registrant
 - * Affidavit of Delayed Registration
 - * Affidavit of Two Disinterested Persons

Fee: P200.00

Note: Fee does not include Affidavit and Notarial

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
1. Inform the staff of your intention, give your complete name, date of birth, name of parents <ul style="list-style-type: none"> • Staff verifies from the archive of your record 	5 minutes	MCR/Clerk
2. Submit supporting documents <ul style="list-style-type: none"> • Staff checks/examines the documents submitted 	3 minutes	MCR/Clerk
3. Come back after the 10-day reglementary period is over		
4. After 10 days, pay the required fee at the Treasury Office		
5. Check then sign the prepared documents <ul style="list-style-type: none"> • MCR checks, signs the documents then releases to the client 	2 minutes	MCR

Service: **DELAYED REGISTRATION OF MARRIAGES**

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

- Requirements:
- * NSO Negative Results
 - * Original copy of old marriage contract with signatures
 - * Affidavit of Delayed Registration which shall be executed by the solemnizing officer or the person reporting or presenting the Certificate of Marriage, stating therein the exact place and date of marriage, the facts and circumstances surrounding the marriage and reason or cause of the delay
 - * In the absence of old marriage contract, certified copy of solemnizing office's record/registry book
 - * Community Tax Certificate of the Registrant
 - * Community Tax Certificate of the requesting party

Fee: P200.00

Note: Fee does not include Affidavit and Notarial

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
1. Inform the staff of your intention, give your complete name, spouse name, date of marriage <ul style="list-style-type: none"> • Staff verifies from the archive of your record 	5 minutes	MCR/Clerk
2. Submit supporting documents <ul style="list-style-type: none"> • Staff checks/examines the documents submitted 	3 minutes	MCR/Clerk
3. Come back after the 10-day reglementary period is over		
4. After 10 days, pay the required fee at the Treasury Office		
5. Check then sign the prepared documents <ul style="list-style-type: none"> • MCR checks, signs the documents then releases to the client 	2 minutes	MCR

Service: **DELAYED REGISTRATION OF DEATHS**

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

- Requirements:
- * NSO Negative Results
 - * Four (4) copies of the Certificate of Death (accomplished correctly and completely)
 - * Affidavit of Delayed Registration shall be executed by any of the nearest relative of the deceased, or by any person having legal charge of the deceased when he was still alive
 - * Community Tax Certificate (CTC) of the Informant

Fee: P200.00

Note: Fee does not include Affidavit and Notarial

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
1. Inform the staff of your intention, give the name of the deceased, date of death <ul style="list-style-type: none"> • Staff verifies from the archive of your record 	5 minutes	MCR/Clerk
2. Submit supporting documents and come back after the 10-day reglementary period <ul style="list-style-type: none"> • MCR/Staff checks/ examines the documents submitted and advise the client to come back after the 10 -day reglementary period 	3 minutes	MCR/Clerk
3. Pay the required fees at the Treasury Office		
4. Check then sign the prepared documents <ul style="list-style-type: none"> • MCR checks, signs the documents then releases to the client 	2 minutes	MCR

Service: **APPLICATION FOR MARRIAGE LICENSE**

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

- Requirements:
- * Applicant must be 18 years old and above
 - * Certified true/Xerox copy of birth certificates
 - * CENOMAR – Certificate of No Marriage
 - * Parental Consent (18 years above – 21 years old below)
 - * Parental Advise (21 years above – 25 years old below)
 - * Both parties are required to undergo Pre-Marriage Counselling Seminar every Thursday

Fee:	* Application Fee	P200.00
	* License Fee	100.00
	* Family Planning/Counselling	100.00
	* Ylang-Ylang Seedlings (2 pieces)	30.00

HOW TO AVAIL OF THE SERVICE

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
1. Submit the required supporting documents <ul style="list-style-type: none"> Staff examines supporting documents 	5 minutes	MCR/Clerk
2. Attend PMC Seminar every Thursday	8am-5pm	Counselling Team
3. Pay the required fees at the Treasury Office		
4. Review/Check the information on the application before signing and come back after the 10-day publication period <ul style="list-style-type: none"> MCR subscribe the application for marriage license and advise the client to come back after the 10-day publication period MCR releases the license after 10 days 	5 minutes 30 seconds	MCR MCR

Service: **SUPPLEMENTAL REPORTS ON BIRTHS, DEATHS AND MARRIAGES**

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

Requirements: * Authenticated copy of Birth/Death/Marriage Certificates

Fee: P200.00

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
1. Submit the required supporting documents <ul style="list-style-type: none"> Staff examines supporting documents 	5 minutes	MCR/Clerk
2. Pay the required fees at the Treasury Office <ul style="list-style-type: none"> MCR prepares the supplemental report 	1 hour	MCR
3. Review/check the information on the documents before signing <ul style="list-style-type: none"> MCR reviews, signs, and release the documents for supplemental report MCR advises the client to mail the documents to NSO Manila thru LBC 	5 minutes 1 minute	MCR MCR
4. After one week of mailing the documents, follow-up the same and apply for a copy of your document (bring copy of the documents and the LBC receipt)		

Service: **REGISTRATION OF COURT ORDERS/DECREES**

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

- Requirements:
- * Original/certified Xerox copy of the court order
 - * Certificate of Finality
 - * Certificate of Court Registration issued by the concerned Municipality/City Civil Registrar where the Court Order was issued

Fee:	* Adoption	1,000.00
	* Annulment of Marriage	2,000.00
	* Legal Separation	2,000.00
	* Naturalization	2,000.00
	* Presumptive Death	200.00
	* Aliases	500.00
	* Court Decision recognizing or acknowledging Natural children or impugning or denying such recognition	500.00
	* Judicial determination of paternity affiliation	500.00
	* Court order on the custody of minors & guardianship	500.00
	* Repatriation or voluntary renunciation of citizenship	200.00
	* Other registrable court decrees/orders	100.00

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
1. Submit the required supporting documents <ul style="list-style-type: none"> Staff examines supporting documents 	5 minutes	MCR/Clerk
2. Pay the required fees at the Treasury Office <ul style="list-style-type: none"> MCR prepares the registration of the documents 	1 hour- 1 ½ hours	MCR
3. Review/check the information on the documents before signing <ul style="list-style-type: none"> MCR signs and releases the documents to the clients 	1 minute	MCR

Service: LEGITIMATION OF NATURAL CHILD

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

- Requirements:
- * Marriage Contract of Parents
 - * CRS Form No. 5 – Advisory on Marriages
 - * Birth Certificate of the Child
 - * Joint Affidavit of Legitimation of Parents
 - * Community Tax Certificates of Parents

Fee: Legitimation Fee P200.00

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
1. Present the required supporting documents <ul style="list-style-type: none">• Staff examines supporting documents	5 minutes	MCR/Clerk
2. Pay the required fees at the Treasury Office <ul style="list-style-type: none">• MCR prepares the legitimation documents	1 hour- 1 ½ hours	MCR
3. Review/check the information on the documents before signing <ul style="list-style-type: none">• MCR signs and releases the documents to the clients	10 minutes	MCR

Service: REGISTRATION OF ADMISSION OF PATERNITY

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

- Requirements:
- * Authenticated Birth Certificate of the Child
 - * Affidavit of Admission of Paternity

Fee: P200.00

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
1. Submit the required documents <ul style="list-style-type: none"> • Staff examines supporting documents 	5 minutes	MCR/Clerk
2. Pay the required fees at the Treasury Office <ul style="list-style-type: none"> • MCR prepares the documents for admission of paternity • MCR reviews, signs and releases the documents to the client 	1 hour 5 minutes	MCR MCR

Service: **REGISTRATION OF AFFIDAVIT TO USE THE SURNAME OF THE FATHER (AUSF)**

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

- Requirements: * Birth Certificate of the Child
* Community Tax Certificate of the Father

Fee: P200.00

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal cir- cumstances)	Please Approach
1. Submit the required documents <ul style="list-style-type: none"> • Staff examines supporting documents 	5 minutes	MCR/Clerk
2. Pay the required fees at the Treasury Office <ul style="list-style-type: none"> • MCR prepares the documents for admission of paternity 	30 minutes	MCR
3. Review/check the information on the documents before signing <ul style="list-style-type: none"> • MCR signs and releases the documents to the client 	5 minutes	MCR

Service: APPLICATION FOR CORRECTION OF CLERICAL ERROR (CCE)

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

- Requirements:
- * Authenticated Birth/Marriage/Death Certificates
 - * Marriage Contract
 - * Voter Registration Record
 - * Employment Record
 - * School Record
 - * NBI Clearance
 - * Bank Passbook/ATM
 - * Community Tax Certificate
 - * Tax Declaration
 - * Baptismal Certificate
 - * Land Title
 - * Service Record
 - * Identification Cards
 - * Police Clearance
 - * GSIS/SSS Record
 - * Medical/Business Record
 - * Certificates

Fee: Filing Fee P1,000.00
Migrant Petition 500.00

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
1. Submit the required documents <ul style="list-style-type: none"> • Staff examines supporting documents 	10 minutes	MCR/Clerk
2. Pay the required fees at the Treasury Office <ul style="list-style-type: none"> • MCR shall advise the petitioner when to come back for the decision • MCR prepares the documents for admission of paternity • MCR will act on the petition within 5 working days after the completion of the 10-day posting period 	1 minute	MCR
3. Petitioner comes back to sign the petition <ul style="list-style-type: none"> • MCR signs and releases the documents to the petitioner and instruct to mail the copy for NSO thru LBC/JRS 	5 minutes	MCR

<p>4. Wait for the call/text of MCR for NSO's approval of the petition (2 to 3 months)</p> <ul style="list-style-type: none"> • Upon receipt of the petition, MCR prepares the Certificate of Finality • MCR releases the documents for Correction of Clerical Error and instruct the petitioner to mail the copy for NSO thru LBC/JRS. • Note: LBC's official receipt shall be attached to the petitioner's copy of the document 	<p>1 hour</p> <p>2 minutes</p>	<p>MCR</p> <p>MCR</p>
<p>5. Petitioner comes back for the finality</p> <ul style="list-style-type: none"> • MCR advises petitioner to request a copy of the document to NSO after 1 month from mailing the Certificate of Finality • Petitioner is advised to bring with him the copies of the Transmittal Letter, Certificate of Finality, Record Sheet, Annotated/No Annotated Certificate, LBC's official receipt 	<p>1 minute</p> <p>10 minute</p>	<p>MCR</p> <p>MCR</p>

Service: **APPLICATION FOR CHANGE OF FIRST NAME (CFN)**

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

Requirements: * Authenticated Birth/Marriage/Death Certificates

* Marriage Contract

* Baptismal Certificate

* Birth Certificate of Children

* Baptismal Certificate of Children

* Voter Registration Record

* Service Record

- * Bank Passbook/ATM
- * School Record
- * Community Tax Certificate
- * Identification Cards
- * NBI Clearance
- * Police Clearance
- * Employment Record
- * GSIS/SSS Record
- * Medical/Business Record
- * Tax Declaration/Land Title
- * Proof of Publication: Affidavit of Publication from the Publisher
- * Copy of the newspaper clipping
- * Certificates
- * Policy Contracts
- * And Others

Fee: Filing Fee P3,000.00
 Migrant Petition 1,000.00

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
1. Submit the required documents <ul style="list-style-type: none"> • Staff examines supporting documents 	10 minutes	MCR/Clerk
2. Pay the required fees at the Treasury Office <ul style="list-style-type: none"> • MCR shall advise the petitioner when to come back for the decision • MCR shall render the decision within 5 working days after the completion of the ten-day posting period and receipt of the proofs of publication from the petitioner consisting of the Affidavit of the Publisher and the newspaper clippings 	1 minute	MCR MCR

<p>3. Petitioner comes back to sign the petition</p> <ul style="list-style-type: none"> • MCR signs and releases the documents to the petitioner and instruct to mail the copy for NSO thru LBC/JRS 	<p>5 minutes</p>	<p>MCR</p>
<p>4. Wait for the call/text of MCR for NSO's approval of the petition (2 to 3 months)</p> <ul style="list-style-type: none"> • Upon receipt of the approval of the petition, MCR prepares the Certificate of Finality • MCR releases the documents for Correction of Clerical Error and instruct the petitioner to mail the copy for NSO thru LBC/JRS. • Note: LBC's official receipt shall be attached to the petitioner's copy of the document 	<p>1 hour</p> <p>2 minutes</p>	<p>MCR</p> <p>MCR</p>
<p>5. Petitioner comes back for the finality</p> <ul style="list-style-type: none"> • MCR advises petitioner to request a copy of the document to NSO after 1 month from mailing the Certificate of Finality • Petitioner is advised to bring with him the copies of the Transmittal Letter, Certificate of Finality, Record Sheet, Annotated/No Annotated Certificate, LBC's official receipt 	<p>1 minute</p> <p>10 minute</p>	<p>MCR</p> <p>MCR</p>

Service: **ISSUANCES OF AFFIDAVIT OF LOSS,
AFFIDAVIT OF DISCREPANCY**

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

- Requirements: * Community Tax Certificate Number
* Affidavit of Loss
* Community Tax Certificate Numbers of Two Witnesses
* Affidavit of Discrepancy

Fee: Affidavit P200.00
Documentary Stamp 15.00

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
1. Proceed to the Office of the MCR and submit requirements <ul style="list-style-type: none"> • Staff interviews the client 	3-5 minutes	MCR/Clerk
2. Pay the required fees at the Treasury Office <ul style="list-style-type: none"> • Staff prepares the documents 	5 minutes	MCR/Clerk
3. Client/Witnesses signs the affidavit <ul style="list-style-type: none"> • MCR reviews and signs the documents • LCE signs the affidavit • MCR releases the documents to the client 	1 minute 30 seconds	MCR MCR

Service: **MARRIAGE SOLEMNIZE BY THE MAYOR**

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

- Requirements: * Complete documents for Application for Marriage License
* List of Sponsors

Fee: Solemnization Fee P250.00
Sponsor's Fee 50.00

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
1. Proceed to the Office of the MCR and state the intended date of marriage <ul style="list-style-type: none"> • Staff interviews the client 	5 minutes	MCR/Clerk
2. Submit complete requirements <ul style="list-style-type: none"> • Staff reviews submitted documents • Staff and applicants inform the Mayor of the intended marriage • The Mayor's Secretary schedules the marriage • (Applicants are advised to come on the scheduled date of marriage) 	1 minute 2 minutes	MCR/Clerk
3. Applicants attend the marriage <ul style="list-style-type: none"> • The Mayor solemnizes the marriage • LCE signs the marriage contract • MCR registers the marriage contract and releases to the contracting parties 	5 minutes	MCR

OFFICE OF THE MUNICIPAL TREASURY OFFICE

Service: **ISSUANCE OF OFFICIAL RECEIPT FOR MAYOR’S PERMIT FOR MARKET VENDORS (NEW & RENEWAL)**

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

Requirements:

Fee: New: P200.00 plus tax
 Renewal: P200.00

Form:

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
<u>NEW</u> 1. Proceed to the Municipal Treasury Office <ul style="list-style-type: none"> • Issue receipt 	15 minutes	RCC LTOO
<u>RENEWAL</u> 1. Proceed to the Municipal Treasury Office <ul style="list-style-type: none"> • Verify records • Issue official receipt 	1 minute 1 minute	RCC LTOO

Service: **ISSUANCE OF OFFICIAL RECEIPT FOR MAYOR’S PERMIT FOR FARM MACHINERIES (NEW & RENEWAL)**

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

Requirements:

Fee: New:
 Renewal:

Form:

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
<u>NEW</u> 1. Proceed to the Municipal Treasury Office <ul style="list-style-type: none"> • Issue receipt • Prepare Mayor’s Permit sticker • Signing 	1 minute 2 minutes 2 minutes	RCC LTOO
<u>RENEWAL</u> 1. Proceed to the Municipal Treasury Office <ul style="list-style-type: none"> • Verify records • Issue official receipt • Prepare Mayor’s Permit sticker • Signing 	3 minutes 1 minute 2 minutes 2 minutes	RCC LTOO

Service: ISSUANCE OF OFFICIAL RECEIPT FOR MAYOR’S PERMIT – SPECIAL (Ambulant/Peddler, Wedding Ball, Others)

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

Requirements:

- Fee: * Ambulant/Peddler P100.00
 * Wedding Ball P 50.00
 * Others

Form: Form #51

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
<ul style="list-style-type: none"> • Issue official receipt 	1 minute	RCC LTOO

Service: REGISTRATION OF INDIVIDUAL BRAND

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

Requirements: * Brand Owner

Fee: P100.00

Form: Form #53

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
1. Request verification for brand of owner to be fabricated <ul style="list-style-type: none"> • Verify records 	2 minutes	LTOO
2. Present Brand of Owner <ul style="list-style-type: none"> • Prepare Certificate of Individual Brand • Signing • Forward to Mayor's Office for signature • Release Certificate of Brand Owner 	5 minutes 1 minute 1 minute	LTOO Municipal Treasurer MT/LTOO

Service: **PREPARATION OF OWNERSHIP OF LARGE CATTLE**

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

Requirements: * Original Certificate of Ownership of Large Cattle

* Owner

* Buyer

Fee: P125.00

Form:

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
1. Proceed to Municipal Treasury Office and state your purpose and present requirements		
2. Pay corresponding fees to the cashier <ul style="list-style-type: none"> • Issue official receipt • Prepare Certificate of Ownership of Large Cattle • Signs documents • Release Certificate of Ownership 	1 minute 5 minutes 1 minute 1 minute	LTOO LTOO MT LTOO

Service: **PREPARATION OF TRANSFER CERTIFICATE OF OWNERSHIP OF LARGE CATTLE**

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

Requirements: * Original Certificate of Ownership of Large Cattle
 * Signature of Owner and Buyer

Fee: P100.00/cattle

Form:

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
1. Proceed to Municipal Treasury Office and state your purpose and present requirements <ul style="list-style-type: none"> • Verify original certificate of ownership of large cattle • Interview Owner and Buyer 	2 minutes 2 minutes	LTOO LTOO
2. Pay corresponding fees to the cashier <ul style="list-style-type: none"> • Issue official receipt • Prepare Certificate of Transfer of Ownership of Large Cattle 	1 minute 5 minutes	LTOO LTOO
3. Owner and Buyer signs the certificate		
<ul style="list-style-type: none"> • Signs document • Release Certificate of Ownership 	1 minute 1 minute	MT LTOO

Service: **ISSUANCE OF MOTORIZED TRICYCLE OPERATOR'S PERMIT (NEW)**

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

Requirements: * LTO Official Receipt and Certificate of Registration
 * Community Tax Certificate

Fee: P190.00

Form:

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
1. Proceed to the Municipal Treasury Office and present requirements <ul style="list-style-type: none"> • Inspect subject vehicle 	2 minutes	
2. Pay franchise and other fees <ul style="list-style-type: none"> • Interview and fill-up Application Form, Confirmation and prepare MTOP 	5 minutes	1 RCC 2 LTOO
3. Applicant signs application form <ul style="list-style-type: none"> • Process documents (signatories) • Affix dry seal • Release MTOP 	5 minutes 1 minute 1 minute	RCC LTOO

Service: **WATER BILL COLLECTION (UPDATED CONSUMERS)**

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

Requirements: * Latest Billing Statement
 * Previous official receipt (as need arises)

Fee: As per billing statement (Minimum is 10 cu.m. P180.00)
 P18.00 per cu.m.

Form: Billing Statement Form

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
3. Proceed to the Municipal Treasury Office and present requirements (if no previous water bill presented, verify records) <ul style="list-style-type: none"> • Issue official receipt 	2 minutes	Admin. Aide IV/ RCC

Service: **WATER BILL COLLECTION (DELINQUENT CONSUMERS)**

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

Requirements: * Latest Billing Statement

* Previous official receipt (as need arises)

Fee: As per billing statement (Minimum is 10 cu.m. P180.00)P18.00 per cu.m.

Form: Billing Statement Form

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
1. Proceed to the Municipal Treasury Office and present requirements (if no previous water bill presented, verify records) <ul style="list-style-type: none">• Verify records• Compute bill due• Issue official receipt	2 minutes 2 minutes 1 minute	Admin. Aide IV/ RCC

Service: **ISSUANCE OF COMMUNITY TAX CERTIFICATE (CTC)**

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

Requirements: * Age – 18 years old and above

Fee: Minimum: P50.00

Employed with income:P5 basic

plus P1/P1,000 of annual salary income

Form: CTC

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
1. Proceed to the Municipal Treasury Office <ul style="list-style-type: none">• Interview and fill up CTC form	3 minutes	RCC/ Admin. Adie IV
2. Affix thumb mark and signature <ul style="list-style-type: none">• Issue CTC	1 minute	RCC/ Admin. Adie IV

Service: **ISSUANCE OF RPT TAX CLEARANCE (UPDATED)**

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

Requirements: * Recent official receipt

Fee:

Form: CTC

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
1. Proceed to the Municipal Treasury Office and present recent official receipt <ul style="list-style-type: none"> • Verify records • Prepare Tax Clearance Form • Issue official receipt • Sign and seal clearance 	15 minutes 10 minutes 1 minute 2 minutes	 RCC/ LTOO MT/RCC

Service: **ISSUANCE OF RPT TAX CLEARANCE (DELINQUENT)**

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

Requirements: * Pay RPT due

Fee: P50.00 + P15.00 for Ylang-ylang seedling

Form: Accountable Form 51

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
1. Proceed to the Municipal Treasury Office and pay RPT due <ul style="list-style-type: none"> • Verify records • Compute tax due • Prepare Tax Clearance Form • Issue official receipt • Sign and seal clearance 	15 minutes 10 minutes 10 minutes 1 minute 2 minutes	 RCC/ LTOO MT/RCC

Service: RPT COLLECTION/ISSUANCE OF RPT RECEIPT

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

Requirements: * Previous receipt * Declared Owner – Name
* Location of Property * Tax Declaration

Fee: As per RPT Assessment Value

Form: Accountable Form 56

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
1. Proceed to the Municipal Treasury Office and present requirements <ul style="list-style-type: none">• Verify Real Property Tax Register• Compute tax due• Issue official receipt	10 minutes 20 minutes 5 minutes	RCC/ LTOO

Service: APPLICATION OF BUSINESS PERMIT

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

Requirements: * Community Tax Certificate
* Barangay Business Clearance
* DTI or SEC Business Registration
* 1 piece 1X1 picture
* Health and Sanitary Permit
* Fully accomplished application form and signed by the Chief of Police and Municipal Health Officer

Fee: old personnel-as per Gross Income-old personal
New personnel-P296.50

Form:

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
1. Proceed to the Municipal Treasury Office and secure application form <ul style="list-style-type: none"> • Issue application form together with checklist of requirements and brief client on the flow of securing business permit 	5 minutes	RCC/ LTOO
2. Submit fully accomplished application form together with complete requirements duly signed by the designated signatories <ul style="list-style-type: none"> • Verify and check all documents submitted • Assess corresponding payments 	5 minutes 25 minutes	RCC/ LTOO
3. Pay corresponding fees <ul style="list-style-type: none"> • Issue receipt • Prepare Mayor's Permit sticker • Signing of application form and Mayor's Permit Sticker 	1 minute 5 minutes 20 minutes	RCC/ LTOO

Service: **ISSUANCE OF OFFICIAL RECEIPT FOR POLICE CLEARANCE**

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

Requirements:

Fee: Local P 50.00
 Abroad P100.00

Form: Form #51

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
1. Proceed to the Municipal Treasury Office <ul style="list-style-type: none">• Issue official receipt	1 minute	RCC/ LTOO

Service: **ISSUANCE OF OFFICIAL RECEIPT FOR BUILDING PERMIT**

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

Requirements: * Assessment of billing from Engineer's Office

* Declared owner

* Location of Property

Fee: As per Assessment

Form: Accountable Form No. 51

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
1. Proceed to the Municipal Treasury Office and pay the assessed fees <ul style="list-style-type: none">• Check presented documents• Issue official receipt	2 minutes 1 minute	RCC/ LTOO

Service: **ISSUANCE OF OFFICIAL RECEIPT FOR ELECTRICAL INSTALLATION**

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

Requirements: * Assessment of billing from Engineer's Office

Fee: As per Assessment

Form: Accountable Form No. 51

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
1. Proceed to the Municipal Treasury Office and pay the assessed fees <ul style="list-style-type: none"> • Issue official receipt 	1 minute	RCC/ LTOO

Service: **ISSUANCE OF OFFICIAL RECEIPT FOR MARRIAGE FEES**

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

Requirements: * Present note from MCR
* Community Tax Certificate

Fee: * Application for Marriage P200.00
* License P100.00
* Family Planning & Counseling P100.00
* Solemnization (for civil wedding) P250.00

Form:

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
1. Proceed to the Municipal Treasury Office and present note from MCR <ul style="list-style-type: none"> • Issue official receipt 	1 minute	RCC/ LTOO

Service: **ISSUANCE OF OFFICIAL RECEIPT FOR LIVE BIRTH FEES**

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

Requirements: * Present note from MCR
* Community Tax Certificate

Fee: * Certificate of Live Birth P 50.00
* Certificate of True Copy of Birth P100.00
Local P 60.00
Travel Abroad P110.00

Form:

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
1. Proceed to the Municipal Treasury Office and present note from MCR <ul style="list-style-type: none"> • Issue official receipt 	1 minute	RCC/LTOO

Service: **ISSUANCE OF OFFICIAL RECEIPT FOR REAL PROPERTY DOCUMENTS**

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

Requirements:

Fee:	* Certified True Copy of Tax Declaration	P 50.00
	* Certificate of Property Holdings (with or without)	P 50.00
	* Certificate of Improvements (with or without)	P 50.00
	* Certification and other related assessment records	P 50.00
	* Amortization of bail, mortgage or encumbrances	P 50.00
	* Declaration/Transfer/Re-Declaration/Correction	P100.00
	* Verification/Research	P 50.00
	* Field ocular inspection	P100.00

Form:

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
1. Proceed to the Municipal Treasury Office and pay corresponding fees <ul style="list-style-type: none"> • Issue official receipt 	1 minute	RCC/ LTOO

Service: **ISSUANCE OF OFFICIAL RECEIPT FOR YLANG-YLANG SEEDLING & PERFUME**

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

Requirements:

Fee:	* Seedlings	P 15.00
	* Perfume with Box (Big)	P185.00
	* Perfume without Box (Big)	P180.00
	* Perfume (5ml)	P 35.00

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
1. Proceed to the Municipal Treasury Office <ul style="list-style-type: none">• Issue official receipt	1 minute	RCC/ LTOO

OFFICE OF THE MUNICIPAL ECONOMIC MANAGEMENT

Service: AVAILING OF WATER SUPPLY SERVICE CONNECTION

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

Requirements: * Valid ID (in case of no ID presented, a Certification of Barangay

Residency is required)

* Proof of Billing (TARELCO, Cable Network and the like)

* Latest Community Tax Certificate (Sedula)

* Two (2) copies of latest 1X1 picture (colored or black and

white

are accepted

* Five Hundred Pesos (PhP500.00) for Application Fee and Inspection Fee

Duration: 3-5 days (depends on the availability of materials)

Fee: as per computation of materials needed

Form:

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
<p>1. Request list of requirements for application of water supply services</p> <ul style="list-style-type: none"> • Provides list of requirements • Briefs clients on the policy of Anao Water Supply System 	<p>1 minute</p> <p>10 minutes</p>	<p>Admin. Aide I</p> <p>OIC-AWSS</p>
<p>2. Pays application and inspection fee to the Treasury Office and submit requirements</p> <ul style="list-style-type: none"> • Receive and validates requirements 	<p>15 minutes</p>	<p>Admin. Aide I</p>

3. Present official receipt <ul style="list-style-type: none"> Conduct site inspection & prepare list of materials 	2 minutes	Plumber
4. Pay for the charges and fill-out application form <ul style="list-style-type: none"> Check the filled-up application form before applicant and-co-maker sign Review and sign Application Form and Installation Report Approve and sign for installation by the Mayor Install water supply connection Release approved Application Form to the applicant and file office copy 	5 minutes 1 minutes 2 hours 1 minutes	Admin. Aide I OIC-AWSS Plumber Admin. Aid

Service: RE-OPENING OF PADLOCKED WATER METER

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

Requirements: * Receipt of paid water bills

Duration: within the day

Fee: * Computed bills

* Reconnection Fee P100.00

Form:

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
1. Pay all water bills due and reconnection fee		
2. Present official receipt at the Municipal Economic Management Office <ul style="list-style-type: none"> Record the name of the client Notify the plumber to re-open the padlocked water meter of the client Re-open padlocked water meter of the client 	1 minute 1 minute 10 minutes	Admin. Aide I OIC-AWSS Plumber

Service: **MAINTENANCE OF WATER SUPPLY CONNECTION**

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

Requirements:

Duration: within the day

Fee: depends on the cost of materials to be replaced

Form:

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
1. Request for inspection of water supply connection <ul style="list-style-type: none">• Interview client and record complaints• Notify the plumber about the complaints of the client• Site inspection by the plumber and notify the client about the defect	2 minutes 2 minutes 20 minutes	Admin. Aide I OIC-AWSS Plumber
2. Pay cost of materials to be replaced <ul style="list-style-type: none">• Fix the defect on water supply connection	30 minutes	Plumber

OFFICE OF THE MUNICIPAL ASSESSOR

Service: TRANSFER OF OWNERSHIP/TAX DECLARATION & DECLARATION OF REAL PROPERTY

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

- Requirements:
- * Original Title
 - * Photocopy of Title (1 copy)
 - * Deed of Sale
 - * BIR Certification
 - * Transfer Tax Receipt from PTO, Tarlac City
 - * Tax Clearance
 - * Valid ID/Community Tax Certificate
- Fee: P150.00
- Form:
- * Field Sheet (FS)
 - * Tax Declaration (TD)
 - * Notice of Assessment & Tax Bill (NATB)

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
1. Provide all needed requirements <ul style="list-style-type: none"> • Check/Review submitted documents and prepare action slip for the transaction 	2 minute	Assessment Clerk
2. Pay declaration fee and tax clearance to the Treasury Office		
3. Present official receipt <ul style="list-style-type: none"> • Enter OR No. in the action slip and take note the latest tax payment • Prepare new Field Appraisal and Assessment Sheet (FAAS). Assess the property in accordance with the Schedule of Market Values. Enter transaction in the Assessment Roll (AR) and Tax Map Control Roll (TMCR) 	1 minute 5 minutes	Assessment Clerk Assessment Clerk/ LAOO I

<ul style="list-style-type: none"> Review new FAAS and assessment 	2 minutes	LAOO I
<ul style="list-style-type: none"> Approve FAAS and assessment 	1 minute	Municipal Assessor
<ul style="list-style-type: none"> Prepare/Type Tax Declaration (TD) and Notice of Assessment and Tax Bill (NATB) of the transferred property 	15 minutes	Assessment Clerk
<ul style="list-style-type: none"> Review the prepared/typed TD and NATB of the transferred property 	2 minutes	LAOO I
<ul style="list-style-type: none"> Approve TD and NATB of the transferred property 	2 minutes	Municipal Assessor
4. Release owner's copy of the TD and prepare Ownership Record Form (ORF)	2 minutes	Assessment Clerk

Service: ISSUANCE OF COPIES OF ASSESSMENT RECORDS/CERTIFICATION

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

- Requirements:
- * Valid ID/Community Tax Certificate
 - * Authorization from the Owner/ Special Power of Attorney (SPA)
 - * Tax Clearance

Fee: P50.00

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
1. Ask for requirements. If in behalf of the applicant, SPA or Authorization is needed <ul style="list-style-type: none"> Prepare an Action Slip for the request 	1 minute	Assessment Clerk
2. Pay processing fee to the Treasury Office		

3. Present official receipt <ul style="list-style-type: none"> • Prepare/type the documents being requested • Review the prepared/typed assessment records being requested • Approve the prepared/typed assessment records being requested • Release the assessment record/certification requested 	10 minutes	Assessment Clerk
	1 minute	LAOO I
	1 minute	Municipal Assessor
	1 minute	Assessment Clerk

Service: **DECLARATION OF NEWLY CONSTRUCTED BUILDINGS & OTHER IMPROVEMENTS**

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

Requirements: * Community Tax Certificate

* Sworn Statement

Fee: P100.00

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
1. Request for the Inspection of a new building or improvements <ul style="list-style-type: none"> • Prepare an Action Slip for the request 	1 minute	Assessment Clerk
2. Pay inspection fee to the Treasury Office		

3. Present official receipt <ul style="list-style-type: none"> • Check all the requirements and forward to the Municipal Assessor • Interview the owner and set a schedule for inspection within 3 days upon request • Inspection and appraisal of real property • Assessment of new real property • Mail owner's copy of new assessment (TD) & NATB and file office copy 	2 minutes	LAOO I
	2 minutes	LAOO I
	30 minutes	LAOO I/ Municipal Assessor
	5 minutes	LAOO I/ Municipal Assessor
	5 minutes	Assessment Clerk

Service: RECLASSIFICATION OF REAL PROPERTY

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

- Requirements: * Valid ID/Community Tax Certificate
* Title
* Tax Clearance

Fee: P100.00

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
1. Present a request letter for the reclassification of property <ul style="list-style-type: none"> • Receive and record the request and prepare an action slip 	2 minutes	Assessment Clerk
2. Pay inspection fee to the Treasury Office		

<p>3. Present official receipt</p> <ul style="list-style-type: none"> • Check and ensure that all requirements are met • Make action to the request and set a schedule for the inspection within 3 days upon request • Inspection and appraisal of the real property and report of findings forwarded to the Provincial Assessor's Office • Assessment and preparation of NATB of the reclassified real property and approval of NATB • Mail owner's copy of reclassified property and NATB and file office copy 	<p>2 minutes</p> <p>3 minutes</p> <p>30 minutes</p> <p>5 minutes</p>	<p>LAOO I</p> <p>Municipal Assessor</p> <p>LAOO I/ Municipal Assessor</p> <p>Assessment Clerk/ Municipal Assessor Assessment Clerk</p>
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Service: **CANCELLATION OF REAL PROPERTY**

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

Requirements: * Valid ID/Community Tax Certificate
 * Authorization if not the Property Owner
 * Tax Clearance

Fee: P100.00

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
1. Present written or verbal request for the cancellation of the real property <ul style="list-style-type: none"> • Prepare an action slip for the request of cancellation of the real property • Verify the real property from the assessment records 	1 minute 2 minutes	Assessment Clerk LAOO I
2. File Application for Cancellation <ul style="list-style-type: none"> • Receives Application for Cancellation 	1 minute	Assessment Clerk
3. Pay inspection fee to the Treasury Office and submit Tax Clearance		
4. Present official receipt <ul style="list-style-type: none"> • Schedule ocular inspection which will be conducted within 3 days upon request • Prepares Cancellation Orders and forward the same to the Provincial Assessor's Office for Approval • Files approved cancellation and notify the property owner • Records cancellation in the Assessment Roll and forward the same to the MTO for records updating 	1 minute 5 minutes 2 minutes 5 minutes	LAOO I/ Municipal Assessor Assessment Clerk/ Municipal Assessor Assessment Clerk Assessment Clerk/ LAOO I

Service: VERIFICATION OF REAL PROPERTY

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

- Requirements:
- * Valid ID/Community Tax Certificate
 - * Authorization if not the Property Owner
 - * Tax Clearance

Fee: P50.00

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
1. Ask for verification of real property <ul style="list-style-type: none">• Prepare an action slip for the transaction	1 minute	Assessment Clerk
2. Pay verification fee at the Treasury Office		
3. Present official receipt <ul style="list-style-type: none">• Bring our Ownership Record Form (ORF) from the files• Verify property from the Tax Declaration (TD) and Tax Map	1 minute 5 minutes	Assessment Clerk LAOO I

OFFICE OF THE MUNICIPAL HEALTH OFFICER

Service: AVAILING OF DAILY CONSULTATION AND CHECK-UP SERVICES

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

- Requirements:
- * Family Envelope
 - * Growth Monitoring Chart (GMC)
 - * All age, children and adults

Fee:

- Form:
- * Individual Treatment Record
 - * Growth Monitoring Chart

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
1. Get a number at the front desk <ul style="list-style-type: none"> • Bring out Family Envelope • Get vital signs • Consultation by Municipal Health Officer (MHO, Public Health Nurse (PHN), Rural Health Midwife (RHM)) • If hospitalization is needed, fill up referral form and 	1 minute 6 minutes 6 minutes 2 minutes	Clerk MHO/PHN/RHM MHO/PHN/RHM MHO/PHN/RHM

Service: AVAILING OF UNDER-FIVE CLINIC PROGRAM

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

- Requirements:
- * 0-5 years old
 - * Growth Monitoring Chart (GMC)

Fee:

- Form:
- * Individual Treatment Record
 - * Growth Monitoring Chart

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
1. Get a number at the front desk <ul style="list-style-type: none"> Bring out Family Envelope Weigh child naked and plot the weight on the GMC by mother Get vital signs Consultation by Municipal Health Officer (MHO, Public Health Nurse (PHN), Rural Health Midwife (RHM)) 	1 minute 5 minutes	MHO/PHN/RHM MHO/PHN/RHM
	5 minutes 9 minutes	MHO/PHN/RHM MHO/PHN/RHM

Service: **AVAILING OF HEMOGLOBIN DETERMINATION FOR UNDER-FIVE CHILDREN**

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

Requirements: * 0-5 years old
* Growth Monitoring Chart (GMC)

Fee:

Form: * Individual Treatment Record
* Growth Monitoring Chart

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
1. Get a number at the front desk <ul style="list-style-type: none"> Bring out Family Envelope Weigh child naked and plot the weight on the GMC by mother Get vital signs Request for hemoglobin determination by RHM/ PHN on consultation Refer to MHO 	1 minute 5 minutes	MHO/PHN/RHM MHO/PHN/RHM
	5 minutes 8 minutes	MHO/PHN/RHM MHO/PHN/RHM
	1 minute	PHN/RHM

Service: AVAILING OF PRE-NATAL CHECK-UP

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

Requirements: * Pregnant
 * Home-Based Mother’s Record (HBMR)

Fee:

Form: * Individual Treatment Record
 * Home-Based Mother’s Record (HBMR)

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
1. Get a number at the front desk <ul style="list-style-type: none"> • Bring out Family Envelope • Get vital signs • Consultation by RHM/PHN (weighing, taking FHT) • Refer to MHO (if needed) • Counselling 	1 minute 5 minutes 5 minutes 1 minute 3 minutes	MHO/PHN/ RHM

Service: AVAILING OF URINALYSIS FOR PREGNANTS

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

Requirements: * Pregnant
 * Home-Based Mother’s Record (HBMR)

Fee:

Form: * Individual Treatment Record
 * Home-Based Mother’s Record (HBMR)

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
1. Get a number at the front desk <ul style="list-style-type: none"> • Bring out Family Envelope • Get vital signs • Request for urinalysis on consultation by PHN or RHM • Refer to MHO (if needed) • Counselling 	1 minute 5 minutes 5 minutes 1 minute 3 minutes	MHO/PHN/RHM MHO/PHN/RHM MHO/PHN/RHM MHO/PHN/RHM PHN/RHM MHO

Service: AVAILING OF HEMOGLOBIN DETERMINATION FOR PREGNANTS

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

- Requirements: * Pregnant
 * Home-Based Mother’s Record (HBMR)

Fee:

- Form: * Individual Treatment Record
 * Home-Based Mother’s Record (HBMR)

HOW TO AVAIL OF THE SERVICE:

Service: **AVAILING OF POST-PARTUM CHECK-UP (HOME VISIT)**

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
1. Get a number at the front desk <ul style="list-style-type: none"> • Bring out Family Envelope • Get vital signs • Request for hemoglobin determination on consultation by PHN or RHM • Refer to MHO (if needed) • Counseling 	1 minute 5 minutes 5 minutes 1 minute 3 minutes	MHO/PHN/RHM MHO/PHN/RHM MHO/PHN/RHM PHN/RHM MHO

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

- Requirements: * Post-partum mothers and newborns
 * Home-Based Mother’s Record (HBMR)
 * Growth Monitoring Chart (GMC)

Fee:

- Form: * Growth Monitoring Chart (GMC)
 * Home-Based Mother’s Record (HBMR)

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
1. Present HBMR & GMC <ul style="list-style-type: none"> • Get vital signs • Actual examination & consultation • Refer to MHO (if needed) • Counselling 	10 minutes 10 minutes 1 minute 10 minutes	MHO/PHN/RHM MHO/PHN/RHM MHO/PHN/RHM MHO/PHN/RHM

Service: HOME DELIVERY CALL

Schedule of Availability of Service: Monday to Sunday (24 HOURS)

Requirements: * Home-Based Mother's Record (HBMR)

Fee:

Form: * Home-Based Mother's Record (HBMR)

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
1. Present HBMR <ul style="list-style-type: none">• Get vital signs• Actual examination of mother in labor• Hourly monitoring of progress of labor• Refer to MHO, hospital (if needed)• Post-partum/newborn care	8-10 hours	MHO/PHN/RHM

Service: RHU DELIVERY CALL

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

Requirements: * Home-Based Mother's Record (HBMR)

Fee: P1,000.00

Form: * Home-Based Mother's Record (HBMR)

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
1. Present HBMR <ul style="list-style-type: none">• Register admission history to logbook• Get vital signs• Actual examination of pregnant in labor• Hourly monitoring of progress of labor• Refer to MHO or hospital (if needed)• Post-partum/newborn care	8-10 hours	MHO/PHN/RHM Ambulance Driver

Service: AVAILING OF MONTHLY IMMUNIZATION SERVICES

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

Requirements: * Growth Monitoring Chart

* Children 0-12 months

Fee: P

Form: * Home-Based Mother’s Record (HBMR)

* TCL

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
1. Get a number at the front desk & present GMC <ul style="list-style-type: none"> • Get vital signs • Weigh child naked and plot the weight on the GMC by mother • Consultation of MHO, PHN, RHM • Immunization proper 	5 minutes 2 minutes 3 minutes 5 minutes	MHO/PHN/RHM MHO/PHN/RHM MHO/PHN/RHM MHO/PHN/RHM

Service: AVAILING OF EMERGENCY REFERRAL TO HOSPITAL

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

Requirements:

Fee: P400.00 Gasoline fee

Form: * Referral Form

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
<ul style="list-style-type: none"> • Get vital signs & evaluation • Direct referral to hospital 	1-2 hours	MHO/PHN/RHM Ambulance Drivers

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
1. Public Water Facility in the Barangay <ul style="list-style-type: none"> • Identification of all public water source • Collection of water samples in specimen bottles • Actual water treatment 	1-2 weeks	RSI
2. Anao Water Supply System (AWSS) <ul style="list-style-type: none"> • Collection of water samples • Physico-Chemical Analysis (semi-annual) • Bacteriologic Examination (monthly) • Chlorination (twice a year) 	24 hours/facility	RSI
3. Present official receipt <ul style="list-style-type: none"> • Prepare Health Certificate/Sanitary Permit • Conduct ocular inspection of the establishment (optional) • Issue/Release certificate/permit 	1-2 weeks	RSI

Service: PREPARATION/ISSUANCE OF DEATH CERTIFICATE

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

Requirements: *

Fee: P100.00

Form: * Medical Records (optional)

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
1. Present previous medical records (optional)		
2. Pay to the Treasury Office		
3. Present official receipt <ul style="list-style-type: none"> • Interview relative & actual preparation of Death Certificate • Review information entered in the Death Certificate • Signing/Issuance of Death Certificate 	7 minutes 2 minutes 1 minute	MHO/PHN/RHM/RSI

Service: **AVAILING OF FAMILY PLANNING SERVICES**

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

Requirements: * Couples and MACRAs

Fee:

Form:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
<ul style="list-style-type: none"> • Motivation counseling of couples/MACRAs • Physical examination to interested MACRAs • Actual issuance of family planning tools • Post counseling • Monitoring and follow-up 	5 minutes 25 minutes 3 minutes 5 minutes	MHO/PHN/RHM Population Program Worker

Service: AVAILING OF DENTAL SERVICES

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

Requirements:

Fee: * Tooth Extraction P60.00
 * Tooth Cleaning P70.00
 * Dental Filling P70.00

Form: * Referral Form

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
<ul style="list-style-type: none"> • Interview client and log pertinent information • Take blood pressure (adult) • Take necessary action <ul style="list-style-type: none"> * extraction * cleaning * filling • Prescribed medicines needed • Oral hygiene counseling 	<p style="text-align: center;">1 minute</p> <p style="text-align: center;">30 second</p> <p style="text-align: center;">20 minutes</p> <p style="text-align: center;">30 minutes</p> <p style="text-align: center;">20minutes</p> <p style="text-align: center;">1 minute</p> <p style="text-align: center;">10 minutes</p>	<p>Municipal Dentist</p>

Service: AVAILING OF MEDICO-LEGAL EXAMINATION

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

Requirements:

Fee:

Form: * Medico Legal Certificate
 * ITR

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
<ul style="list-style-type: none"> • Bring out family envelope • Take vital signs • Conduct consultation and physical examination • Preparation/Issuance of Medico-Legal Report • Register results in the logbook • Coordinate with PNP 	<p style="text-align: center;">30 second</p> <p style="text-align: center;">5 minutes</p> <p style="text-align: center;">10 minutes</p> <p style="text-align: center;">5 minutes</p> <p style="text-align: center;">1 minute</p> <p style="text-align: center;">1 minute</p>	<p>MHO/PHN/RHM</p>

Service: **ISSUANCE OF HEALTH CERTIFICATES/
SANITARY PERMITS**

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

Requirements:

Fee:

- Form:
- * Mayor’s Permit Form
 - * Community Tax Certificate
 - * Barangay Clearance

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
1. Submit documentary requirements <ul style="list-style-type: none"> • Check/review documents submitted 	2 minutes	MHO/RSI
2. Pay corresponding fees to the Treasury Office		
3. Present official receipt <ul style="list-style-type: none"> • Prepare Health Certificate/Sanitary Permit • Conduct ocular inspection of the establishment (optional) • Issue/Release certificate/permit 	3 minutes Within the day (25minutes) 1 minute	MHO/RSI MHO/RSI MHO/RSI

Service: **WATER SAMPLING AND TREATMENT
TO PUBLIC WATER SYSTEM**

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

Requirements: * Water sample

- Fee:
- * Physico-Chemical Analysis P3,000.00
 - * Bacteriologic Examination P 300.00

Form:

**Service: AVAILING OF CANCER DETECTION SERVICES
(PAPSMEAR)**

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

Requirements:

- Fee: P150.00
- Form: * FP Form
- * ITR

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
<ul style="list-style-type: none"> • Bring out family record • Take vital signs & actual examination • Preparation of FP forms • Actual Pap Smear procedure • Counseling • Issuance of results • Counseling • Register results to RHU logbook 	<ul style="list-style-type: none"> 1 minute 5 minutes 1 minutes 10 minutes 5 minutes 1 minute 5 minutes 	<p style="text-align: center;">MHO/PHN/RHM Population Program Worker</p>

Service: AVAILING OF ACETIC ACID WASH

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

Requirements:

- Fee:
- Form: * FP Form
- * ITR
- * Referral Form

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
<ul style="list-style-type: none"> • Bring out family record • Interview and take vital signs • Actual Acetic Acid Wash • Referral to MHO/OB-Gyne (optional) • Counseling • Register results to RHU logbook 	<p style="text-align: center;">1 minute 5 minutes 5 minutes 1 minutes 3 minutes</p>	<p>MHO/PHN/RHM Population Program Worker</p>

Service: **ANNUAL OPERATION TULI**

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

Requirements: * Male
* 8-15 years old

Fee:

Form:

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
<ul style="list-style-type: none"> • Register client • Interview and physical examination • Actual circumcisions • Prescription of medicines • Follow-Up 	<p style="text-align: center;">1 minute 2 minutes 25 minutes 2 minutes</p>	<p>RHU Staff</p>

Service: **AVAILMENT OF PTB TUTOK GAMUTAN (DOTS)**

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

Requirements:

Fee:

Form:

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
1. Get a number at the front desk <ul style="list-style-type: none"> • Bring out family record • Get vital signs • Actual consultation and physical examination • Refer for sputum examination + (-) sputum examination • Refer to MHO • Request for chest x-ray • If positive result refer to TBDC • Referral to TBDOTS for start of treatment 	1 minute 2 minutes 25 minutes 1 minute	MHO/PHN/RHM MedTech

Service: **AVAILMENT OF LABORATORY SERVICES**

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

Requirements:

Fee:	* Urinalysis	P 50.00
	* Stool Examination	P 50.00
	* CBC/Platelet Count	P120.00
	* Hemoglobin Determination	P 50.00
	* Blood Typing	P100.00
	* Pregnancy Test	P 75.00
	* Sputum Examination	
	* Hgt Determination	P100.00
Form:	* ITR	
	* Laboratory Form	
	* Laboratory logbook	

OFFICE OF THE MUNICIPAL SOCIAL WELFARE & DEVELOPMENT

Service: **ISSUANCE OF SENIOR CITIZEN'S ID AND PURCHASE BOOKLET (NEW)**

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

- Requirements:
- * Two (2) copies 1x1 recent photos
 - * Community Tax Certificate
 - * Birth certificate
(to prove that the applicant is 60 years old or above)

Fee:

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
1. Provide all needed requirements <ul style="list-style-type: none"> • Check/Review submitted documents • Interview applicant for the information needed in the application form • Encode data in the application form • Prepare ID and Purchase Booklet 	1 minute 2 minutes 1 minute 3 minutes	MSWDO/Clerk MSWDO/Clerk MSWDO/Clerk MSWDO/Clerk
2. Signs identification card & place photo <ul style="list-style-type: none"> • Orient applicant about the use of the ID and purchase booklet (Benefits and privileges under R.A. 9257) • Forward documents to the Office of the Mayor for signature • Release ID and purchase booklet 	5 minutes 1 minute	MSWDO/Clerk MSWDO/Clerk MSWDO/Clerk

Remarks: Personal appearance of the applicant shall not be required and the application may be filed by member of immediate family of the applicant.

Service: ISSUANCE OF SENIOR CITIZEN'S ID AND PURCHASE BOOKLET (RENEWAL)

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

- Requirements:
- * Two (2) copies 1x1 recent photos
 - * Community Tax Certificate
 - * Affidavit of Loss

Fee:

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
<p>1. Provide all needed requirements</p> <ul style="list-style-type: none"> • Check/Review submitted documents • Interview applicant for the information needed in the application form • Encode data in the application form • Prepare ID and Purchase Booklet 	<p>1 minute</p> <p>2 minutes</p> <p>1 minute</p> <p>3 minutes</p>	<p>MSWDO/Clerk</p> <p>MSWDO/Clerk</p> <p>MSWDO/Clerk</p> <p>MSWDO/Clerk</p>
<p>2. Signs identification card & place photo</p> <ul style="list-style-type: none"> • Orient applicant about the use of the ID and purchase booklet (Benefits and privileges under R.A. 9257) • Forward documents to the Office of the Mayor for signature • Release ID and purchase booklet 	<p>5 minutes</p> <p>1 minute</p>	<p>MSWDO/Clerk</p> <p>MSWDO/Clerk</p> <p>MSWDO/Clerk</p>

Remarks: Personal appearance of the applicant shall not be required and the application may be filed by member of immediate family of the applicant.

Service: AVAILMENT OF ASSISTANCE IN CRISIS SITUATION (AICS)

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

- Requirements:
- * Barangay Certificate of Indigency from the barangay where the applicant is residing)
 - * If Burial Assistance, Death Certificate issued by the Municipal Civil Registrar

Fee:

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
1. Submit requirements <ul style="list-style-type: none">• Interview and assess the immediate needs of the client and render appropriate service• (e.g. counseling)• Prepare assessment report and attach the necessary documents• Advise client regarding the release of assistance• Process document (Forward documents to concern departments: Budget Office, Accounting Office, Treasury Office and Mayor's Office)• Facilitate release of assistance	10 minutes	MSWDO
	15 minutes	MSWDO/Clerk
	1 minute	MSWDO/Clerk
	within the day	MSWDO/Clerk
	3 minutes	MSWDO/Clerk

Service: ISSUANCE OF PERMIT TO CONDUCT FUND-RAISING ACTIVITY

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

- Requirements:
- * Community Tax Certificate
 - * Written Request or Resolution

Fee: P300.00

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
1. Present letter-request or resolution <ul style="list-style-type: none"> • Received and checks document 	1 minute	SWO/Clerk
2. Pay to the Treasury Office		
3. Present official receipt to the SWO or staff <ul style="list-style-type: none"> • Prepare Permit • Forward permit to the Office of the Municipal Mayor for approval and signature • Release permit to the client 	5 minutes	Clerk
	1 minute	SWO

Service: **ISSUANCE OF TRAVEL CLEARANCE FOR MINORS**

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

- Requirements:
- * Personal appearance of the minor unaccompanied by Parents Exercising Parental Authority
 - * Marriage Certificate of Minor’s parents
 - * Notarized affidavit of consent from parents/guardian authorizing a particular person to accompany child in his/her travel abroad
 - * Notarized affidavit of support to sponsor indicating employment and salary certified by one employer
 - * Certified copy of any evidence to show financial capability of sponsoring person (Certification of Employment, Latest Income Tax Return, Bank Statement, etc.)
 - * Photocopy of passport and visa of travelling companion
 - * Special Power of Attorney (SPA) of authorized representative to process document of DSWD executed by both parents or either one of the parent

Additional Requirements:

- * For immigrate minors
 - Visa Petition Approval**
 - * For minors going abroad for medical purposes
 - Medical Certificate of the Child**
 - * For adopted minors
 - Certificate copy of adoption decree
 - Clearance for the office of the Solicitor General if adoption was promulgated less than 15 days under application for clearance to travel was made
 - * For minors under legal guardianship
 - Certified copy of letter of Guardianship/Court Order
 - * For subsequent travels, the following are required:
 - Certificate of travel previously issued
 - Latest notarized affidavit of consent from parents/guardia authorizing a particular person to accompany child in his/her travel abroad with valid ID card
 - * Photocopy of passport and visa of travelling companion
 - * Latest two (2) copies of passport and visa
 - * Special Power of Attorney
 - * Three (3) copies of picture of minors
- Exempted:
- Legitimate children travelling with one parent (except for those going to the USA) or both parents
 - Illegitimate children travelling with mother
 - Minors with foreign passports
 - Minors who are returning immigrants

Fee:

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
1. Fill-up application form and submit necessary documents <ul style="list-style-type: none"> • Check/Review and Examine the submitted requirements • Data Gathering: Interview applicant and/or parents • Schedule home visit and collateral interview, if needed • Assessment: Prepares assessment report and endorse minor's travel to DSWD Region III • Note: If disapproved, Social Worker discusses reason of disapproval with applicant and renders report to DSWD Field Directors for holding of departure of the minor. 	15 minutes 5 minutes 1 minute 1 hour	SWO SWO SWO SWO

Remarks: Issuance of Travel Clearance will be at the DSWD Regional Office III

Service: **AVAILMENT OF SELF-EMPLOYMENT ASSISTANCE (SEA)**

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

Requirements: * Barangay Certificate of Indigency from the barangay where the applicant is residing)

Fee:

Form: * Municipal SEA Recovery Fund
* Certificate of Eligibility

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
1. Report to the MSWD Office and express intention to avail of the service (written or verbal) <ul style="list-style-type: none"> • Interview and assess the immediate needs of the client • Prepare assessment report and attach the necessary documents • Advise client regarding date and time of release of assistance • Process document (Forward documents to concern departments: Budget Office, Accounting Office, Treasury Office and Mayor’s Office) • Facilitate release of assistance 	15 minutes 20 minutes 1 minute within the day 3 minutes	MSWDO MSWDO/Clerk MSWDO/Clerk MSWDO/Clerk MSWDO/Clerk

Service: **ISSUANCE OF PHILHEALTH ID (MEDICARE PARA SA MASA)**

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

Requirements: * Barangay Certificate of Indigency

Fee:

Form:

For beneficiaries: * Spouse – Marriage Certificate w/ Registry Number

* Children below 20 y/o Birth or Baptismal Certificate

* Children 21 years old and above with disabilities or congenital illness – Birth or Baptismal Certificate

* Step-child – Birth Certificate of children and Marriage Certificate

* Parents aged 60 y/o and above – Birth Certificate of the member and Senior Citizens ID

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
1. Fill-up Family Data Survey (FDS) Form and submit necessary documents <ul style="list-style-type: none"> • Assess/Evaluate client and review submitted documents • Advise client to wait for release of Philhealth ID from the PSWDO • Submit documents to the Provincial Social Welfare and Development Office (PSWDO) 	5 minutes 1 minute within the day	SWO/Clerk SWO SWO

Remarks: No replacement will be done during membership term:

- * Transfer of residence
- * Employment of member to private entity or government offices
- * Change in economic status of the member
- * Reason for the replacement of old member
- * Death of the member without beneficiaries (This can be done within the membership term.

On the other hand, deceased member with dependent shall continue his membership during the annual coverage by the living wife and/or children. No reprinting of ID is needed instead a photocopy of the death certificate of the members will be sufficient to avail Medicare benefits

Service: **SECURING REFERRAL TO PCSO/APPROPRIATE AGENCIES FOR MEDICAL ASSISTANCE**

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

- Requirements:
- * Personal Letter
 - * Medical Abstract/Certificate
 - * Social Case Study Report
 - * Official Bill/Receipt

Fee:

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
1. Provide necessary information <ul style="list-style-type: none"> • Interview the client and fill-up intake sheet • Home visit, if necessary • Prepare referral letter and/or Social Case Study Report • Submit SCSR & Letter to LCE for signature 	15 minutes Within the day 1 hour Within the day	SWO SWO SWO SWO

Remarks:

1. Home visits are conducted to explore the patient's home condition and family relationship
2. LCE should also sign signifying that he is aware of the client

OFFICE OF THE MUNICIPAL AGRICULTURE OFFICE

Service: **AVAILMENT OF LIVESTOCK DISPERSAL PROGRAM**

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

- Requirements:
- * Community Tax Certificate
 - * Barangay Clearance
 - * Barangay Captain’s Endorsement Letter
 - * 2 pieces 2x2 ID pictures
 - * Subscription Fee
- Fee: * Subscription Fee P50.00
- Form: * Application Form
- * Memorandum of Agreement

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
1. Present/Submit requirements <ul style="list-style-type: none"> • Reviews/checks the documents submitted • Sign the pre-application form for dispersal 	5 minutes 5 minute	Agricultural Technologist (AT)
2. Personal appearance of the applicant to the Municipal Mayor		
3. Pay livestock subscription fee to the Treasury Office		
4. Present official receipt <ul style="list-style-type: none"> • Signing of the Memorandum of Agreement for Dispersal by the recipient, Agricultural Technologist, Municipal Agriculturist & the Mayor • Briefing of the farmer/recipient • Awarding of the dispersal 	2 minutes 5 minutes 5 minutes	Municipal Agriculturist

Service: **RELEASING OF YLANG-YLANG AND OTHER
FRUIT BEARING TREES**

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

Requirements:

Fee:

Form:

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
1. Pay to the Treasury Office <ul style="list-style-type: none"> Briefing on how to plant and take care of the tree 	5 minutes	Agricultural Technologist (AT)

Service: **AVAILING OF SUBSIDIZED SEEDS
(RICE, CORN & VEGETABLE)**

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

Requirements: * Community Tax Certificate

Fee: * 60% of the total cost of seeds

Form: * Masterlist

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
1. Proceed to the Office for Agricultural Services <ul style="list-style-type: none"> Verify from the submitted masterlist of farmers 	2 minutes	Agricultural Technologist (AT)
2. Client signs in the Masterlist Form <ul style="list-style-type: none"> Issuance pick-up release receipt 	1 minute	Agricultural Technologist (AT)
3. Pay the equity <ul style="list-style-type: none"> Release of seeds 	1 minute	Agricultural Technologist (AT)

Service: AVAILING OF FERTILIZER & SOIL AMELIORANTS

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

Requirements: * Community Tax Certificate

Fee: * 60% of the total cost of seeds

Form: * Masterlist

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
1. Proceed to the Office for Agricultural Services <ul style="list-style-type: none"> • Verify from the submitted masterlist of farmers 	2 minutes	Agricultural Technologist (AT)
2. Client signs in the Masterlist Form <ul style="list-style-type: none"> • Issuance pick-up release receipt 	1 minute	Agricultural Technologist (AT)
3. Pay the equity <ul style="list-style-type: none"> • Release of fertilizer and soil ameliorants 	1 minute	Agricultural Technologist (AT)

OFFICE OF THE MUNICIPAL ENGINEER

**Service: ISSUANCE OF MAYOR'S PERMIT
FOR PERMANENT ELECTRICAL INSTALLATION**

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

- Requirements:
- * Wiring Inspection Report (signed by Barangay Electrician/Electrical Engineer)
 - * Fire Code Clearance (Moncada Fire Station)

Fee: P55.00

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
1. Submit acquired requirements <ul style="list-style-type: none"> • Municipal Engineer (ME) checks/reviews the submitted documents and assess the same corresponding fees 	5 minutes	Municipal Engineer
2. Pay to the Treasury Office		
3. Present official receipt to the Municipal Engineer <ul style="list-style-type: none"> • ME/Staff prepares the permit • ME signs the permit and releases to client 	5 minutes 1 minute	ME/Staff ME

**Service: ISSUANCE OF BUILDING/ELECTRICAL/
SANITARY/MECHANICAL PERMIT**

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

- Requirements:
- * Zoning Clearance
 - * Tax Declaration (Assessor's Office)
 - * Tax Clearance or latest tax receipt
 - * Building Plans signed and sealed by professional on houses costing more than P20,000.00
 - * Fire Code Clearance (Moncada Fire Station)

Fee: varies

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
1. Fill-up permit forms in triplicate		
2. Submit the accomplished permit forms together with the acquired supporting documents <ul style="list-style-type: none"> • ME checks and reviews the submitted documents and assess the same for corresponding fees 	10 minutes	ME
3. Pay to the Treasury Office		
4. Present official receipt to the ME <ul style="list-style-type: none"> • ME conducts ocular inspection of the building site • ME/Staff prepares the permit • ME signs the permit and releases to client 	within the day 10 minutes 1 minute	ME ME/Staff ME

Service: ISSUANCE OF PERMIT TO CUT TREES

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

- Requirements:
- * Endorsement letter from the Barangay Captain
 - * LCE’s Approval
 - * Approved “Permit To Cut” from DENR

Fee:

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
1. Submit the accomplished permit forms together with the acquired supporting documents		

<ul style="list-style-type: none"> • ME checks and reviews the submitted documents 	1 minute	ME/Staff
<ul style="list-style-type: none"> • ME conducts physical inspection 	30 minutes	ME
<ul style="list-style-type: none"> • ME prepares Inspection and Recommendation Report 	2 minutes	ME
<ul style="list-style-type: none"> • ME issues Permit To Cut Trees 	1 minute	ME

Service: **ISSUANCE OF PERMIT TO TRIM TREES**

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

Requirements: * Endorsement from the Barangay Chairman concerned
 * Letter of Consent Addressed to LCE with Approval Note

Fee:

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
1. Present the requirements to the ME		
<ul style="list-style-type: none"> • ME checks and reviews the submitted documents 	1 minute	ME/Staff
<ul style="list-style-type: none"> • ME conducts physical inspection 	30 minutes	ME
<ul style="list-style-type: none"> • ME prepares Inspection and Recommendation Report 	1 minute	ME
<ul style="list-style-type: none"> • ME issues Permit To Trim Trees 	30 seconds	ME

Service: **RENTAL OF FACILITIES (for one day only)**

* *
 * *

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

Requirements: * Letter of Consent Addressed to LCE with Approval Note
 * Signed Contract from the Requestee and LCE

Fee:

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
1. Present the letter of Consent with LCE's approval note <ul style="list-style-type: none"> • ME assess fees to be paid based on the facilities requested 	1 minute	ME/Staff
2. Pay to the Treasury Office		
3. Present official receipt to the ME <ul style="list-style-type: none"> • ME prepares borrower's slip • ME recommends approval of the request for LCE's signature • ME releases permit 	1 minute 1 minute 1 minute	ME/Staff ME ME

Service: **RENTAL OF EQUIPMENTS**

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Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

Requirements: * Letter of Consent Addressed to LCE with Approval Note

Fee:

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
1. Present the letter of Consent with LCE's approval note <ul style="list-style-type: none"> • ME assess fees to be paid based on the facilities requested 	1 minute	ME/Staff
2. Pay to the Treasury Office		
3. Present official receipt to the ME <ul style="list-style-type: none"> • ME prepares borrower's slip and recommends approval of the request for LCE's signature • ME releases permit 	1 minute 1 minute	ME/Staff ME

Service: **REQUEST FOR VEHICLE**

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Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

Requirements: * Accomplished Request for Vehicle Form signed by the MHO

Fee:

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
1. Present the Accomplished Request Form duly countersigned by the MHO <ul style="list-style-type: none"> • ME checks availability of drivers and vehicles and countersign for LCE's approval • If approved, ME advise the applicant 	1 minute	ME/Staff
	1 minute	ME/Staff

Service: **AVAILING OF STREETLIGHTS MAINTENANCE SERVICES**

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

Requirements: * Letter Request for Inspection of defective street lights

Fee:

Form:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
1. Proceed to the Mayor's Office and request for inspection of defective street lights <ul style="list-style-type: none"> • LCE instructs the ME to conduct ocular inspection • ME conducts ocular inspection 	1 minute	ME/Admin. Aide I
	1 minute	

<ul style="list-style-type: none"> • ME submits purchase order of materials needed for the repair of defective street lights • LCE approves and signs purchase order • ME process payment for the procurement of materials • ME schedules and facilitates repair of defective street lights 		
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Service: **MAINTAINING DRAINAGE SYSTEMS AND OTHER INFRASTRUCTURE**

Includes: cleaning of drainage, demolition work, repair of roads and shoulders, repair of drainage and manholes, repair of buildings and other facilities, asphaltting of roads and potholes

Schedule of Availability of Service: Monday to Friday – 8:00am to 5:00pm

Requirements: * Letter Request specifying the service needed

Fee:

Form:

HOW TO AVAIL OF THE SERVICE:

Follow These Steps	It Will Take You (under normal circumstances)	Please Approach
1. Proceed to the Mayor’s Office and submit request for a particular service <ul style="list-style-type: none"> • LCE instructs the ME to conduct ocular inspection • ME conducts ocular inspection • ME submits report and recommendation • LCE approves/disapproves request as per ME’s recommendation • If approve, ME will prepare necessary documents and schedule implementation of service being requested. 	1 minute 1 minute	ME/Admin. Aide I

Customer Feedback Form

Your suggestions and comments are important to us

Department : _____
Address : _____
Telephone Number : _____
e-Mail : _____

We are committed to give you good service and also constantly improve our services. However, at times, our best intentions and efforts may not be good enough. Your feedback will help us in our efforts. We thank you for your response. (Please check mark on your choice)

	Excellent	Very Good	Good	Fair	Poor
1. Overall, how do you rate our service?					
2. How do you rate our service delivery standards in the Citizen's Charter?					
3. Against these standards how did we perform?					
4. How do you rate the service standard at 'MAY I HELP YOU' counters?					
5. How do you rate our billing and accounts service?					
6. How do you rate the staff in respect of * Courtesy * Promptness					
7. Please provide positive or negative feedback on the staff manning the counters (Please mention their names and designations)					

If you have comments or suggestions, please send them to the address below:

Signature: _____

Your Name: _____

Telephone No. and e-Mail: _____

Address of the Department: _____

Send an e-mail to munipaltpofaraz@yahoo.com or visit our website www.azatolac.com

You may send your comments and suggestions through text at mobile nos.

Customer Feedback Form

Your suggestions and comments are important to us

Department : _____
Address : _____
Telephone Number : _____
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If you have comments or suggestions, please send them to the address below:

Signature: _____
Your Name: _____
Telephone No. and e-Mail: _____
Address of the Department: _____

Send an e-mail to main.galliyofaraz@yahoo.com or visit our website www.araotarlac.com

You may send your comments and suggestions through text at mobile nos.

detachable

Customer Feedback Form

Your suggestions and comments are important to us

Department _____
Address _____
Telephone Number _____
e-Mail _____

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6. How do you rate the staff in respect of * Courtesy * Promptness					
7. Please provide positive or negative feedback on the staff manning the counters (Please mention their names and designations)					
If you have comments or suggestions, please send them to the address below					
Signature: _____					
Your Name: _____					
Telephone No. and e-Mail: _____					
Address of the Department: _____					

Send an e-mail to manojgaitheforaaj@yahoo.com or visit our website www.ansotafac.com

You may send your comments and suggestions through text at mobile nos.

Customer Feedback Form

Your suggestions and comments are important to us

Department : _____
 Address : _____
 Telephone Number : _____
 e-Mail : _____

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7. Please provide positive or negative feedback on the staff manning the counters (Please mention their names and designations)					

If you have comments or suggestions, please send them to the address below:

Signature: _____
 Your Name: _____
 Telephone No. and e-Mail: _____
 Address of the Department: _____

Send an e-mail to manipal@panaaj@yahoo.com or visit our website www.azatolac.com

You may send your comments and suggestions through text at mobile nos.



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Mrs. Sigrida M. Bajer
Representative

ANNOUNCEMENTS

ACTS: Awardees

Graduate of Acta: Central Elementary School
Graduate of Acta: Central Elementary School
Graduate of Acta: Central Elementary School

Local News

There will be a blood drive on June 27, 2008 sponsored by...
There will be a blood drive on June 27, 2008 sponsored by...
There will be a blood drive on June 27, 2008 sponsored by...

Local News

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Services

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Local Calendar

Year: 2008	Mon	Tue	Wed	Thu	Fri	Sat
01	02	03	04	05	06	07
08	09	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

What should be the priority of the government at this time?

- Education
- Agriculture
- Employment
- Infrastructure
- Health Care

Local News

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ANAO celebrates 111th Independence Day

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Local News

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