LOCAL GOVERNMENT UNIT OF CASTILLEJOS

CITIZEN'S CHARTER

2023 (3rd Edition)

I. VISION

"A progressive CASTILLEJOS with diversified Agro-industry, technologically-driven, competent and resilient people living in a vibrant economy, sound environment and a sustainable infrastructure under God-fearing and pro-active leaders."

II. MISSION

"The Local Government of Castillejos aims to deliver gender responsive, efficient and effective services through strategic formulation and implementation of policies and programs that leads to a secure, sustainable, resilient and progressive Municipality."

III. SERVICE PLEDGE

PERFORMANCE PLEDGE OF THE OFFICIALS AND EMPLOYEES OF THE MUNICIPALITY OF CASTILLEJOS

Just and prompt service with utmost courtesy by authorized personnel with proper identification from Monday-Friday, 8:00 am -5:00 pm, without noon break;

Every delay, in case of one, you will be given a written explanation and we will strictly comply with service standards of all frontline services;

Fast response on your complaints and address issues providing corrective measures the soonest or within the day through our Public Assistance and Complaint desk; citizen's comment, suggestions and needs including those with special needs such as the differently-abled, pregnant women and senior citizens are noted, attended, considered, evaluated, adopted;

Fair, transparent and access to information on our policies, programs, activities and services through various ways and means; not to commit any undesirable actions, and uphold Ethical Standards in the performance of our duties and responsibilities;

Realize the best services that you all deserve without discrimination on race, creed, religion or social standings;

Ease in the processing of your documents, permits, requests, along the provisions of Republic Act 9485 or the' Anti-Red Tape Act of 2007'; locate frontline services/offices within your reach manned by well trained, competent, compassionate and courteous employees;

You truly deserve the best services that we will consistently find ways and means on how to improve to make the best service even better.

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EXECUTIVE OFFICES

MUNICIPAL MAYOR'S OFFICE

SERVICE CATEGORY

MUNICIPAL MAYOR'S OFFICE SERVICES

1. MAYOR'S CLEARANCE

OFFICE / DIVISION:	Office of the Municipal Mayor
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C- Government to Citizens
WHO MAY AVAIL:	Private Sector and Individual

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Request letter for certification /clearances 2. Barangay Clearance 3. Police / NBI Clearance 4. Cedula / Valid ID 5. Picture – 1x1 / 2x2	1. Requesting Individual 2. Barangay LGU 3. Police Station / NBI Office 4. Municipality of Residence 5. Requesting Individual

CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Request for Mayor's Clearance	1.1 Receive / Acknowledge and evaluate request If documents are missing, notify the client to complete the requirements	None	5 minutes (Back to Step 1)	**WILMA EUGENIO** Administrative Aide IV **ANGELICA VILLANUEVA** Administrative Aide III
2. Pays the corresponding fee. After payment, present the Official Receipt and other requirements to the attending personnel	2.1 Accepts payment and issue Official Receipt (AF No,151) in the Municipal Treasurer's Office	Php 50.00	5 minutes	**Municipal Treasurer's Office**
3. Present the Official Receipt and other requirements to the attending personnel.	3.1 Accept the Official Receipt and other requirements for the attachment for the Mayor's Clearance form. 3.2 The frontline personnel	None	15 minutes	**WILMA EUGENIO** Administrative Aide IV **ANGELICA VILLANUEVA** Administrative Aide III

	prepare the Mayor's Clearance and endorse the same to the Municipal Mayor for approval.			**P/MAJ GREGORIO B. LAPPAY (RET)** Municipal Administrator **HON. JEFFREY B. KHONGHUN** Municipal Mayor
4. Receive the certifications/ clearances	4.1 Release of certifications/ clearances	None	7 minutes	**WILMA EUGENIO** Administrative Aide IV **ANGELICA VILLANUEVA** Administrative Aide III
TOTAL:		**Php 50.00**	**32 minutes**	

2. MAYOR'S EMPLOYMENT PERMIT

OFFICE / DIVISION:	Office of the Municipal Mayor
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C- Government to Citizens
WHO MAY AVAIL:	Private Sector and Individual

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Request letter for certification /clearances 2. Barangay Clearance 3. Police / NBI Clearance 4. Cedula / Valid ID 5. Picture – 1x1 / 2x2	1. Requesting Individual 2. Barangay LGU 3. Police Station / NBI Office 4. Municipality of Residence 5. Requesting Individual

CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Request for Mayor's Employment Permit	1.1 Receive / Acknowledge and evaluate request If documents are missing, notify the client to complete the requirements	None	5 minutes (Back to Step 1)	**WILMA EUGENIO** Administrative Aide IV **ANGELICA VILLANUEVA** Administrative Aide III

2. Pays the corresponding fee. After payment, present the Official Receipt and other requirements to the attending personnel	2.1 Accepts payment and issue Official Receipt (AF No,151) in the Municipal Treasurer's Office	Php 50.00	5 minutes	**Municipal Treasurer's Office**
3. Present the Official Receipt and other requirements to the attending personnel.	3.1 Accept the Official Receipt and other requirements for the attachment for the Mayor's Employment Permit. 3.2 The frontline personnel prepare the Mayor's Employment Permit and endorse the same to the Municipal Mayor for approval.	None	15 minutes	**WILMA EUGENIO** Administrative Aide IV **ANGELICA VILLANUEVA** Administrative Aide III **P/MAJ GREGORIO B. LAPPAY (RET)** Municipal Administrator **HON. JEFFREY B. KHONGHUN** Municipal Mayor
4. Receive the certifications/ clearances	4.1 Release of certifications/ clearances	None	7 minutes	**WILMA EUGENIO** Administrative Aide IV **ANGELICA VILLANUEVA** Administrative Aide III
TOTAL:		**Php 50.00**	**32 minutes**	

3. SPECIAL BUSINESS PERMIT

OFFICE / DIVISION:	Office of the Municipal Mayor
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2B- Government to Business
WHO MAY AVAIL:	Private Sector and Individual
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**

1. Request letter for certification/clearances 2. Business Permit 3. Barangay Clearance 4. DTI	1. Requesting Individual 2. Bureau of Internal Revenue 3. Barangay Concerned 4. DTI Office

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Special Business Permit	1.1 Receive / Acknowledge and evaluate request If documents are missing, notify the client to complete the requirements	None	5 minutes (Back to Step 1)	**WILMA EUGENIO** Administrative Aide IV **ANGELICA VILLANUEVA** Administrative Aide III
2. Pays the corresponding fee. After payment, present the Official Receipt and other requirements to the attending personnel	2.2 Accepts payment and issue Official Receipt (AF No,151) in the Municipal Treasurer's Office	(Based on the Revenue Code)	5 minutes	**Municipal Treasurer's Office/BPLO**
3. Present the Official Receipt and other requirements to the attending personnel.	3.1 Accept the Official Receipt and other requirements for the attachment for the Special Business Permit. 3.2 The frontline personnel prepare the Special Business Permit and endorse the same to the Municipal Mayor for approval.	None	15 minutes	**WILMA EUGENIO** Administrative Aide IV **ANGELICA VILLANUEVA** Administrative Aide III **P/MAJ GREGORIO B. LAPPAY (RET)** Municipal Administrator **HON. JEFFREY B. KHONGHUN** Municipal Mayor

4. Receive the certifications/ clearances	4.1 Release of certifications/ clearances	None	7 minutes	**WILMA EUGENIO** Administrative Aide IV **ANGELICA VILLANUEVA** Administrative Aide III
TOTAL:		**(Based on the Revenue Code)**	**32 minutes**	

4. EDUCATIONAL ASSISTANCE

OFFICE / DIVISION:	Office of the Municipal Mayor
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C- Government to Citizens
WHO MAY AVAIL:	Private Sector and Individual

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Certification of Registration	1. School of Requesting Individual
2. Class card	2. School of Requesting Individual
3. School ID	3. School of Requesting Individual
4. Barangay Residency / Indigency	4. Barangay LGU

CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Financial Assistance	1.1 Receive / Acknowledge and evaluate request If documents are missing, notify the client to complete the requirements	None	5 minutes (Back to Step 1)	**PSYCHE SELADA** Administrative Aide III **MARICRIST TULOD** Administrative Aide III
2. Submit the requirements to the frontline personnel.	2.1 Receive / Acknowledge and evaluate request.	None	5 minutes	**PSYCHE SELADA** Administrative Aide III **MARICRIST TULOD** Administrative Aide III
3. Fill out the given form for the information that will be	3.1 After filling the form, the frontline personnel will check the information and	None	15 minutes	**PSYCHE SELADA** Administrative Aide III

needed for the scholarship.	requirements given by the student.			**MARICRIST TULOD** Administrative Aide III
TOTAL:		**None**	**25 minutes**	

5. FINANCIAL ASSISTANCE

OFFICE / DIVISION:	Office of the Municipal Mayor
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C- Government to Citizens
WHO MAY AVAIL:	Private Sector and Individual

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Barangay Residency / Indigency	1. Barangay LGU
2. Prescription / Medical Clearance	2. Physician
3. Valid ID / Cedula	3. Requesting Individual
4. Certificate of Eligibility	4. MSWDO
5. Request Letter	5. Requesting Individual

CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Financial Assistance - Approach the Frontline Clerk for information and Data Gathering.	1.1 Receive / Acknowledge and evaluate request If documents are missing, notify the client to complete the requirements 1.2 The frontline personnel will interview the patient or relatives of the patient. 1.3 The frontline personnel will pass the information to the assigned	None	10 minutes (Back to Step 1)	**RICHELL MORALES** Administrative Aide III **MARICAR PANER** Administrative Aide III

	staff for the approval.			
2. Wait for the approval of the Municipal Mayor.	2.1 The frontline personnel endorse the form or letter to the Municipal Mayor for approval	None	5 minutes	**JEAN MAYA** Executive Assistant
3. Received the financial assistance and sign the documents that will be needed.	3.1 After the approval the frontline personnel will release the financial assistance to the client and they will sign the petty cash voucher	None	2 minutes	**RICHELL MORALES** Administrative Aide III
TOTAL:		**None**	**17 minutes**	

GENERAL SERVICES OFFICE

SERVICE CATEGORY

GENERAL SERVICES OFFICE

1. ISSUANCE OF SUPPLIES (JANITORIAL, ELECTRICAL AND OTHER MATERIALS)

OFFICE / DIVISION:	General Services Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2G-Government to Government
WHO MAY AVAIL:	All Departments and Offices under LGU of Castillejos

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Approved RIS 2. Acknowledgement Receipt 3. Approved Request Letter	General Services Office Mayor's Office

CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Request for Supplies (Janitorial, Electrical, and Other Materials)	1. Check item requests based on Approved RIS	None	5 minutes	**RONALD R. BALUYOT** Admin Aide III
2. Accept request supplies	2. Prepare the requested supply	None	5 minutes	
3. Sign Acknowledgement Receipt	3. Issue requested supplies	None	90 minutes	
	4. Encode/File Acknowledgement Receipt for Monitoring purposes	None	5 minutes	**LARA JANE N. DRAPIZA** Encoder/Admin Aide
TOTAL:		**None**	**1 hour & 45 minutes**	

2. PROVISION OF EQUIPMENT/ITEMS FOR COMMUNITY SERVICES

OFFICE / DIVISION:	General Services Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C-Government to Citizen
WHO MAY AVAIL:	All Departments and Offices under LGU of Castillejos

CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request Letter 2. Request Letter with attached Route Slip 3. Requested equipment			General Services Office	
CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Forward letter request for provision of items/ equipment	1. Receive the request letter attach Route Slip and forward to GSO	None	5 minutes	**RONALD R. BALUYOT** Admin Aide III
2. Sign in the Clients Attendance Sheet	2. Take appropriate action/notation for the provision of services addressed to the Community Services Section	None	5 minutes	**WILFREDO R. NAPOLES** General Services Officer
3. Accept request supplies	3. Schedule of activity and notify requestor for confirmation of services	None	5 minutes	**LARA JANE N. DRAPIZA** Encoder/Admin Aide
4. Sign Acknowledgement Receipt,	Deliver services on the use of.	None	1 hour	**RONALD R. BALUYOT** Admin Aide III

Service Requisition Form (SRF)	A) Installation of tents B) Set up sound system C) Set up tables and chairs D) Set up a movable stage		1 hour 30 minutes 2 hours	
TOTAL:		**None**	**4 hours & 45 minutes**	

3. REQUEST FOR RELEASE OF EQUIPMENT (PROPERTY MANAGEMENT)

OFFICE / DIVISION:	General Services Office			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2G-Government to Government			
WHO MAY AVAIL:	All Departments and Offices under LGU of Castillejos			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Request Letter with attached Route Slip and noted by Municipal Mayor/Administrator 2. PAR/ICS		General Services Office		
CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Forward letter request for provision of items/ equipment	1. Recieve request letter attach Route Slip and forward to GSO	None	5 minutes	**RONALD R. BALUYOT** Admin Aide III
2. Sign in the Clients Attendance Sheet	2. Inform/Instruct the Property Management Section	None	5 minutes	**WILFREDO R. NAPOLES** General Services Officer
3. Accept request supplies	3. Check the availability of equipment		5 minutes	**RONALD R. BALUYOT** Admin Aide III

4. Sign Acknowledgement Receipt, Service Requisition Form (SRF)	4. Prepare Property Accountability Receipt (PAR) and Custodian Slip (ICS) for availability of equipment	None	10 minutes	**LARA JANE N. DRAPIZA** Encoder/Admin Aide
	5. Prepare an official letter endorsing the C) Set up tables and chairs D) Set up a movable stage	None	10 minutes	**RONALD R. BALUYOT** Admin Aide III
	6. Record the property Accountability Receipt (GSO) and encode ICS	None	10 minutes	**LARA JANE N. DRAPIZA** Encoder/Admin Aide
	7. Receive request, Encode, and attached Route Slip	None	5 minutes	**LARA JANE N. DRAPIZA** Encoder/Admin Aide
	8. Notify the concerned employee for appropriate action	None	5 minutes	**WILFREDO R. NAPOLES** General Services Officer
	9. Pull out PAR/ICS on file	None	10 minutes	**LARA JANE N. DRAPIZA** Encoder/Admin Aide
	10. Prepare property slip	None	10 minutes	**LARA JANE N. DRAPIZA** Encoder/Admin Aide

	11. Retrieve unserviceable equipment/vehicle 12. Approve PRS	None None	10 minutes 5 minutes	**RONALD R. BALUYOT** Admin Aide III **RONALD R. BALUYOT** Admin Aide III
TOTAL:		**None**	**1 hour and 30 minutes**	

HUMAN RESOURCE MANAGEMENT OFFICE

SERVICE CATEGORY

HUMAN RESOURCE MANAGEMENT SERVICES

1. ISSUANCE OF FORMS, CLEARANCES AND CERTIFICATIONS

OFFICE / DIVISION:	Municipal Human Resource Management Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2G – Government to Government, G2C- Government to Citizens
WHO MAY AVAIL:	All Government Offices and Agencies in the Executive Department

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1.Official Request Letter endorsed by concerned office/ division 2. Documentary Stamp	Requesting Government Agency/ Organization/ Individual Treasurer's Office

CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Request for Certificate of Employment	1.1 The office shall issue a certificate of employment.	None	5 minutes	**MELVIN FANTONE** HRMO V **HANNA CHRISTIA MANGOSING** HRMO I **JERLAINE ANNE TOLEDO** HRMA
2. Request for other Documents and Forms	2.1 Encode the details, other inputs and prints the certification 2.2 Releases the requested certificate or forms.	None	5 minutes	**MELVIN FANTONE** HRMO V **HANNA CHRISTIA MANGOSING** HRMO I **JERLAINE ANNE TOLEDO** HRMA
3. Confirmation/ Approval of Loans to Banks and GSIS	3.1 Advice the office of filed loan	None	3 minutes	**MELVIN FANTONE** HRMO V **JERLAINE ANNE TOLEDO** HRMA

4. Request for Service Record and fill-up request form	4.1 Prepare requested service record and/or certification. 4.2 Released the requested service record and or certification	None	5 minutes	**MELVIN FANTONE** HRMO V **ATTY. MAE MARGARET CALAPATI** HRMO IV **HANNA CHRISTIA MANGOSING** HRMO I
5. Request for Travel Authority Letter of Request for Authority to travel (with attachments)	5.1 Prepare clearances (Affidavit of none Pendency and Pendency case Latter)	None	1 day	**ATTY. MAE MARGARET CALAPATI** HRMO IV
TOTAL:		**None**	**1 day and 18 minutes**	

2. PROCESSING OF APPOINTMENTS

OFFICE / DIVISION:	Municipal Human Resource Management Office
CLASSIFICATION:	Highly Technical
TYPE OF TRANSACTION:	G2G – Government to Government
WHO MAY AVAIL:	All Government Offices and Agencies in the Executive Department

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1.Official Request Letter endorsed by concerned office/ division 2. Approval of the Local Chief Executive	1. Requesting Department/Office 2. Mayor's Office

CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

1. Submit approved/confirmation of the LCE including necessary requirements.	1.1 Prepare and submit to the CSC published and posted positions for filling up.	None	1 month	**MELVIN FANTONE** HRMO V **HANNA CHRISTIA MANGOSING** HRMO I
TOTAL:		**None**	**1 month**	

3. FILING OF LEAVES

OFFICE / DIVISION:	Municipal Human Resource Management Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2G – Government to Government
WHO MAY AVAIL:	All Government Offices and Agencies in the Executive Department

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1.Attachments (Reason for filing)	Requesting Government Agency/ Organization/ Individual

CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Files Leave of Absence	1.1 Encodes proper leave applied (Vacation, Sick, Special Leave Privileges)	None	5 minutes	**MELVIN FANTONE** HRMO V **ATTY. MAE MARGARET CALAPATI** HRMO IV **HANNA CHRISTIA MANGOSING** HRMO I
TOTAL:		**None**	**5 minutes**	

4. MONITORING OF DAILY TIME RECORD

OFFICE / DIVISION:	Municipal Human Resource Management Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2G – Government to Government
WHO MAY AVAIL:	All Government Offices and Agencies in the Executive Department

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1.Attachments (Reason for filing)	Requesting Government Agency/ Organization/ Individual

CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

1. Submission of Daily Time Record	1.1 Validation Daily Time Record	None	1 day	**MELVIN FANTONE** HRMO V **HANNA CHRISTIA MANGOSING** HRMO I **JERLAINE ANNE TOLEDO** HRMA
TOTAL:		**None**	**1 day**	

MUNICIPAL ACCOUNTANT'S OFFICE

SERVICE CATEGORY

MUNICIPAL ACCOUNTANT'S SERVICES

1. PROCESSING OF DISBURSEMENT VOUCHERS

Disbursement voucher is a form used to pay an obligation to employees, individual, agencies, and creditors for goods purchased and services rendered. This form shall be prepared by the Head of Requesting Office, the Municipal Accountant, Municipal Treasurer, Municipal Mayor and Payee. Pre-audit is being performed to check the completeness of the supporting documents needed for the transactions and to check the accuracy of the computation of taxes withheld if any.

OFFICE / DIVISION:	Municipal Accountant Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C (Government to Citizen), G2B (Government to Business), G2G (Government to Government)
WHO MAY AVAIL:	Municipal Officials and Employees, Other Government Agencies, Suppliers, Other Creditors, and Other Individuals

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Documentary checklist and router slip	Office/Department
2. Duly approved Certification on Appropriation, Funds and Obligations of Allotment	Municipal Budget Office
3. (CAFOA) for transactions under General Fund and Special Education Fund.	
4. Complete Documentary Requirements (as per COA Circular 2012-001)	Where applicable

CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit Disbursement Vouchers and other supporting documents for pre-audit.	1.1 Receive and verify if documents are complete and accurate. If complete and accurate, encode Journal entries on Disbursement Vouchers prepared by	None	5 minutes	**MARIVIE M. VILLANUEVA** Accounting Clerk III **EUNICE C. RAFANAN** Fiscal Examiner III **DONNA MAE ANCHETA** Admin Aide

	different offices. 1.2 The Municipal Accountant checks the veracity of the Disbursement voucher and its supporting documents and attached her signature.	None	5 minutes	**ROWENA F. ALBINO** Municipal Accountant **EUNICE C. RAFANAN** Fiscal Examiner III
	1.3 Forwards to the Municipal Treasurer for check preparation.	None	3 minutes	**ROWENA F. ALBINO** Municipal Accountant
	1.4 Return the DV with attached Check for Mun. Accountant Advice	None	1 minute	**ACCOUNTING STAFF**
	1.5 Prepares Accountant's Checks Issued and Cancelled through Data Entry System for Municipal Accountant's signature.	None	10 minutes	**RENELUZ DAVID**
	1.6 Prepares Certificate of Final Tax Withheld At Source & Cert. of Creditable Tax Withheld At Source	None	5 minutes	**RICHARD DUFF** Accounting Clerk III **EMMA DALIT** Fiscal Examiner II

	1.7 Post to Check Disbursement Journal	None	5 minutes	**RICHARD M. DUFF** Accounting Clerk III
	1.8 Verify checks accuracy with the Accountant's advice and approve online through lbpweaccess.	None	10 minutes	**BEVERLY CARINO** Admin Aide III **ACCOUNTING STAFF** **ROWENA F. ALBINO** Municipal Accountant **EUNICE C. RAFANAN** Fiscal Examiner III
	1.9 Forwards to the Municipal Treasurer for payment.	None	1 minute	**ROWENA ALBINO** Municipal Accountant **EUNICE RAFANAN** Fiscal Examiner III **ACCOUNTING STAFF**
TOTAL:		**None**	**45 minutes**	

2. PROCESSING OF BIDDING DOCUMENTS

OFFICE / DIVISION:	Municipal Accountant Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C (Government to Citizen), G2B (Government to Business), G2G (Government to Government)

WHO MAY AVAIL:	Municipal Officials and Employees, Other Government Agencies, Suppliers, Other Creditors, and Other Individuals
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Documentary checklist and router slip	Office/Department
2. Duly approved Certification on Appropriation, Funds and Obligations of Allotment	Municipal Budget Office
3. (CAFOA) for transactions under General Fund and Special Education Fund.	
4. Complete Documentary Requirements (as per COA Circular 2012-001)	Where applicable

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit bidding documents from Engineering Office.	1.1 Accept and review for computation of daily wage, personal deductions for remittance to different agencies and monthly magna carta.	None	5 minutes	**FIDEL V. ALDAVE** Senior Bookkeeper **EMMA T. DALIT** Fiscal Examiner II
	1.2 Prepares payroll for job orders, CTMG, CASTI Instructors, Contractual Teachers and Magna Carta for RHU and Social Workers. Then, attached Journal Entry Vouchers and Cash Advance	None	2 days	**FIDEL V. ALDAVE** Senior Bookkeeper **EMMA T. DALIT** Fiscal Examiner II

	Vouchers. 1.3 The Municipal Accountant checks the personal deductions of the different payrolls and attached her signature.	None	1 hour	**ROWENA ALBINO** Municipal Accountant **EUNICE RAFANAN** Fiscal Examiner III
	1.4 Forwards to the Municipal Treasurer for check preparation.	None	3 minutes	**ROWENA ALBINO** Municipal Accountant **ACCOUNTING STAFF**
	1.5 Return the Payrolls with attached Check for Municipal Accountant's Advice.	None	1 minute	**RENELUZ DAVID** Municipal Treasurer
	1.6 Prepares Accountant's Checks Issued and Cancelled through Data Entry System for Municipal Accountant's signature.	None	10 minutes	**EMMA DALIT** Fiscal Examiner II **RICHARD M. DUFF** Accounting Clerk III
	1.7 Post to Check Disbursement Journal	None	5 minutes	**BEVERLY CARINO** Admin Aide III **ACCOUNTING STAFF**

	1.8 Verify checks accuracy with the Accountant's advice and approve online through lbpweaccess.com. 1.9 Forwards to the Municipal Treasurer for payment.	None None	5 minutes 1 minute	**ROWENA ALBINO** Municipal Accountant **EUNICE RAFANAN** Fiscal Examiner III **ROWENA ALBINO** Municipal Accountant **ACCOUNTING STAFF**
TOTAL:		**None**	**2 days, 1 hour and 30 minutes**	

3. BARANGAY TRANSACTIONS

OFFICE / DIVISION:	Municipal Accountant Office
CLASSIFICATION:	Complex
TYPE OF TRANSACTION:	G2C (Government to Citizen), G2B (Government to Business), G2G (Government to Government)
WHO MAY AVAIL:	Municipal Officials and Employees, Other Government Agencies, Suppliers, Other Creditors, and Other Individuals

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Documentary checklist and router slip	Office/Department
2. Duly approved Certification on Appropriation, Funds and Obligations of Allotment	Municipal Budget Office
3. (CAFOA) for transactions under General Fund and Special Education Fund.	Where applicable
4. Complete Documentary Requirements (as per COA Circular 2012-001)	

CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

1. Submission of barangay monthly reports.	1.1 Accept reports from 14 barangays and post to barangay logbook.	None	15 minutes	**MARY ALYSSA AMANDA GARCIA** Admin Aide III
	1.2 Checks the completeness of documents and signatures.	None	30 minutes	**MARY ALYSSA AMANDA GARCIA** Admin Aide III
	1.3 Post transactions to General Ledger	None	4 hours	**MARY ALYSSA AMANDA GARCIA** Admin Aide III
	1.4 The Municipal Accountant verifies the accuracy of the accounts and attached signature.	None	2 days	**ROWENA ALBINO** Municipal Accountant **EUNICE RAFANAN** Fiscal Examiner III
	1.5 Prepares Financial Statements	None	3 days	**MARY ALYSSA AMANDA GARCIA** Admin Aide III
	1.6 Submits to Commission on Audit, Olongapo City	None	4 hours	**ACCOUNTING STAFF**
TOTAL:		**None**	**5 days, 8 hours and 45 minutes**	

4. PAYROLL PREPARATION FOR JOB ORDER /CONTRACTUAL TEACHERS/MAGNA CARTA OF SOCIAL WORKERS AND RHU PERSONNEL

OFFICE / DIVISION:	Municipal Accountant Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C (Government to Citizen), G2B (Government to Business), G2G (Government to Government)
WHO MAY AVAIL:	Municipal Officials and Employees, Other Government Agencies, Suppliers, Other Creditors, and Other Individuals

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Documentary checklist and router slip	Office/Department
2. Duly approved Certification on Appropriation, Funds and Obligations of Allotment	Municipal Budget Office
3. (CAFOA) for transactions under General Fund and Special Education Fund.	
4. Complete Documentary Requirements (as per COA Circular 2012-001)	Where applicable

CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submits Contract of service (if newly hired), daily time record and accomplishment report.	1.1 Accept and review for computation of daily wage, personal deductions for remittance to different agencies and monthly magna carta.	None	5 minutes	**MARY ALYSSA AMANDA GARCIA** Admin Aide III
	1.2 Prepares payroll for job orders, CTMG, CASTI Instructors, Contractual	None	2 days	**MARY ALYSSA AMANDA GARCIA** Admin Aide III

	Teachers and Magna Carta for RHU and Social Workers. Then, attached Journal Entry Vouchers and Cash Advance Vouchers.			
	1.3 The Municipal Accountant checks the personal deductions of the different payrolls and attached her signature.	None	1 hour	**MARY ALYSSA AMANDA GARCIA** Admin Aide III
	1.4 Forwards to the Municipal Treasurer for check preparation.	None	3 minutes	**ROWENA ALBINO** Municipal Accountant
	1.5 Return the Payrolls with attached Check for Municipal Accountant's Advice.	None	1 minute	**EUNICE RAFANAN** Fiscal Examiner III
	1.6 Prepares Accountant's Checks Issued and Cancelled through Data Entry System for Municipal Accountant's signature.	None	10 minutes	**MARY ALYSSA AMANDA GARCIA** Admin Aide III
	1.7 Post to Check Disbursement	None	5 minutes	**ACCOUNTING STAFF**

	Journal 1.8 Verify checks accuracy with the Accountant's advice and approve online through lbpweaccess. 1.9 Forwards to the Municipal Treasurer for payment.	None None	5 minutes 1 minutes	
TOTAL:		**None**	**2 days, 1 hour and 30 minutes**	

MUNICIPAL AGRICULTURIST OFFICE

SERVICE CATEGORY

MUNICIPAL AGRICULTURE SERVICES

1. ISSUANCE OF FARMER'S CERTIFICATION AND OTHER DOCUMENTS

OFFICE / DIVISION:	Municipal Agriculture Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C- Government to Citizens
WHO MAY AVAIL:	Farmers of Castillejos

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Accomplished Request forms and Visitor's Log Book	Municipal Agriculture Office
2. Certification as a farmer enrolled in RSBSA: • Valid ID's • RSBSA number	Any National Agency Municipal Agriculture Office
3. Other Documents • Valid ID's • RSBSA Number	Any National Agency Municipal Agriculture Office

CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit needed documents	Receive documents and Review	None	1 minute	Agricultural Technologist (AT) assigned in the barangay /Officer of the Day/Municipal Agriculturist
2. Pay Certification fee at the Municipal Treasury Office	Receive Payment and Issue Official Receipt	Php 50.00.00	6 minutes	Cashier (Treasurer's Office)
3. Claim Certificate	Issue/Release certification	None	2 minutes	Agricultural Technologist (AT) assigned in the barangay /Officer of the Day/Municipal Agriculturist
TOTAL:		**Php 50.00**	**9 minutes**	

2. FARMER'S ENROLLLMENT TO REGISTRY SYSTEM FOR BASIC SECTORS IN AGRICULTURE (RSBSA)

OFFICE / DIVISION:	Municipal Agriculture Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C- Government to Citizens
WHO MAY AVAIL:	Farmers of Castillejos, Farmers who has a farm at Castillejos

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Accomplished Visitors Logbook 2. Bring the following documents • 2 x 2 picture • Xerox copy of valid ID • Proof of ownership such as tax dec or title (Xerox Copy) • If tenant, notarized Copy of Agreement between tenant and owner	Municipal Agriculture Office • Any National Agency • Municipal Agriculture Office • Assessor's Office • Farm owner

CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit needed documents	Receive documents and Review	None	15 minutes	Agricultural Technologist (AT) assigned in the barangay/ Officer of the Day/Municipal Agriculturist
2. Claim the RSBSA number	Issue/Release certification	None	2 minutes	Agricultural Technologist (AT) assigned in the barangay /Officer of the Day/Municipal Agriculturist
TOTAL:		**None**	**17 minutes**	

3. AVAILMENT OF FARM INPUTS ASSISTANCE

- **Provision of farm input assistance to the farmers and fisherfolks are usually done by the National agencies and the Municipal Government based on targeted project in the annual budget**

OFFICE / DIVISION:	Municipal Agriculture Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C- Government to Citizens

WHO MAY AVAIL:	Farmers of Castillejos, Farmers who has a farm at Castillejos

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Accomplished Request forms (RSBSA Form) 2. Bring the following documents • Valid Identification Card • Barangay Certificate/Clearance • RSBSA registration/Fisherfolk Registration	Municipal Agriculture Office • Any National Agency • Barangay • Municipal Agriculture Office

CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Approach the Agricultural Technologist (AT about the input assistance requested	1.1 Receive documents, interview the farmer, process the document to regional office. 1.2 AEW visit the farm and validate the request for assistance	None	15 minutes 1 day	Agricultural Technologist (AT) assigned in the barangay /Officer of the Day/Municipal Agriculturist
2. Attend the briefing	2.1 Issue/Release certification 2.2 Prepare master list of farmer beneficiaries	None	1 day	**JANICE SARDO** Municipal Agriculturist Agricultural Technologist (AT) assigned in the barangay
3. Sign the master list and receive the input assistance			1 day	**JANICE SARDO** Municipal Agriculturist Agricultural Technologist (AT) assigned in the barangay
TOTAL:		**None**	**3 days 15 minutes**	

4. TRACTOR AND HARVESTER SERVICES

OFFICE / DIVISION:	Municipal Agriculture Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C- Government to Citizens

WHO MAY AVAIL:	Farmers of Castillejos, Farmers who has a farm at Castillejos

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Accomplished Visitors Logbook and Request Form	Municipal Agriculture Office

CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Request tractor and harvester service	Interview applicant and Schedule the service	None	1 minute	Agricultural Technologist (AT) assigned in the barangay /Officer of the Day
2. Pay Tractor and Harvester Rental at the Municipal Treasury Office	Receive Payment and Issue Official Receipt	Tractor 900.00/hour Harvester 14.00/kilo	10 minutes	Cashier (Treasurer's Office)
3. Submit Photocopy of Official Receipt and Request Form	Accept photocopy of Official Receipt and Request Form		1 minute	Agricultural Technologist (AT) assigned in the barangay /Officer of the Day
TOTAL:		**Tractor 900.00/hour Harvester 14.00/kilo**	**12 minutes**	

5. PROVISION OF TECHNICAL ASSISTANCE

OFFICE / DIVISION:	Municipal Agriculture Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C- Government to Citizens
WHO MAY AVAIL:	All Citizen of Castillejos

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Accomplished Visitors Log Book and Request Form	Municipal Agriculture Office

CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Request for assistance	1.1 Interview/Identify the problem. 1.2 Validate, Conduct Ocular Inspection and Apply Recommended Solution	None	1 minute 2 hours	**JANICE SARDO** Municipal Agriculturist Agricultural Technologist

				(AT) assigned in the barangay
TOTAL:		**None**	**2 hours and 1 minute**	

6. AVAILMENT OF ANIMAL HEALTH CARE FOR WALK-IN CLIENTELE

OFFICE / DIVISION:	Municipal Agriculture Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C- Government to Citizens
WHO MAY AVAIL:	All Citizen of Castillejos

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Accomplished Visitors Logbook and Request Form	Municipal Agriculture Office

CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fill-up the Request Form	Interview applicant; Verify information; Assess and Attend the animal's need.	Free of Charge *Depends on the availability of biologics	10 minutes	**MELVIN LEDEGARIO BACTAD JR.** Livestock Inspector Agricultural Technologist (AT) assigned in the barangay
TOTAL:		**None**	**10 minutes**	

7. AVAILMENT OF ANIMAL HEALTH CARE FOR HOME/FARM SERVICE CLIENTELE

OFFICE / DIVISION:	Municipal Agriculture Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C- Government to Citizens
WHO MAY AVAIL:	All Citizen of Castillejos

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Accomplished Visitors Logbook and Request Form	Municipal Agriculture Office

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up the Request Form	1.1 Appointment thru text, call or walk-in	None	30 minutes	**JANICE SARDO** Municipal Agriculturist
	1.2 History taking and physical examination.	None	10 minutes	Agricultural Technologist (AT) assigned in the barangay
	1.3 Treatment of animals	Free of Charge *Depends on the availability of biologics	2 minutes	
TOTAL:		**None**	**42 minutes**	

8. ISSUANCE OF LIVESTOCK HEALTH CERTIFICATE

- **Livestock Health Certificate issued by our Livestock Inspector are one of the requirements to secure shipping permit to transport live animals**

OFFICE / DIVISION:	Municipal Agriculture Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C- Government to Citizens
WHO MAY AVAIL:	Livestock and Poultry Raisers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Visitors Logbook and Request Form	Municipal Agriculture Office

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the Livestock Inspector regarding their schedule of harvest	1.1 Schedule the date of inspection	None	10 minutes	**MELVIN LEDEGARIO BACTAD JR.** Livestock Inspector **MELVIN LEDEGARIO BACTAD JR.** Livestock Inspector

	1.2 Conduct inspection 3 days before harvest		2 hours	Sanitary Officer and Internal Auditor
2. Payment of Livestock Health Certificate to Treasurer's Office and present the receipt to LI	Verify the receipt and issue Livestock Health Certificate	15 centavos/ head for poultry 20 pesos /head for hog	15 minutes	Cashier (Treasurer's Office) **MELVIN LEDEGARIO BACTAD JR.** Livestock Inspector
TOTAL:		**15 centavos /head for poultry** **20 pesos /head for hog**	**2 hours and 25 minutes**	

9. RECEIVING OF ANIMALS TO BE SLAUGHTERED (Subject to change upon the operation of our new slaughterhouse)

OFFICE / DIVISION:	Municipal Agriculture Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C- Government to Citizens
WHO MAY AVAIL:	All Citizen of Castillejos

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Accomplished Visitors Logbook and Request Form	Municipal Agriculture Office
2. Submit the following For Hogs:	Inter-regional/Inter provincial
• Shipping permit	• Bureau of Animal Industry-National Veterinary Quarantine Service (BAI-NVQS) Local • BAI-NVQS; Provincial Veterinary Office (PVO), Municipal Agriculture Office (MAO)
• Livestock Health Certificate	BAI-NVQS; Provincial Veterinary Office (PVO), Municipal Agriculture Office (MAO)
• ASF Free Status	Bureau of Animal Industry
For Cattle: • Barangay Clearance	Barangay of origin
• Certificate of Ownership	Barangay and municipality of origin

CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

1. Submit needed documents and Inspect Animal Health Condition	Review and Accept Forms	None	1 minute	**MELVIN LEDEGARIO BACTAD JR.** Livestock Inspector
2. Pay for the collection and fees to the Municipal Treasurer's Office	Receive Payment and Issue Official Receipt	Collection of fees • cattle/ carabao Php 500.00 • hogs 150.00 • small ruminant 100.00 Corral fees • cattle/ carabao 50.00/day/head • hogs 25.00/day/head • small ruminant 25.00/day/head	15 minutes	Cashier (Treasurer's Office) **MELVIN LEDEGARIO BACTAD JR.** Livestock Inspector
3. Impound animals to holding pens	Holding of animals to be slaughtered		15 minutes	**MELVIN LEDEGARIO BACTAD JR.** Livestock Inspector (3:00PM-5:00PM for local) Security Guard (5:01PM-10:00PM for outside Castillejos)
4. Conduct Ante-mortem	Receive ante-mortem certificate/ Inspect live animals if fit or unfit for slaughtering	None	5 minutes	**JOEL AMIGABLE** Meat Inspector
TOTAL:		**15 centavos/ head for poultry**	**36 minutes**	

		20 pesos/ head for hog		

10. SLAUGHTERING OF ANIMALS

OFFICE / DIVISION:	Municipal Agriculture Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C- Government to Citizens
WHO MAY AVAIL:	All Citizen of Castillejos

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Accomplished Visitors Logbook and Request Form 2. Submit the following • Certificate of Meat Inspection	Municipal Agriculture Office Municipal Agriculture Office (Meat Inspector)

CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
	Slaughter the animals. • Large • Hogs • small ruminant	None	 • 2 hours • 30 minutes • 30 minutes	Butcher
	Conduct post-mortem. • inspect and examine carcass and parts of all food animals for sale	None	20 minutes	**JOEL AMIGABLE** Meat Inspector
	Conduct meat marking	None	1 minute	**JOEL AMIGABLE** Meat Inspector
	Weighing of carcass	None	1 minute	**JOEL AMIGABLE** Meat Inspector
Claim the carcass	Dispatch the Carcass/ Delivery to market	None	5 minutes	Slaughterhouse Staff
	In case of delivery:	Hog Php 25.00 Goat 25.00 Cattle 30.00	5 minutes	Slaughterhouse Staff
TOTAL:		**Hog Php 25.00** **Goat 25.00** **Cattle 30.00**	**2 hours and 32 minutes**	

MUNICIPAL ASSESSOR'S OFFICE

SERVICE CATEGORY

MUNICIPAL ASSESSOR'S SERVICES

1. TRANSFER OF OWNERSHIP/ISSUANCE OF OWNER'S COPY OF TAX DECLARATION

OFFICE / DIVISION:	Municipal Assessor's Office
CLASSIFICATION:	Complex
TYPE OF TRANSACTION:	G2C - Government to Citizens; G2B - Government to Business; and G2G - Government to Government
WHO MAY AVAIL:	All property owners who have new Titles in their names and those who bought properties (untitled) who may wish to transfer ownership

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Notarized Deed of Conveyance (Deed of Absolute Sale, Reconveyance, Donation, Partition Agreement, Extra-Judicial-Settlement, etc.)	Law Office
2. Certified True Copy of Title	Register of Deeds/ Land Registration Authority
3. Certificate Authorizing Registration (CAR-BIR)	BIR - Olongapo City
4. Transfer Tax Certification	Municipal Treasurer's Office/ Provincial Treasurer's Office
5. Real Property Tax (Amelyar) Certification - Current	Municipal Treasurer's Office/ Provincial Treasurer's Office
6. Approved/Relocation Survey (Blueprint/Whiteprint) -if needed	Surveyor/Geodetic Engineer
7. PARO Clearance (for Titled Agricultural Property)	PARO - Iba, Zambales
8. Certification of Lot Status from DENR (for untitled Agricultural Property)	CENRO - Olongapo City
9. Secretary's Certificate/Board Resolution (if needed) particularly in corporations and the like	Company/Corporations (Seller or Buyer)
10. SEC Registration (if needed)	SEC

11. Notarized Special Power of Attorney (if needed, w/ apostille if issued abroad) 12. Photocopy of Latest Tax Declaration	Law Office Municipal Assessor's Office

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents and Fill up the request form Note: Client/ representative is requested to be present during the inspection	1.1 Evaluate required documents & Set Schedule of Inspection 1.2 Prepare Field Appraisal and Assessment Sheet 1.3 Submit to the Provincial Assessor's Office for Approval 1.4 Issue Owner's Copy of Tax Declaration	None	5 minutes 5-7 working days (after ocular inspection)	**RHODORA L. CORPUZ** Assessment Clerk III **JED MICHAEL FREDELUCES** Admin Aide III **AMELIA P. SANTOS** Municipal Assessor
TOTAL:		**None**	**5-7 working days**	

2. ISSUANCE OF CERTIFIED TRUE COPY OF TAX DECLARATIONS, CERTIFICATIONS OF NO IMPROVEMENT, NO PROPERTY & OTHER RELATED CERTIFICATIONS

OFFICE / DIVISION:	Municipal Assessor's Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C - Government to Citizens; G2B - Government to Business; and G2G - Government to Government
WHO MAY AVAIL:	All property owners or any individual that needs to secure certification regarding real properties

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Request (if necessary) 2. Authorization from the Owner if Representative (SPA) 3. Identification Card of Owner & Authorized Representative	Owner/Individual requesting the Certification Owner/Individual requesting the Certification (Notarized of Lawyer) Owner/Individual & Authorized Representative requesting the Certification. Municipal Treasure's Office

4. Official Receipt for Certification Fee 5. Barangay Certification (if needed) 6. Deed of Conveyance (for Cert. of Landholdings)		Office of the Barangay where the requesting party resides Law Office		
CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fill up request form and pay the Certification Fee	1.1 Verify from the Records 1.2 Issue Certified True Copy of Tax Declaration & Other Certifications requested. 1.3 Issue Cert. of Landholdings	Php 50.00/ Certification	5 Minutes 15 Minutes	**RHODORA L. CORPUZ** Assessment Clerk III **JED MICHAEL FREDELUCES** Admin Aide III
TOTAL:		**None**	**15 minutes**	

3. ASSESSMENT AND DECLARATION OF LAND (NEW)

OFFICE / DIVISION:	Municipal Assessor's Office
CLASSIFICATION:	Simple, Complex
TYPE OF TRANSACTION:	G2C - Government to Citizens; G2B - Government to Business; and G2G - Government to Government
WHO MAY AVAIL:	Those who applied for Land to be declared for the first time

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. (for Untitled declared New Lands) Alienable & Disposable(A & D) Certification, Lot Status Certification, Affidavit of Ownership, Affidavit of Two Adjoining Owners, Certification from Barangay, Survey Plan (Blueprint/Whiteprint) 2. (for Titled Property) CTC of Title, Approved Survey Plan (Blueprint/Whiteprint)	CENRO CENRO Law Office Barangay Surveyor/Geodetic Engineer Register of Deeds Surveyor/Geodetic Engineer

CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

1. Submit required documents and Fill up the request form Note: Client/ representative is requested to be present during inspection	1.1 Evaluate required documents & Set Schedule of Inspection 1.2 Prepare Field Appraisal and Assessment Sheet 1.3 Submit to the Provincial Assessor's Office for Approval 1.4 Issue Owner's Copy of Tax Declaration	None	5 minutes 5-7 working days (after ocular inspection)	**RHODORA L. CORPUZ** Assessment Clerk III **JED MICHAEL FREDELUCES** Admin Aide III **AMELIA P. SANTOS** Municipal Assessor
TOTAL:		**None**	**5-7 working days**	

4. ASSESSMENT AND DECLARATION OF BUILDINGS, MACHINERIES AND OTHER IMPROVEMENTS (NEW)

OFFICE / DIVISION:	Municipal Assessor's Office
CLASSIFICATION:	Simple, Complex
TYPE OF TRANSACTION:	G2C - Government to Citizens; G2B - Government to Business; and G2G - Government to Government
WHO MAY AVAIL:	Those who have built improvements on their properties; use machinery, particularly in business

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Tax Declaration of Land 2. Building Permit 3. Notarized Sworn Statement (Machineries)	Mun. Assessor's Office/Property Owners Mun. Engineering Office Forms provided by the Assessor's Office

CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit required documents and Fill up the request form Note: Client/ representative is requested to be present during inspection	1.1 Evaluate required documents & Set Schedule of Inspection 1.2 Prepare Field Appraisal and	None	5 minutes	**RHODORA L. CORPUZ** Assessment Clerk III **JED MICHAEL FREDELUCES** Admin Aide III

	Assessment Sheet 1.3 Submit to the Provincial Assessor's Office for Approval 1.4 Issue Owner's Copy of Tax Declaration		5-7 working days (after ocular inspection)	**AMELIA P. SANTOS** Municipal Assessor
TOTAL:		**None**	**5-7 working days**	

5. REVISION, RE-ASSESSMENT AND CANCELLATION OF TAX DECLARATIONS

OFFICE / DIVISION:	Municipal Assessor's Office
CLASSIFICATION:	Simple, Complex
TYPE OF TRANSACTION:	G2C - Government to Citizens; G2B - Government to Business; and G2G - Government to Government
WHO MAY AVAIL:	All property owners who changed the actual use of their properties; and identifications of Lot Number; wish to cancel the declarations

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Letter of Request 2. Updated Real Property Tax payment w/ Certification 3. Survey Plan (if needed)	Property Owners Mun. Treasurer's Office Surveyor/Geodetic Engineer

CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit required documents and Fill up the request form Note: Client/ representative is requested to be present during inspection	1.1 Evaluate required documents & Set Schedule of Inspection 1.2 Prepare Field Appraisal and Assessment Sheet, Notice of Cancellation, Compute the Value	None	5 minutes	**RHODORA L. CORPUZ** Assessment Clerk III **JED MICHAEL FREDELUCES** Admin Aide III

	1.3 Submit to the Provincial Assessor's Office for Approval 1.4 Issue Owner's Copy of Tax Declaration or Notice of Cancellation		5-7 working days (after ocular inspection)	**AMELIA P. SANTOS** Municipal Assessor
TOTAL:		**None**	**5-7 working days**	

MUNICIPAL BUDGET OFFICE

SERVICE CATEGORY

MUNICIPAL BUDGET SERVICES

1. BUDGET PREPARATION

The Municipal Budget Office Preview and consolidate proposals for Annual Budget, Supplemental Budget under the General Fund and Special Education Funds and made coordination with the Municipal Finance Committee for the purpose of budgeting and Special Education. Assist in the conduct of budget hearings on budget proposals submitted by department head and render assistance to the LCE in the preparation of annual or supplemental budgets.

OFFICE / DIVISION:	Municipal Budget Office
CLASSIFICATION:	Highly Technical
TYPE OF TRANSACTION:	G2G - Government to Government
WHO MAY AVAIL:	All Departments

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Budget Call 2. Budget Proposals 3. Local Budget Preparation Forms	

CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
	1. Issue Budget Call	None	2 days	**HON. JEFFREY D. KHONGHUN** Municipal Mayor **LEONORA F. ADAPON** Municipal Budget Officer
	2. Disseminate the Budget Call to all concerned departments/ agencies	None	2 days	**MA. TERESA A. GIRON** Budgeting Assistant
	3. Consolidate Budget Proposals	None	30 days	**LEONORA F. ADAPON** Municipal Budget Officer **EVA L. SAHAGUN** Senior Bookkeeper

				MARIA TERESA A. GIRON Budgeting Assistant
	4. Conduct Budget Forum	None	1 day	**LEONORA F. ADAPON** Municipal Budget Officer
	5. Prepare LEP and BESF	None	2 months	**LEONORA F. ADAPON** Municipal Budget Officer **EVA L. SAHAGUN** Senior Bookkeeper **MARIA TERESA A. GIRON** Budgeting Assistant
	6. Prepare Budget Message	None	2 days	**HON. JEFFREY D. KHONGHUN** Municipal Mayor **LEONORA F. ADAPON** Municipal Budget Officer
7. Submit Executive Budget to the Sangguniang Bayan		None	1 day	**LEONORA F. ADAPON** Municipal Budget Officer
TOTAL:		**None**	**3 months and 8 days**	

2. BARANGAY BUDGET REVIEW

The Municipal Budget Office renders technical assistance to the Sangguniang Bayan in the review of the annual and supplemental budgets of the 14 Barangays and Sangguniang Kabataan of the municipality and provide technical assistance in the preparation and implementation of barangay budgets.

OFFICE / DIVISION:	Municipal Budget Office
CLASSIFICATION:	Complex

TYPE OF TRANSACTION:	G2G - Government to Government
WHO MAY AVAIL:	All Barangays of Castillejos

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Barangay Budget Message 2. Certification of Actual Income (Next Proceeding Year) 3. Certification of Estimated Income (Budget Year) 4. Certification of Additional Income (For Supplemental Budget) 5. Appropriation Ordinance 6. Statement of Special Purpose (SPA) 7. Annual Investment Plan (AIP) 8. BBP Form No. 1 9. Budget Expenditures and Sources of Financing (Program Appropriation by PPA) 10. BBP Form No. 2 11. BBP Form No. 2A (20% Development Plan) 12. BBP Form No. 3 (Plantilla of Personnel) 13. BBP Form No. 4 (Statement of Indebtedness) 14. BBP Form No. 5 Statement of Funding Sources (fro Supplemental Budget) 15. BBP Form No. 6 Statement of Supplemental Appropriation (For Supplemental Budget) 16. GAD Plan and Budget with Municipal Planning and DILG certificate of review and endorsement 17. BDRRMF Plan with Barangay Resolution 18. Senior Citizen and PWD Plan and Budget 19. BCPC Plan and Budget 20. SK Resolution, CBYDP, SK Annual Plan and Budget, Barangay Youth Investment Plan and Annual Appropriation Form 21. Barangay Plans, PPA and Work Programs (Health & Nutrition, BADAC, Peace and Order, Clean	From concerned Barangays

and Green & Other Special Activities 22. Annual Procurement Plan				
CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
	1. Receives the Annual/Supplemental Budgets of barangays as endorsed by the SB to the LFC	None	Upon receipt	**EVA L. SAHAGUN** Senior Bookkeeper
	2. Check and evaluate the completeness of submitted documents	None	1 hour	**EVA L. SAHAGUN** Senior Bookkeeper
	3. If the submitted documents are incomplete, return it within 5 days and cite the lacking documents	None	30 minutes	**EVA L. SAHAGUN** Senior Bookkeeper
	4. If the submitted documents are complete, review and evaluate the appropriation ordinance and issue review letter to the LFC	None	1 week	**LEONORA F. ADAPON** Municipal Budget Officer
	5. Recommend approval of the review-action to the LFC	None	1 hour	**LEONORA F. ADAPON** Municipal Budget Officer
TOTAL:		**None**	**1 week 2 hours and 30 minutes**	

3. BUDGET EXECUTION AND ACCOUNTABILITY

OFFICE / DIVISION:	Municipal Budget Office
CLASSIFICATION:	Complex
TYPE OF TRANSACTION:	G2G - Government to Government
WHO MAY AVAIL:	All Barangays of Castillejos

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Approved Annual Budget of the Municipality	From concerned Barangays

CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
	1. Prepare Local Budget Matrix and approval of the Local Expenditure Program (Annual Budget)	None	3 days	**LEONORA F. ADAPON** Municipal Budget Officer **MARIA TERESA A. GIRON** Budgeting Assistant
	a. Check and evaluate the accuracy of documents.	None	30 minutes	**LEONORA F. ADAPON** Municipal Budget Officer
	b. Recommend Local Budget Matrix for approval of the LCE.	None	3 minutes	**LEONORA F. ADAPON** Municipal Budget Officer
	c. Release the approved matrix for distribution to different offices.	None	1 hour	**LEONORA F. ADAPON** Municipal Budget Officer
	2.Record/encode the approved budget in the registries of appropriations and allotments	None		**LEONORA F. ADAPON** Municipal Budget Officer **MARIA TERESA A. GIRON** Budgeting Assistant

				EVA L. SAHAGUN Senior Bookkeeper
	3. Facilitate processing of Certificate of Appropriations, Funds and Obligation of Allotment	None	15 minutes	
TOTAL:		**None**	**3 days 2 hours and 15 minutes**	

4. PROCESSING OF CERTIFICATE OF APPROPRIATION, FUNDS AND OBLIGATION OF ALLOTMENT (CAFOA)

OFFICE / DIVISION:	Municipal Budget Office
CLASSIFICATION:	Complex
TYPE OF TRANSACTION:	G2G - Government to Government
WHO MAY AVAIL:	All Clients

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Approved Annual Budget of the Municipality	From concerned Barangays

CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submits CAFOA (signed by the Department Head) and other documents as required	1.1 Receives CAFOA and supporting documents	None	2 minutes	**MARIA TERESA A. GIRON** Budgeting Assistant **EVA L. SAHAGUN** Senior Bookkeeper
	1.2 Verifies completeness of the supporting documents and signatories.	None	3 minutes	**MARIA TERESA A. GIRON** Budgeting Assistant **EVA L. SAHAGUN** Senior Bookkeeper

	2. If the submitted documents are incomplete, return the same through a notice to the client office, citing therein the list of lacking requirements	None	Upon receipt	**MARIA TERESA A. GIRON** Budgeting Assistant **EVA L. SAHAGUN** Senior Bookkeeper
	3. Check the existence of appropriation in the Budget Operation System	None	Upon receipt	**MARIA TERESA A. GIRON** Budgeting Assistant **EVA L. SAHAGUN** Senior Bookkeeper
	4. Numbers the CAFOA and countersigns under the name of the Municipal Budget Officer in the existence of the appropriation	None	Upon receipt	**MARIA TERESA A. GIRON** Budgeting Assistant **EVA L. SAHAGUN** Senior Bookkeeper
	5. Forwards the CAFOA to the Municipal Budget Officer for signature	None	Upon receipt	**LEONORA F. ADAPON** Municipal Budget Officer
	6. Certifies and signs the existence of appropriations and indicate the date upon signing	None		
Receives the numbered and signed CAFOA with supporting documents.	7. Receives back CAFOA to the end user with its supporting documents and have it acknowledged in the logbook	None		

	8. Release the duly signed CAFOA of different agencies and forward them to accounting office	None	15 minutes	**MARIA TERESA A. GIRON** Budgeting Assistant **EVA L. SAHAGUN** Senior Bookkeeper
	9. Render technical advises/opinions to queries pertaining to fiscal administration	None	Upon arrival/receipt	**LEONORA F. ADAPON** Municipal Budget Officer
	10. Certify as to existence of appropriations	None	Upon request	**LEONORA F. ADAPON** Municipal Budget Officer
	11. Prepare and submit periodic reports	None	3 days	**LEONORA F. ADAPON** Municipal Budget Officer **MARIA TERESA A. GIRON** Budgeting Assistant **EVA L. SAHAGUN** Senior Bookkeeper
TOTAL:		**None**	**3 days and 20 minutes**	

MUNICIPAL CIVIL REGISTRAR OFFICE

SERVICE CATEGORY

MUNICIPAL CIVIL REGISTRAR SERVICES

1. REQUEST FOR COPY OF CIVIL REGISTRY DOCUMENTS

OFFICE / DIVISION:	Municipal Civil Registrar Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C – Government to Citizens; G2B-Government to Business ; G2G-Government to Government
WHO MAY AVAIL:	All Government Offices and agencies in the Executive Department, including Local Government Units, Government-Owned and Controlled Corporations (GOCCs), Other Government Instrumentalities, Organizations/Private sector Partners and individual

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Authorization Letter, IDs of the document owner and Authorized representative	1. RA 10173 (Data Privacy Act)/ Revenue code

CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fill up the request form and pay the correspondin g fee.	1. Verify from the database, Present OR for release/issuance of the certified copy	P50.00	15 minutes	**AMELITA LABIO** Admin Aide III
TOTAL:		**P50.00**	**15 minutes**	

BIRTH

OFFICE / DIVISION:	Municipal Civil Registrar Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C – Government to Citizens; G2B-Government to Business ; G2G-Government to Government
WHO MAY AVAIL:	All Government Offices and agencies in the Executive Department, including Local Government Units, Government-Owned and Controlled Corporations (GOCCs), Other Government Instrumentalities, Organizations/Private sector Partners and individual

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Marriage Contract, the mother and father must be present for the unwed couple and must present a valid identification card or residence	1. Revised Implementing Rules RA 9255/ Revenue Code

certificate, presence of the Birth Attendant				
CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fill-up the request form, and allow the client to check/verify all information	1. Encode information in PHILCRIS, for unwed parents, pay the corresponding fee for the Affidavit to Use Surname of the Father at the Treasurer's Office, Release the registered document	P200.00 (AUSF)	25 minutes	**MALOU D. DOMINGUEZ** Assistant Department Head
TOTAL:		**P200.00 (AUSF)**	**25 minutes**	

MARRIAGE

OFFICE / DIVISION:	Municipal Civil Registrar Offic
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C – Government to Citizens; G2B-Government to Business ; G2G-Government to Government
WHO MAY AVAIL:	All Government Offices and agencies in the Executive Department, including Local Government Units, Government-Owned and Controlled Corporations (GOCCs), Other Government Instrumentalities, Organizations/Private sector Partners and individual

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. The prescribed period for registration of ordinary marriage is within fifteen days while marriage under Art. 34 (exempted from license requirement) is within 30 days	1. IRR of Act No. 3753

CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fill up the request form, and allow the client to check/verify	1. Verify all information, Assign the registry number, Release/issue registered	None	10 minutes	**JOAN SADABA** Admin Aide III

all information	Marriage Contract			
TOTAL:		**None**	**10 minutes**	

DEATH

OFFICE / DIVISION:	Municipal Civil Registrar Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C – Government to Citizens; G2B-Government to Business ; G2G-Government to Government
WHO MAY AVAIL:	All Government Offices and agencies in the Executive Department, including Local Government Units, Government-Owned and Controlled Corporations (GOCCs), Other Government Instrumentalities, Organizations/Private sector Partners and individual

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Barangay Certification certifying that the person died within their locality	1. IRR of Act No. 3753 / Revenue code

CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fill up the request form, allow the client to check/verify all information, and pay the corresponding fee	1. Encode information in PHILCRIS, For the signature of the following: Embalmer, Attending Physician, Municipal Health Officer, Release of Registered Document	Burial Permit Php 50.00; Cemetery Lot	25 minutes	**MALOU D. DOMINGUEZ** Assistant Department Head
TOTAL:		**Php 50.00**	**25 minutes**	

2. REGISTRATION OF COURT ORDERS/DECREES AND LEGAL INSTRUMENTS

OFFICE / DIVISION:	Municipal Civil Registrar Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C – Government to Citizens; G2B-Government to Business; G2G-Government to Government

WHO MAY AVAIL:	All Government Offices and agencies in the Executive Department, including Local Government Units, Government-Owned and Controlled Corporations (GOCCs), Other Government Instrumentalities, Organizations/Private sector Partners and individual

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Original and certified photocopy 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	1. IRR of Act No. 3753 / Revenue code

CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fill up the information form and pay the corresponding fee.	1. Verification and acceptance of documents. Annotation of record. Issuance of an annotated copy of the document and endorsement to PSA.	1. Annulment of Marriage: Php 200, Acknowledgement, Legitimation, AUSF: Php 200, Supplemental Report: Php100 Adoption: Php 500, Judicial Declaration of Presumption of death/Affidavit of reappearance: Php300, Legal Separation: Php 200, Naturalization: Php200, Voluntary Emancipation of Minor: Php 100, Recognizing or Acknowledging Natural Children or Impugning or denying such recognition: Php 200, Judicial Determination of Paternity Affiliation: Php 200, Custody of Minors and Guardianship: Php 200, Repatriation or Voluntary Renunciation of	30 minutes	**MALOU D. DOMINGUEZ** Assistant Department Head

		Citizenship: Php 300		
TOTAL:			**30 minutes**	

3. DELAYED REGISTRATION OF CIVIL REGISTRY

OFFICE / DIVISION:	Municipal Civil Registrar Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C – Government to Citizens; G2B-Government to Business; G2G-Government to Government
WHO MAY AVAIL:	All Government Offices and agencies in the Executive Department, including Local Government Units, Government-Owned and Controlled Corporations (GOCCs), Other Government Instrumentalities, Organizations/Private sector Partners and individual

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. For Birth: PSA Negative Result, Baptismal Certificate, Permanent School Record/Transcript of Records, Immunization/ Medical Record, Voter's Registration Record, Marriage Certificate (of parents and of the document owner), Brgy. Certification, Valid IDs/cedula of parents. Other Supporting documents may be required by the Office which is relevant and necessary for the processing of the registration. For Out-of-Town Late Registration of Birth: Self Affidavit of the Registrant and Affidavit of two disinterested persons	1. IRR of Act No. 3753 / Revenue code

CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fill up the information form, allow the client to check/verify all information, and pay the corresponding fee.	1. Encode information if PHILCRIS. Posting Period of 10 days before release/issuance of Registered Document	1. For Birth: AUSF Fee Php 200 For Out-of-Town Late Registration: Endorsement fee: Php100	30 minutes 10 working days	**EDGARDO C. GARCIA** MCR-ICO

TOTAL:			**10 working days**	

4. APPLYING FOR A MARRIAGE LICENSE

OFFICE / DIVISION:	Municipal Civil Registrar Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C – Government to Citizens; G2B-Government to Business; G2G-Government to Government
WHO MAY AVAIL:	All Government Offices and agencies in the Executive Department, including Local Government Units, Government-Owned and Controlled Corporations (GOCCs), Other Government Instrumentalities, Organizations/Private sector Partners and individual

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Birth Certificate of both applicants, Pre-Marriage Counseling Certificate, for 25 years old & up CENOMAR, 18-24 years old must have their parents with them for parents' consent/advice, for foreigners, Legal Capacity, for widow/widower Death certificate of the deceased spouse, for annulled/divorced, divorce/annulment papers	1. IRR of Act No. 3753

CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fill up the information form and pay the corresponding fee.	1. Verify all information given, For Civil Wedding (Mayor) - Check the schedule of the wedding, Release/Issuance of Marriage License	1. For Church/ Christian Wedding, Civil Wedding (Judge) - Php252.00 2. For Civil Wedding (Mayor) - Php452.00 3. For applications under Art. 34 - Php200.00	25 minutes	**JOAN SADABA** Admin Aide III
TOTAL:			**25 minutes**	

5. CORRECTION OF CLERICAL ERROR (RA 9048)

OFFICE / DIVISION:	Municipal Civil Registrar Office
CLASSIFICATION:	Highly Technical
TYPE OF TRANSACTION:	G2C – Government to Citizens; G2B-Government to Business; G2G-Government to Government
WHO MAY AVAIL:	All Government Offices and agencies in the Executive Department, including Local Government Units, Government-Owned and Controlled Corporations (GOCCs), Other Government Instrumentalities, Organizations/Private sector Partners and individual

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. PSA & LCRO copy of the document to be corrected, baptismal certificate, marriage certificate, School Record/Transcript of Records, Voter's Registration Record (COMELEC), Certificate of Employment or Affidavit of Non-employment (Unemployed), cedula, IDs. Other Supporting documents may be required by the Office which is relevant and necessary for the approval of the Petition depending on the error to be corrected: e.g., Philhealth MDR, Passport, Birth certificate of child/children, siblings or parents, medical records, etc.	1. RA 9048

CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fill up the information form and pay the corresponding fee.	1. Verification and acceptance of petition. Posting period for 10 days before forwarding to PSA. Processing and approval of petitions for RA 9048 at PSA	1. Php 1,000.00 For Migrant Petition: Php 500	15 minutes, 10 working days, 3-4 months	**EDGARDO C. GARCIA** MCR-ICO
TOTAL:			**4 months**	

6. CHANGE OF FIRST NAME (RA 9048), CORRECTION OF SEX/GENDER & CORRECTION OF DATE OF BIRTH (RA 10172)

OFFICE / DIVISION:	Municipal Civil Registrar Office
CLASSIFICATION:	Highly Technical
TYPE OF TRANSACTION:	G2C – Government to Citizens; G2B-Government to Business; G2G-Government to Government
WHO MAY AVAIL:	All Government Offices and agencies in the Executive Department, including Local Government Units, Government-Owned and Controlled Corporations (GOCCs), Other Government Instrument Instrumentalities, Organizations/Private sector Partners and individual

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. PSA & LCRO copy of the document to be corrected, Baptismal certificate, marriage certificate, earliest school record (elementary), Voter's registration Record (COMELEC), Certificate of Employment or Affidavit of unemployment (Unemployed), Affidavit of Publication, Newspaper Clippings, Police Clearance, NBI Clearance. Other Supporting documents may be required by the Office which is relevant and necessary for the approval of the Petition depending on the error to be corrected: e.g. Philhealth MDR, Passport, Birth certificate of child/children, siblings or parents, etc...) *** For Correction of Sex/Gender: Medical Records, Medical certification from accredited government physician, Certificate of Authenticity issued by the MCR, the person concerned must be the one to file the petition	1. IRR of Act No. 3753

CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fill-up information form, Pay correspond ing fee.	1. Verification and acceptance of documents. Publication to newspaper for two consecutive	1. Php 3,000.00 For Migrant Petition; Php 1,000.00	15 minutes, 3-4 months	**EDGARDO C. GARCIA** MCR-ICO

	weeks then posting period for 10 days before forwarding to PSA, Processing and approval of petitions at PSA			
TOTAL:			**4 months**	

7. REQUEST FOR ENDORSEMENT OF RECORD TO PSA (ADVANCE COPY, NEGATIVE RESULT, UNANNOTATED)

OFFICE / DIVISION:	Municipal Civil Registrar Office
CLASSIFICATION:	Highly Technical
TYPE OF TRANSACTION:	G2C – Government to Citizens; G2B-Government to Business; G2G-Government to Government
WHO MAY AVAIL:	All Government Offices and agencies in the Executive Department, including Local Government Units, Government-Owned and Controlled Corporations (GOCCs), Other Government Instrumentalities, Organizations/Private sector Partners and individual

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. (For Negative and unannotated) PSA Copy of the document	1. IRR of Act No. 3753 / Revenue code

CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fill up the information form, allow the client to check/verify all information, and pay the corresponding fee.	1. Verification from the database and acceptance of documents. Issuance of endorsement letter to PSA	Php 100.00	15 minutes	**MALOU D. DOMINGUEZ** Assistant Department Head
TOTAL:			**15 minutes**	

MUNICIPAL DISASTER RISK REDUCTION AND MANAGEMENT OFFICE

SERVICE CATEGORY

MUNICIPAL DISASTER RISK REDUCTION AND MANAGEMENT SERVICES

1. EMERGENCY RESPONSE/ SEARCH RESCUE, AND RETRIEVAL : TRAUMA, VEHICULAR ACCIDENT, MEDICAL EMERGENCY

OFFICE / DIVISION:	MDRRMO Operation Section
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C- Government to Citizens
WHO MAY AVAIL:	All of LGU Citizens and other nearby LGU

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Communication from: Radio Room/DRRMO Hotline	None

CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Emergency Call to central communication: Radio Room/ DRRMO Hotline	1. Dispatch 2. Scene assessment 3. Primary and secondary assessment 4. Treatment, stabilization, and immobilization 5. Transport to nearest facility	None	10 Minutes (SMDH)/ 50 Minutes (SBMA & Olongapo)	MDRRMO Operations Section Duty Team on Schedule
TOTAL:			**10 minutes/ 50 minutes**	

2. FACILITY TO FACILITY PATIENT TRANSPORT

OFFICE / DIVISION:	MDRRMO Operation Section
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C- Government to Citizens, G2G- Government to Government
WHO MAY AVAIL:	All of LGU Citizens and other nearby LGU

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Communication of approval and directive: Mayors Office	Mayor's Office

CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

1. Submission of request to Mayors Office	1. Patient Endorsement 2. Patient Monitoring 3. Transport to referred facility	None	10 MINUTES	MDRRMO Operations Section Duty Team on Schedule
TOTAL:			**10 minutes/ 50 minutes**	

3. DEBRIS AND HAZARD CLEARING OPERATIONS

OFFICE / DIVISION:	MDRRMO Operation Section			
CLASSIFICATION:	Technical			
TYPE OF TRANSACTION:	G2C- Government to Citizens, G2G- Government to Government			
WHO MAY AVAIL:	All of LGU Citizens and other nearby LGU/Agency/CSO			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Communication of approval and directive: Mayors Office		Mayor's Office		
CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submission of Request to Mayors Office	1. Area Assessment 2. Clearing Activities	None	5 minutes: scheduling 8 hours: actual clearing operation	MDRRMO Operations Section Clearing Duty Team on Schedule
TOTAL:			**8 hours and 5 minutes**	

4. REQUEST FOR DRRM TRAININGS/ DRILLS/ WORKSHOP

OFFICE / DIVISION:	MDRRMO Admin and Training Section			
CLASSIFICATION:	Technical			
TYPE OF TRANSACTION:	G2C- Government to Citizens, G2G- Government to Government			
WHO MAY AVAIL:	All LGU Citizens and other nearby LGU/Agency			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Communication of approval and directive : Mayors Office		Mayor's Office		
CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submission of request to Mayors Office	1.Training Plan and Design	None	5 minutes: scheduling	**BRYAN KURT DALIT** LDRRMA

	2. Scheduling 3. Training Proper 4. Release of Certificate			**MARK COBARDO** LDRRMA **RODNEY M. SARMIENTO** LDRRMO IV **Training Section on Duty**
TOTAL:			**5 minutes**	

5. REQUEST FOR LIGHTNING AND HAZARD CERTIFICATES

OFFICE / DIVISION:	MDRRMO Admin and Training Section			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C- Government to Citizens, G2G- Government to Government			
WHO MAY AVAIL:	All LGU Citizens and other nearby LGU/Agency			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Communication of approval and directive: Mayors Office		Mayor's Office		
CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submission of request to Mayors Office	1. Processing and printing of certificate	None	5 minutes	**BRYAN KURT DALIT** LDRRMA **MARK COBARDO** LDRRMA **RODNEY M. SARMIENTO** LDRRMO IV
TOTAL:			**5 minutes**	

6. DRRM RELATED PLANS AND CORRESPONDENCE

OFFICE / DIVISION:	MDRRMO Research and Planning Section
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C- Government to Citizens, G2G- Government to Government
WHO MAY AVAIL:	All LGU Citizens and other nearby LGU/Agency

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Communication of approval and directive: Mayors Office		Mayor's Office		
CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submission of request to Mayors Office	1. Processing and printing of copies	None	5 minutes	**BRYAN KURT DALIT** LDRRMA **MARK COBARDO** LDRRMA **RODNEY M. SARMIENTO** LDRRMO IV
TOTAL:			**5 minutes**	

MUNICIPAL ENGINEERING OFFICE

SERVICE CATEGORY

MUNICIPAL ENGINEERING SERVICES

1. BUILDING PERMIT APPLICATION

No person, firm or corporation, including any agency, or, instrumentality, of the government shall erect, construct, alter, repair, move, convert or demolish any building or structure or cause the same to be done without first obtaining a building permit therefore from the Building Official assigned in the place where the subject building is located or the building work is to be done.

OFFICE / DIVISION:	Municipal Engineering Office
CLASSIFICATION :	Simple
TYPE OF TRANSACTION:	G2C - Government to Citizens; G2B - Government to Business; G2G - Government to Government
WHO MAY AVAIL:	Any person, firm, or corporation including any agency or instrumentality of the government desiring to obtain building permit

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Unified Application Form for Building Permit	1. LGU Castillejos - MEO
2. Proof of Ownership	
2.1 Owner of the Lot	Owner
2.1.a Photocopy of Original/ Transfer Certificate of Title (OCT/TCT), on file with the Registry of Deeds	Owner Owner
2.1.b Photocopy of Tax Declaration	
2.1.c Photocopy of Latest Current Tax Receipt	Owner
2.2 Not the Registered Lot Owner (Additional requirements)	
2.2.a Deed of Absolute Sale, Deed of Donation, or Contract of Lease	
3. Complete sets of Design Plans duly signed and sealed by licensed professionals (6 copies)	
i. Geodetic Engineer, in case of lot survey plans;	Geodetic Engineer
ii. Architect, in case of architectural documents;	Civil Engineer/ Architect
iii. Civil Engineer, in case of civil/ structural documents;	Civil Engineer

iv. Professional Electrical Engineer, in case of electrical documents;	Professional Electrical Engineer
v. Professional Mechanical Engineer, in case of mechanical documents;	Professional Mechanical Engineer
vi. Sanitary Engineer, in case of sanitary documents;	Sanitary Engineer
vii. Master Plumber, in case of plumbing documents;	Master Plumber
viii. Electronics Engineer, in case of electronic documents.	Electronics Engineer
3.1 Photocopy of PRC License and PTR (must be signed and sealed by licensed professionals	Engineer/ Architect
3.2 Bill of Materials and Specifications (6 copies)	Engineer/ Architect
3.3 Design Analysis (for 2-Storey and above structures)	Engineer
3.4 Boring and Load Tests (for 3-storey and higher)	Engineer
4. Clearances	
4.1 Barangay clearance on the legality of the construction to be undertaken	Barangay
4.2 Zoning and Locational Clearances	MPDO
4.3 SB Resolution (when necessary)	Sangguniang Bayan Office
4.4 Whenever necessary clearances from National Agencies	Respective Agencies

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Duly Notarized Building Permit Application Forms and all the required documents indicated in the checklist of requirements.	1.1 Receive and evaluate the submitted documents 1.2 Prepare endorsement letters and endorse to other agencies for evaluation on	None None	30 minutes 30 minutes	**ABRAHAM P. EDROSOLAM** Admin Aide III **CYRUS RAVEN C. CORPUS** Admin Aide III **STEPHANIE GRACE M. MON**

	zoning and locational clearances, BFP fire safety evaluation certificate (FSEC), and DPWH clearance if construction is along National Road			Engineer I **STEVEN MAYNARD B. ANDRES** Technical Assistant
	1.3 Assess building plans and compute order of payment.	None	30 minutes	**STEPHANIE GRACE M. MON** Engineer I **STEVEN MAYNARD B. ANDRES** Technical Assistant
2. Pay the computed amount of fees at the Municipal Treasury Office	2.1 Issuance of Official Receipt for Building Permit	As per new schedule of fees and other charges (PD 1096)	15 minutes	**Treasury Personnel Municipal Treasury Office**
3. Receive the Approved Building Permit	3.1 Receive issued clearances from other agencies	None	5 minutes	**ABRAHAM P. EDROSOLAM** Admin Aide III **CYRUS RAVEN C. CORPUS** Admin Aide III **STEPHANIE GRACE M. MON** Engineer I **STEVEN MAYNARD B. ANDRES**

	3.2 Approval and signing of the plans and forms by the Building Official 3.3 Record and issue the building permit	None None	15 minutes 5 minutes	Technical Assistant **ENRIQUE C. CLARIN** Municipal Engineer **ABRAHAM P. EDROSOLAM** Admin Aide III **CYRUS RAVEN C. CORPUS** Admin Aide III **STEPHANIE GRACE M. MON** Engineer I **STEVEN MAYNARD B. ANDRES** Technical Assistant
TOTAL:			**2 hours and 10 minutes**	

2. OCCUPANCY PERMIT APPLICATION

No building or structure shall be used or occupied and no charge in the existing use or occupancy classification of a building or structure or portion thereof shall be made until the Building Official has issued a Certificate of Occupancy therefore as provide in the National Building Code.

OFFICE / DIVISION:	Municipal Engineering Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C - Government to Citizens; G2B - Government to Business; G2G - Government to Government
WHO MAY AVAIL:	All clients who constructed structures within the jurisdiction of the municipality.
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**

1. Submit duly Accomplished Occupancy Forms and requirements 2. Construction Logbook and As-Built Plans (if applicable) 3. Original Building Permit		LGU Castillejos - MEO Owner Owner		
CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit duly accomplish Occupancy Forms and requirements	1.1 Verify submitted documents and conduct inspection for Occupancy Permit	None	30 minutes	**ABRAHAM P. EDROSOLAM** Admin Aide III **STEPHANIE GRACE MON** Engineer I
	1.2 Prepare endorsement letter to Bureau of Fire Protection for Fire Safety Inspection Certificate (FSIC)	None	15 minutes	**ABRAHAM P. EDROSOLAM** Admin Aide III **CYRUS RAVEN C. CORPUS** Admin Aide III **STEPHANIE GRACE M. MON** Engineer I **STEVEN MAYNARD B. ANDRES** Technical Assistant
	1.3 Compute order of payment.	None	15 minutes	**STEPHANIE GRACE M. MON** Engineer I **STEVEN MAYNARD B. ANDRES** Technical Assistant

2. Pay the computed amount of fees at the Municipal Treasury Office and secure FSIC at BFP Office	2.1 Issuance of Official Receipt for Occupancy Permit	As per new schedule of fees and other charges (PD 1096)	15 minutes	**Treasury Personnel Municipal Treasury Office**
3. Receive the Certificate of Occupancy	3.1 Receive official receipt and issued clearances from other agencies.	None	5 minutes	**ABRAHAM P. EDROSOLAM** Admin Aide III **CYRUS RAVEN C. CORPUS** Admin Aide III **STEPHANIE GRACE M. MON** Engineer I **STEVEN MAYNARD B. ANDRES** Technical Assistant
	3.2 Approval and signing of Certificate of Occupancy by the Building Official	None	10 minutes	**ENRIQUE C. CLARIN** Municipal Engineer
	3.3 Record and issue the Certificate of Occupancy	None	5 minutes	**ABRAHAM P. EDROSOLAM** Admin Aide III **CYRUS RAVEN C. CORPUS** Admin Aide III

				STEPHANIE GRACE M. MON Engineer I **STEVEN MAYNARD B. ANDRES** Technical Assistant
TOTAL:			**1 hour and 35 minutes**	

MUNICIPAL HEALTH OFFICE

SERVICE CATEGORY

MUNICIPAL HEALTH OFFICE SERVICES

1. OUT PATIENT CONSULTATION

OFFICE / DIVISION:	Municipal Health Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C- Government to Citizens
WHO MAY AVAIL:	General Public

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Philhealth ID 2. Covid 19 Vaccination Card	Client/Patient

CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Proceed to the RHU information Counter/ Triage Area	Prepare patient's record	None	5 minutes	**Midwife/Nurse on duty**
2. Proceed to the nurse/midwife for initial assessment.	Conduct assessment, interview, vital signs and encoding of patient's record through EMR. Issue Queuing Number	None	5 minutes	**Midwife/Nurse on duty**
3. Proceed to consultation room and submit self for examination	Refer for consultations, issuance of prescription, Medical Certificate and giving follow up instructions. Refer to pharmacy for free medicines.	None	15 minutes	**DR. PINKY P. AYSON** Municipal Health Officer **DR. AUBREY E. DE PERIO** Medical Officer III
If to be referred, listen to instruction(s). Prepare for transport.	Secure pre referral management. Prepare referral form. Endorse to	None	10 minutes	**Midwife/Nurse on duty**

	Hospital of choice. Arrange for transport.			
4. If with laboratory examination, proceed to the laboratory and present request for examination	Receive laboratory request and obtain specimen from the patient. Perform laboratory examination and give result to patient	None	30 minutes	**ANSELMO VILLANUEVA AND SHERRAYNE SANTOS** (Medical Technologist)
5. Brings Laboratory Result to Consultation Room	Assess result(s) of laboratory examination. Prescribe appropriate treatment.	None	10 minutes	**DR. PINKY P. AYSON** Municipal Health Officer **DR. AUBREY E. DE PERIO** Medical Officer III
TOTAL:		**None**	**75 minutes**	

2. ISSUANCE OF MEDICO LEGAL CERTIFICATES

OFFICE / DIVISION:	Municipal Health Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C- Government to Citizens
WHO MAY AVAIL:	General Public

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Request from the PNP	Municipal Police Station

CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Proceed to the RHU and ask if service(s) is available	1. Verify presence of Municipal Health Officer/Medical Officer III	None	5 minutes	**Midwife/Nurse on duty**
2 Proceed to consultation area and submit self for examination	2.Examines the client and issue medical/ medicolegal certificates	None	15 minutes	**DR. PINKY P. AYSON** Municipal Health Officer

				DR. AUBREY E. DE PERIO Medical Officer III
TOTAL:		**None**	**20 minutes**	

3. ISSUANCE OF SANITARY PERMITS

OFFICE / DIVISION:	Municipal Health Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2B- Government to Business
WHO MAY AVAIL:	Business Establishments

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1.Health Certificate 2. Sanitary Permit 3. Laboratory Request	Municipal Health Office

CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Proceed to Treasurer's Office and secure necessary documents/pay corresponding fees. Proceed to Municipal Health Office and present documents Note: If transacted during the OneStop-Shop period, proceed to designated area or BPLO	1. Receive and peruse documents.	None	15 minutes	**MERLE ROMERO** Sanitary Inspector Designate
2. Assess laboratory results. Fill-out health certificate.	2. Receive laboratory request and obtain specimen from the patient. Perform the laboratory examination and give result to patient.	None	15 minutes	**ANSELMO VILLANUEVA AND SHERRAYNE SANTOS (**Medical Technologist)
3. Assess laboratory results.	3. Assess laboratory	None	10 minutes	**DRA. PINKY P. AYSON**

Fill-out health certificate.	results. Fill-out health certificate.			Municipal Health Officer
TOTAL:		**None**	**40 minutes**	

4. ISSUANCE OF OTHER PERMITS

OFFICE / DIVISION:	Municipal Health Office			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C- Government to Citizens			
WHO MAY AVAIL:	General Public			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1.Health Certificate 2. Sanitary Permit 3. Laboratory Request		Municipal Health Office		
CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Proceed to Sanitary Office	1. Receive and peruse requests. Prepare the certificate.	None	10 minutes	**MERLE ROMERO** Sanitary Inspector Designate
TOTAL:		**None**	**10 minutes**	

5. TB DOTS CLINIC

OFFICE / DIVISION:	Municipal Health Office			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C- Government to Citizens			
WHO MAY AVAIL:	Presumptive TB patients			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Gene Xpert Result 2. Chest X-ray Results 3. Referrals from other public and private facilities		Patients/Clients		
CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Proceed to nurse for recording and self-examination.	1. Receive patient and perform initial assessment. 1.1 Get vital signs.	None	5 minutes	**CHRISTINE JOY GUTIERREZ, RN** TB Nurse Coordinator

	1.2 Record and prepare referral			
2 Proceed to consultation area and submit self for examination	2. Conduct consultation and advice patient based on diagnosis.	None	10 minutes	**DR. PINKY P. AYSON** Municipal Health Officer **DR. AUBREY E. DE PERIO** Medical Officer III
3. Return to TBDOTS Clinic	3. Initiate treatment and provide health teachings.	None	30 minutes	**CHRISTINE JOY GUTIERREZ, RN** TB Nurse Coordinator
TOTAL:		**None**	**45 minutes**	

6. PRENATAL CARE SERVICES

OFFICE / DIVISION:	Barangay Health Station			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C- Government to Citizens			
WHO MAY AVAIL:	Pregnant Women			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Mother and Child Book		Patients/Clients		
CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Proceed to the information Counter/ Triage Area	1. Prepare patient's record if first visit. Retrieve the client's record if follow-up visit. Conduct assessment of vital signs	None	10 minutes	**Barangay Health Worker on duty**
2. Proceed to the prenatal room for examination	2. Assess patient's vital signs and obstetric history. Conduct physical	None	20 minutes	**Midwife/Nurse on duty**

	examination, fetal heart tone, fundic height. Conduct consultation/s and prepare appropriate vaccine and vitamins Advise return for follow-up; Refer to OB-GYN if needed.			
TOTAL:		**None**	**30 minutes**	

7. NATIONAL IMMUNIZATION PROGRAM

OFFICE / DIVISION:	Barangay Health Station
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C- Government to Citizens
WHO MAY AVAIL:	Children 0-59 months

CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Baby Booklet		Patients/Clients		
CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Proceed to the information Counter/ Triage Area	1. Prepare patient's record if first visit. Retrieve the client's record if follow-up visit. Conduct assessment of vital signs	None	10 minutes	**Barangay Health Worker on duty**
2. Proceed to the immunization room	2. Perform assessment if eligible for vaccination	None	5 minutes	**Midwife/Nurse on duty**
3. Prepare child for immunization	3. Perform immunization to child, update record and card, provide health teaching and follow-up	None	5 minutes	**Midwife/Nurse on duty**

	schedule for next vaccination.			
TOTAL:		**None**	**20 minutes**	

8. FAMILY PLANNING

OFFICE / DIVISION:	Municipal Health Office/Barangay Health Station
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C- Government to Citizens
WHO MAY AVAIL:	Men/Women in Reproductive Age
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Family Planning Card	Client/Patient/BHS/MHO

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Midwife's/ Nurse's room and inquire about available family planning services. Cooperation in the conduct of health assessment.	1. Inform the client of available family planning services. Give FP counseling. Establishes patient's record Obtain pertinent history. Perform physical examination. Assess/ evaluate physical fitness of client vs. chosen FP method. Refer to physician if needed	None	30 minutes	**Midwife/Nurse on duty**
2. Cooperate and listen to instruction	2. Dispense FP method of choice to the client. Instructs client for things to watch/ danger signs and schedule of next visit. Provide Family Planning Card	None	10 minutes	**Midwife/Nurse on duty**
TOTAL:		**None**	**40 minutes**	

9. DENTAL SERVICES

OFFICE / DIVISION:	Barangay Health Station			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C- Government to Citizens			
WHO MAY AVAIL:	General Public			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Baby Booklet		Client/Patient		
CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Proceed to the RHU information Counter/ Triage Area	1. Prepare patient's record and perform assessment of vital signs	None	5 minutes	**Dental Aide**
2. Proceed to the Dental Room	2. Assess the client for the procedure needed. Refer patient if the procedure is not available. Performs tooth extraction or fluoride application. Provie health education. Refer to pharmacy for free medicines.	None	60 minutes	**Carol Lynn A. Yabut** Dentist
TOTAL:		**None**	**1 hour and 5 minutes**	

10. COVID-19 VACCINATION

OFFICE / DIVISION:	Municipal Health Office			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C- Government to Citizens			
WHO MAY AVAIL:	General Public			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Vaccination Card		Client/Patient/Municipal Health Office		
CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Proceed to Vaccination Area. Answer the	1. Assess the client's vital signs and	None	15 minutes	**KATHLEEN GAIL DUMPIT**

Health Declaration and Consent Form	screen if eligible for vaccination. Refer to physician if necessary. Perform immunization. Update record, provide/update vaccination card. Perform post monitoring assessment. Advise on the schedule of next vaccination.			Covid 19 Vaccination Coordinator
TOTAL:		**None**	**15 minutes**	

MUNICIPAL PLANNING AND DEVELOPMENT OFFICE

SERVICE CATEGORY

MUNICIPAL PLANNING AND DEVELOPMENT SERVICES

1. ISSUANCE OF LOCATIONAL CLEARANCE AND ZONING CERTIFICATE

OFFICE / DIVISION:	Municipal Planning and Development Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C- Government to Citizens; GSB – Government to Business; G2G – Government to Government
WHO MAY AVAIL:	All clients who secures locational clearance and zoning certificate within the municipality (For Business Permit and Building Structures)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application Form for Locational Clearance and Zoning Certificate. (Annex "A" of HSRC Memorandum Cir. No. 03 series of 1986)	Municipal Planning and Development Office
REQUIREMENTS:	
1.1 Xerox Copy of Original/Transfer Certificate of Title (TCT), Deed of Absolute Sale or Deed of Donation and Waiver of Rights and Quit Claim;	Owner
1.2 If the Applicant does not own the lot, a written consent/Special Power of Attorney of the lot owner is required and/or Contract of Lease;	Owner
1.3 Tax Declaration – Land	Owner
1.4 Current Tax Receipt;	Owner
1.5 Barangay Clearance;	Barangay Concerned
1.6 Lot Plan (duly signed and sealed by a Licensed Geodetic Engineer);	Geodetic Engineer
1.7 Vicinity Map/Location Map;	Licensed Engineer
1.8 A duly notarized Application Form (triplicate copy);	Notary Public
1.9 Set of Plan (Bill of Materials, Construction Perspective, Perspective/Drawings)	Licensed Engineer

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished application form and requirements to the staff in charge of receiving.	1.1 Receive/ Acknowledge and evaluate the submitted requirements and duly accomplished application form.	None	5 minutes	**MS. MARIANE C. ESPINO** Clerk III
	1.2 Approve or disapprove the application submitted based on the	None	10 minutes	**ENGR. ENRIQUE C. CLARIN**

	approved Comprehensive Land Use Plan (CLUP)			Concurrent OIC-MPDO
	1.3 Compute the required fees for securing locational clearance and zoning certificate.	None	15 minutes	**ENGR. STEPHANIE GRACE MON** Engineer I
2. Pay the computed fees at the Municipal Treasury Office	2.1 Issuance of Official Receipt for Final Approval and Development Permit	(Based on the Revenue Code)	15 minutes	Treasury Personnel Municipal Treasury Office
3. Receive the locational clearance and zoning certificate	3.1 Process and encode the data needed for the locational clearance and zoning certificate.	None	10 minutes	**MS. MARIANE C. ESPINO** Clerk III
	3.2 Print and release the locational clearance and zoning certificate officially sealed and signed by the Zoning Administrator	None	5 minutes	**MS. MARIANE C. ESPINO** Clerk III
TOTAL:			**1 hour**	

2. ISSUANCE OF ZONING CERTIFICATE FOR TITLE

OFFICE / DIVISION:	Municipal Planning and Development Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C- Government to Citizens; G2G – Government to Governmen
WHO MAY AVAIL:	All clients who secures zoning for title within the municipality

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Application Form for Zoning Certificate for Title. (Annex “B”)1. Complete Subdivision Plan and Details that includes the following: Requirements: Requirements:	Municipal Planning and Development Office
a.Xerox Copy of Original/Transfer Certificate of Title (TCT), Deed of Absolute Sale or Deed of Donation and Waiver of Rights and Quit Claim;	Owner
b. If the Applicant does not own the lot, a written consent/Special Power of Attorney of the lot owner is required and/or Contract of Lease;	Owner
c. Tax Declaration – Land	Owner
d. Current Tax Receipt;	Owner
e. Barangay Clearance;	Barangay Concerned

f. Lot Plan (duly signed and sealed by a Licensed Geodetic Engineer); g. Vicinity Map/Location Map; h. A duly notarized Application Form (triplicate copy);	Geodetic Engineer Licensed Engineer Notary Public

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished application form and requirements to the staff in charge of receiving.	1.1 Receive/ Acknowledge and evaluate the submitted requirements and duly accomplished application form.	None	5 minutes	**MS. MARIANE C. ESPINO** Clerk III
	1.2 Approve or disapprove the application submitted based on the approved Comprehensive Land Use Plan (CLUP)	None	10 minutes	**ENGR. ENRIQUE C. CLARIN** Concurrent OIC-MPDO
	1.3 Compute the required fees for zoning certificate for title.	None	5 minutes	**ENGR. STEPHANIE GRACE MON** Engineer I
2. Pay the computed fees at the Municipal Treasury Office	2.1 Issuance of Official Receipt for Zoning Certificate for Title	Php 230.00 (Based on the HLURB)	15 minutes	Treasury Personnel Municipal Treasury Office
3. Receive the zoning certificate for title.	3.1 Process and encode the data needed for the zoning certificate for title.	None	10 minutes	
	3.2 Print and release the zoning certificate for title officially sealed and signed by the Zoning Administrator	None	5 minutes	**MS. MARIANE C. ESPINO** Clerk III
TOTAL:			**50 minutes**	

3. ISSUANCE OF PRELIMINARY APPROVAL AND LOCATIONAL CLEARANCE (PALC)

OFFICE / DIVISION:	Municipal Planning and Development Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C- Government to Citizens; GSB – Government to Business; G2G – Government to Government

WHO MAY AVAIL:	All clients who secures preliminary approval and locational clearance within the municipality

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application for Preliminary Approval and Locational Clearance of Subdivision Projects (P.D. No. 957) Requirements:	Municipal Planning and Development Office
a. Site Development Plan indicating subdivision lot area, lot and block no.	Licensed Engineer
b. Lot Plan (duly signed and sealed by a Licensed Geodetic Engineer);	Geodetic Engineer
c. Vicinity Map and Topographic Map	
d. Certified True Copy of Title/s	Licensed Engineer
e. Current Tax Receipt	Owner
f. Right to use or Deed of Sale of Right of Way for access road and/or Drainage Right of Way, when applicable	Owner Owner

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished application form for PALC.	1.1 Receive/ Acknowledge and check the submitted requirements and duly accomplished application form.	None	5 minutes	**MS. MARIANE C. ESPINO** Clerk III **MS. NIDA E. NAMAN** **PLANNING** Officer II
	1.2 Evaluate as to locational viability (with site inspection)	None	1 hour	**ENGR. ENRIQUE C. CLARIN** Concurrent OIC-MPDO **MS. NIDA E. NAMAN** Planning Officer II **MR. ABRAHAM EDROSOLAM** Admin Aide III
	1.3 Stamp "Subdivision Description" to be signed by the evaluator	None	5 minutes	**ENGR. ENRIQUE C. CLARIN** Concurrent OIC-MPDO

				MS. NIDA E. NAMAN Planning Officer II
	1.4 Stamp "Approval" of all plans to be signed by the Municipal Mayor	None	5 minutes	**MS. MARIANE C. ESPINO** Clerk III
	1.5 Compute the required fees for Preliminary Approval and Locational Clearance (PALC)	None	15 minutes	**ENGR. STEPHANIE GRACE MON** Engineer I
2. Pay the computed fees at the Municipal Treasury Office	2.1 Issuance of Official Receipt for PALC	(Based on the Revenue Code)	15 minutes	Treasury Personnel Municipal Treasury Office
3. Receive the Preliminary Approval and Locational Clearance	3.1 Issuance of Decision – Preliminary Approval and Locational Clearance (PALC) Granted	None	10 minutes	**MS. MARIANE C. ESPINO** Clerk III
TOTAL:			**1 hour & 55 minutes**	

4. ISSUANCE OF FINAL APPROVAL AND DEVELOPMENT PERMIT

OFFICE / DIVISION:	Municipal Planning and Development Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C- Government to Citizens; GSB – Government to Business; G2G – Government to Government
WHO MAY AVAIL:	All clients who secures final approval and development permit within the municipality

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Application for Final Approval and Development Permit of Subdivision Projects (P.D. No. 957) Requirements:	Municipal Planning and Development Office
a. Road Lay-Out Plan and Details	
b. Final Site Development Plan/Scheme	Licensed Engineer
c. Drainage Plan and Details	
d. Water System Plan and Details	Licensed Engineer
	Licensed Engineer
	Licensed Engineer

CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

1. Submit duly accomplished application form for Final Approval and Development Permit	1.1 Receive/ Acknowledge and check the submitted requirements and duly accomplished application form.	None	5 minutes	**MS. MARIANE C. ESPINO** Clerk III **MS. NIDA E. NAMAN** Planning Officer II
	1.2 Evaluation of Engineering Plans	None	1 hour	**ENGR. ENRIQUE C. CLARIN** Concurrent OIC-MPDO **ENGR. STEPHANIE GRACE MON** Engineer I
	1.3 Final Site Inspection	None		**ENGR. ENRIQUE C. CLARIN** Concurrent OIC-MPDO **MS. NIDA E. NAMAN** Planning Officer II **MR. ABRAHAM EDROSOLAM** Admin Aide III
	1.4 Stamp "Subdivision Description" to be signed by the evaluator	None	5 minutes	**ENGR. ENRIQUE C. CLARIN** Concurrent OIC-MPDO **MS. NIDA E. NAMAN** Planning Officer II
	1.5 Stamp "Approval" of all plans to be signed by the Municipal Mayor	None	5 minutes	**MS. NIDA E. NAMAN** Planning Officer II

				MS. MARIANE C. ESPINO Clerk III
	1.6 Compute the required fees for Final Approval and Development Permit	None	15 minutes	**ENGR. STEPHANIE GRACE MON** Engineer I
2. Pay the computed fees at the Municipal Treasury Office	2.1 Issuance of Official Receipt for Final Approval and Development Permit	(Based on the Revenue Code)	15 minutes	Treasury Personnel Municipal Treasury Office
3. Receive the Preliminary Approval and Locational Clearance	3.1 Issuance of Decision – Development Permit Granted	None	10 minutes	**ENGR. ENRIQUE C. CLARIN** Concurrent OIC-MPDO
TOTAL:			**1 hour & 55 minutes**	

MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE

SERVICE CATEGORY

MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE

1. REQUEST FOR SOCIAL CASE STUDY REPORT

OFFICE / DIVISION:	Municipal Social Welfare and Development Office
CLASSIFICATION:	Complex
TYPE OF TRANSACTION:	G2C- Government to Citizens
WHO MAY AVAIL:	All clients within the jurisdiction of the municipality

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Barangay Indigency 2. Referrals/ medical certificates 3. Accomplished Client Intake Form	1. Barangay 2. Public or Private Clinic/Hospital 3. MSWDO

CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Client will undergo interview with the Social Worker to Accomplish Client Intake Form	1. Interviewed and collected data from client	None	5 minutes	**MS. ROMINA L. BOCALBOS** MSWDO **MS. DYAN AMBER M. TIJIDOR** SWO1
2. Client will submit copy of Barangay Certificate of Indigency, Medical Certificate / Abstract, Death Certificate and Recommendation /Referral (if available)	2. Received Required Documents	None	2 minutes	**MS. ROMINA L. BOCALBOS** MSWDO **MS. DYAN AMBER M. TIJIDOR** SWO1
3. Assessment and Evaluation	3. Assessed and Evaluate clients Prepare and Released requested Social Case Study Report	None	3 days	**MS. ROMINA L. BOCALBOS** MSWDO **MS. DYAN AMBER M. TIJIDOR** SWO1

TOTAL:		**None**	**3 days and 7 minutes**	

2. REQUESTING FOR THE ASSISTANCE TO INDIVIDUAL IN CRISIS SITUATION

OFFICE / DIVISION:	Municipal Social Welfare and Development Office
CLASSIFICATION:	Complex
TYPE OF TRANSACTION:	G2C- Government to Citizens
WHO MAY AVAIL:	All clients within the jurisdiction of the municipality

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Barangay Indigency 2. Referrals/ medical certificates 3. Accomplished Client Intake Form	1. Barangay 2. Public or Private Clinic/Hospital 3. MSWDO

CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Client will undergo interview with the Social Worker for the Certificate of Eligibility and Form 200	1. Interviewed and collected data from client	None	5 mins	**MS. ROMINA L. BOCALBOS** MSWDO **MS. DYAN AMBER M. TIJIDOR** SWO1
2. Client will submit copy of Barangay Certificate of Indigency and any of: Medical Certificate / Abstract/ Hospital Bill/ Death Certificate/ Transportation Slip/ Referral or Recommendation (if available)	2. Received Required Documents	None	2 mins	**MS. ROMINA L. BOCALBOS** MSWDO **MS. DYAN AMBER M. TIJIDOR** SWO1
3. Assessment and Evaluation	3. Assessed and Evaluate clients	None	3 days	**MS. ROMINA L. BOCALBOS** MSWDO

	Prepare and Process AICS and submit to Municipal Accounting Office/ Municipal Treasurer's Office 4. Release of Assistance to Individual in Crisis Situation	None	5 mins	**MS. DYAN AMBER M. TIJIDOR** SWO1 Municipal Accounting Office/ Municipal Treasurer's Office
TOTAL:		**None**	**3 days and 12 minutes**	

3. REQUESTING FOR THE CERTIFICATE OF INDIGENCY FOR PUBLIC ATTORNEY'S OFFICE

OFFICE / DIVISION:	Municipal Social Welfare and Development Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C- Government to Citizens
WHO MAY AVAIL:	All clients within the jurisdiction of the municipality

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Referral/Request letter or checklist endorsed by concerned office (PAO) 2. Barangay Indigency 3. Certificate of No Property from Assessor's Office	1. LGU Castillejos - MSWDO 2. Barangay 3. Municipal Assessor's Office

CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Client will undergo interview with the Social Worker for the Certificate of Indigency for PAO	1. Interviewed and collected data from client	None	3 mins	**MS. ROMINA L. BOCALBOS** MSWDO **MS. DYAN AMBER M. TIJIDOR** SWO1
2. Client will submit copy of Barangay Certificate of Indigency and	2. Received Required Documents	None	2 mins	**MS. ROMINA L. BOCALBOS** MSWDO

Certificate of No Property from Assessor's Office				**MS. DYAN AMBER M. TIJIDOR** SWO1
	3. Release of Certificate of Indigency for Public Attorney's Office	None	5 Mins	**MS. ROMINA L. BOCALBOS** MSWDO **MS. DYAN AMBER M. TIJIDOR** SWO1
TOTAL:		**None**	**10 minutes**	

4. REQUESTING FOR THE CERTIFICATE OF FINANCIAL ASSESSMENT (PHILHEALTH)

OFFICE / DIVISION:	Municipal Social Welfare and Development Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C- Government to Citizens
WHO MAY AVAIL:	All clients within the jurisdiction of the municipality

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Duly Accomplish Philhealth Membership Registration Form (PMRF)	LGU Castillejos - MSWDO

CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Client will submit copy of Duly Accomplish Philhealth Membership Registration Form (PMRF)	1. Received Required Documents	None	2 mins	**MS. ROMINA L. BOCALBOS** MSWDO **MS. DYAN AMBER M. TIJIDOR** SWO1
	2. Release of Certificate of Financial Assessment (Philhealth)	None	5 mins	**MS. ROMINA L. BOCALBOS** MSWDO **MS. DYAN AMBER M. TIJIDOR**

				SWO1
TOTAL:		**None**	**7 minutes**	

5. REQUESTING FOR PUBLIC SOLICITATION PERMIT

OFFICE / DIVISION:	Municipal Social Welfare and Development Office			
CLASSIFICATION:	Complex			
TYPE OF TRANSACION:	G2C- Government to Citizens			
WHO MAY AVAIL:	All clients within the jurisdiction of the municipality			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Duly Accomplish Application for Public Solicitation Form 2. Request letter from organization		1. MSWDO		
CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Bring required documents such as • Letter of Intent from Organization • Duly Accomplish Public Solicitation Form • List of Officers of Organization • Minutes of the Meeting and Attendance	1. Received Required Documents and Processing of request	None	2 mins	**MS. ROMINA L. BOCALBOS** MSWDO **MS. DYAN AMBER M. TIJIDOR** SWO1
2. Wait for the request to be process.	2. Assessment for Approve or Disapprove the request	None	2 days	**MS. ROMINA L. BOCALBOS** MSWDO

	If Disapproved, Notify the requesting party immediately.			**MS. DYAN AMBER M. TIJIDOR** SWO1 **HON. JEFFREY D. KHONGHUN** Municipal Mayor
3. If Approved, Pay at the Municipal Treasures Office for securing Public Solicitation Permit	3. Issuance of Official Receipt for Public Solicitation Permit 4. Release of Public Solicitation Permit number and Certificate	1,000.00 None	2 mins 5 Mins	Municipal Trasurer's Office **MS. ROMINA L. BOCALBOS** MSWDO **MS. DYAN AMBER M. TIJIDOR** SWO1
TOTAL:		**None**	**2 days and 9 minutes**	

6. COMPLAINTS

OFFICE / DIVISION:	Municipal Social Welfare and Development Office
CLASSIFICATION:	Complex
TYPE OF TRANSACION:	G2C- Government to Citizens
WHO MAY AVAIL:	All clients within the jurisdiction of the municipality

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Copy of Barangay Blotter report of Barangay Referral Letter	1. Barangay

CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Interview client regarding complaint	1. Accomplished General Intake Sheet	None	20 mins 10 mins	**MS. ROMINA L. BOCALBOS** MSWDO **MS. DYAN AMBER M. TIJIDOR** SWO1

2. Assessment & Evaluation	2. Assessment of the client's clientele category , type of complaint, and Assessment for Confrontation/ Dialogue or Referral If Confrontation: Schedule and send inviatation letters to the concerened clients Referral: Communicate with the Agency and prepare refferral letter for the client	None	4 days	**MS. ROMINA L. BOCALBOS** MSWDO **MS. DYAN AMBER M. TIJIDOR** SWO1
TOTAL:		**None**	**4 days and 30 minutes**	

5. CASE MANAGEMENT FOR CHILDREN IN NEED OF SPECIAL PROTECTION AND VICTIM OF VAWC

OFFICE / DIVISION:	Municipal Social Welfare and Development Office
CLASSIFICATION:	Highly Technical
TYPE OF TRANSACION:	G2C - Government to Citizens, G2G- Government to Government, Government to Non-Government Agencies
WHO MAY AVAIL:	Clients within the jurisdiction of the municipality who are victim of abuse/violence

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Copy of Barangay Blotter report and Barangay Referral Letter or Incident report from PNP and schools	1. Barangay/ Police station

CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Bring required documents such as :	1. Received copy of blotter report and	None	2 mins	Information Desk Officer (Day Care Teacher)

• Referral Letter from Barangay / other agencies (if available) • Copy of Blotter (if available)	referral letter	None	20 mins	**MS. ROMINA L. BOCALBOS** MSWDO **MS. DYAN AMBER M. TIJIDOR** SWO1
2. Interview client regarding reported incident	2. Accomplished General Intake Sheet If Confrontation: Schedule and send inviatation letters to the concerened clients Referral: Communicate with the Agency and prepare refferral letter for the client	None	5 hours	**MS. ROMINA L. BOCALBOS** MSWDO **MS. DYAN AMBER M. TIJIDOR** SWO1
3. Assessment & Evaluation	3. Assessment of the client's clientele category , Refer to PNP for proper disposition (if decided to file legal case Refer to RHU/ Hospital (if needed) Refer to Barangay for tha application of Barangay Protection Order (if needed)			**MS. ROMINA L. BOCALBOS** MSWDO **MS. DYAN AMBER M. TIJIDOR** SWO1

4. Secure Safety of the Clients	Rescue/Retrieval Operation of Minors 4. Prepare Case Summary and coordination /conduct Case Coference together with partner agencies. Refer to partner agencies catering VAWC Victims and or Child Abuse Victim 5. Intervention and Termination of client's case	None None	7 days (Depending on Court Order) (Depending on Court Order)	**MS. ROMINA L. BOCALBOS** MSWDO **MS. DYAN AMBER M. TIJIDOR** SWO1 Municipal Police Station (WCPD) **MS. ROMINA L. BOCALBOS** MSWDO **MS. DYAN AMBER M. TIJIDOR** SWO1 Regional Trial Court
TOTAL:		**None**	**7 days and 5 hours**	

6. CASE MANAGEMENT FOR CHILDREN IN CONFLICT WITH THE LAW

OFFICE / DIVISION:	Municipal Social Welfare and Development Office
CLASSIFICATION:	Highly Technical
TYPE OF TRANSACION:	G2C - Government to Citizens, G2G- Government to Government, Government to Non-Government Agencies
WHO MAY AVAIL:	Clients within the jurisdiction of the municipality who identified as CICL
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**

1. Copy of Barangay Blotter report and Barangay Referral Letter or Incident report from PNP and schools 2. Referral Letter and or Order/ Directive from Government Agencies		1. Barangay/ Police station 2. Office of the Provincial/ City Prosecutor		
CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Bring required documents such as : • Referral Letter from Barangay / other agencies (if available) • Copy of Blotter (if available) • Court Order/ Directive	1. Received copy of blotter report and referral letter FROM PNP	None	2 mins	**MS. ROMINA L. BOCALBOS** MSWDO **MS. DYAN AMBER M. TIJIDOR** SWO1 Municipal Police Station (WCPD) Barangay Council for the protection of Children (BCPC)
2. Interview the client and family	2. Interview client and administer Discernment Examination	None	2 hours	**MS. ROMINA L. BOCALBOS** MSWDO **MS. DYAN AMBER M. TIJIDOR** SWO1
3. Assessment & Evaluation	3. Assessed the Discernment examination and prepare case Study Report	None	7 days	**MS. ROMINA L. BOCALBOS** MSWDO **MS. DYAN AMBER M. TIJIDOR** SWO1

	4. Submit Case Study Report and Result of Discerment Examination	None	1 day	**MS. ROMINA L. BOCALBOS** MSWDO **MS. DYAN AMBER M. TIJIDOR** SWO1
	5. Waiting for Resolution/ Order/ Directive	None	(Depending on Court Order)	**MS. ROMINA L. BOCALBOS** MSWDO **MS. DYAN AMBER M. TIJIDOR** SWO1
	6. Intervention and Termination of client's case	None	(Depending on Court Order)	**MS. ROMINA L. BOCALBOS** MSWDO **MS. DYAN AMBER M. TIJIDOR** SWO1
4. Aftercare Service	7. Provide Aftercare service (monitoring etc.)	None	6 months – 1 year upon termination of the case	**MS. ROMINA L. BOCALBOS** MSWDO **MS. DYAN AMBER M. TIJIDOR** SWO1 **MS. ROMINA L. BOCALBOS** MSWDO **MS. DYAN AMBER M. TIJIDOR**

				SWO1
TOTAL:		**None**	**1 year upon termination of the case**	

7. CASE MANAGEMENT FOR CHILDREN IN CHILD AT RISK

OFFICE / DIVISION:	Municipal Social Welfare and Development Office
CLASSIFICATION:	Highly Technical
TYPE OF TRANSACION:	G2C - Government to Citizens, G2G- Government to Government, Government to Non-Government Agencies
WHO MAY AVAIL:	Clients within the jurisdiction of the municipality who identified as CAR

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Copy of Barangay Blotter report and Barangay Referral Letter or Incident report from PNP and schools 2.Referral Letter and or Order/ Directive from Government Agencies	1. Barangay/ Police station/ Schools

CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Bring required documents such as : • Referral Letter from Barangay / other agencies (if available) • Copy of Blotter (if available) • Court Order/ Directive	1. Received copy of blotter report and referral letter FROM PNP	None	2 mins	**MS. ROMINA L. BOCALBOS** MSWDO **MS. DYAN AMBER M. TIJIDOR** SWO1 Municipal Police Station (WCPD) Barangay Council for the protection of Children (BCPC)
2. Interview the client and family	2. Interview client and Assessment	None		**MS. ROMINA L. BOCALBOS** MSWDO

				MS. DYAN AMBER M. TIJIDOR SWO1
	3. Assessment of the client Intervention: If Community Based Intervention: Prepare Intervention Plan and Refer to Barangay Council for the Protection of Children, If Institutionalization: Submit Social Case Study of the client and schedule case conference with the partner agency	None	7 days	**MS. ROMINA L. BOCALBOS** MSWDO **MS. DYAN AMBER M. TIJIDOR** SWO1 Barangay Council for the protection of Children (BCPC) Partner Agencies
3. Coordination with the Barangay	4. Send communication letter and intervention plan to refer client to BCPC	None None	Depending on assessment	**MS. ROMINA L. BOCALBOS** MSWDO **MS. DYAN AMBER M. TIJIDOR** SWO1 Partner Agencies

4. Coordination with Partner Agencies 5. Aftercare Service	5. Admission of the client to the Institution 6. Termination and Provide Aftercare service (monitoring etc.)	None	Depending on assessment 3 months	**MS. ROMINA L. BOCALBOS** MSWDO **MS. DYAN AMBER M. TIJIDOR** SWO1 Partner Agencies **MS. ROMINA L. BOCALBOS** MSWDO **MS. DYAN AMBER M. TIJIDOR** SWO1
TOTAL:		**None**	**3 months (Depending on assessment)**	

MUNICIPAL TREASURER'S OFFICE

SERVICE CATEGORY

MUNICIPAL TREASURER'S SERVICES

1. PAYMENT OF REAL PROPERTY TAX

OFFICE / DIVISION:	Municipal Treasurer's Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C - Government to Citizens; G2B - Government to Business; and G2G - Government to Government
WHO MAY AVAIL:	All Citizens that have Property in Castillejos

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Previous Receipts (AF 56) 2. New Tax Declaration	Tax Payer Tax Payer's Copy/Municipal Assessor's Office

CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present Previous Official Receipt (AF 56) or Tax Declaration of Real Property/ies	1.1 Receive previous Official Receipt, or Tax Declaration of Real Property 1.2 Verify to Real Property Tax Account Register (RPTAR) 1.3 Computation of Real Property Tax 1.4 Present the Computation to the Tax Payer	None	10 minutes / Tax Dec	**MS. MARIFE V. ALVIZ** Revenue Collection Clerk III **MS. FIRST S. FRANCISCO** Revenue Collection Clerk II **MR. MICHAEL JORDAN J. BACANI** Revenue Collection Clerk II
2. Verify the Computation or Tax Bill	2.1 EXPLAIN the computation or Tax Bill		5 Minutes	**MS. MARIFE V. ALVIZ** Revenue Collection Clerk III **MS. FIRST S. FRANCISCO** Revenue Collection Clerk II **MR. MICHAEL JORDAN J. BACANI**

				Revenue Collection Clerk II
3. Present the Computation to the Collector	3.1 RECEIVED the Computation of the Real Property Tax 3.2 Prepare Official Receipt (AF 56)	Basic & SEF - 2% of Assessed Value (plus surcharge/penalties; less discounts if applicable) *20% Discount for advance payment (January to October 31 for the succeeding year) *10% Discount for Advance Payment (November to December 31 for the succeeding year and January to March 31 of the current year)	5 Minutes	
4. Payment of RPT	4.1 Received Payment Note: The Office of the Municipal Treasurer accepts payments in cash, manager's or cashier's check only. If paid in cash, COUNT and CHECK	Basic & SEF - 2% of Assessed Value (plus surcharge/penalties; less discounts if applicable) *20% Discount for advance payment (January to October 31 for the	5 Minutes	**MS. MARIFE V. ALVIZ** Revenue Collection Clerk III **MS. FIRST S. FRANCISCO** Revenue Collection Clerk II **MR. MICHAEL JORDAN J. BACANI** Revenue Collection Clerk II

	currency banknotes. If paid in check, SCRUTINIZE complete and correct date, signature, counter signature, amount in words and figures appearing on the face of the check. Indicate number and date of the official receipt issued (Sec. 78, Chapter 3, Vol. I, GAAM)	succeeding year) *10% Discount for Advance Payment (November to December 31 for the succeeding year and January to March 31 of the current year)		
3. Claim Official Receipt	3.1 ISSUE Official Receipt/s and other submitted documentary requirements to client/s.	None	5 Minutes	**MS. MARIFE V. ALVIZ** Revenue Collection Clerk III **MS. FIRST S. FRANCISCO** Revenue Collection Clerk II **MR. MICHAEL JORDAN J. BACANI** Revenue Collection Clerk II
TOTAL:			**30 Minutes**	

2. CERTIFICATION OF TAX PAYMENT

OFFICE / DIVISION:	Municipal Treasurer's Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C - Government to Client
WHO MAY AVAIL:	All Citizens that have Property in Castillejos
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**

1. Latest/Previous Official Receipt (Form 56) of Real Property Tax" 2. Valid Identification Card 3. Special Power of Attorney (SPA) from the owner/buyer of the property		Tax Payer		
CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present Latest/Previous Official Receipt (Form 56) of Real Property Tax, and Valid ID Present SPA from the owner/buyer of the property from the authorized representative	1.1. Receive/Verify documents presented. 1.2. Verify tax payer's Real Property Tax Account Register (RPTAR) 1.3 Compute certification fee	None	2 Minutes	**MS. MARIFE V. ALVIZ** Revenue Collection Clerk III **MS. FIRST S. FRANCISCO** Revenue Collection Clerk II **MR. MICHAEL JORDAN J. BACANI** Revenue Collection Clerk II
				MS. MARIFE V. ALVIZ Revenue Collection Clerk III **MS. FIRST S. FRANCISCO** Revenue Collection Clerk II **MR. MICHAEL JORDAN J. BACANI** Revenue Collection Clerk II

	2.1 Prepare and Print Official Receipt 2.2 Prepare requested Certification/s or Certificate of Tax Payment 2.3 Print and Affix Signature of the collector		5 minutes	**MS. MARIFE V. ALVIZ** Revenue Collection Clerk III **MS. FIRST S. FRANCISCO** Revenue Collection Clerk II **MR. MICHAEL JORDAN J. BACANI** Revenue Collection Clerk II
	3.1 Affix Signature of the Municipal Treasurer or authorized signatory 3.2 Put Dry Seal on the Certificate of Tax Payment	None	2 Minutes	**MS. MARIFE V. ALVIZ** Revenue Collection Clerk III **MS. FIRST S. FRANCISCO** Revenue Collection Clerk II **MR. MICHAEL JORDAN J. BACANI** Revenue Collection Clerk II
4. Payment of Certification Fee	4.1 Received payment 4.2 Issue Official Receipt	Php 50.00/ Tax Declaration	2 minutes	
5. Received the Certification/s or Certificate	5.1 Issue Certification/s or Certificate of Tax Payment		4 minutes	**MS. MARIFE V. ALVIZ** Revenue Collection Clerk III

of Tax Payment	5.2 Affix signature of the client to the receiving copy 5.3 Release Certification of Tax Payment			**MS. FIRST S. FRANCISCO** Revenue Collection Clerk II **MR. MICHAEL JORDAN J. BACANI** Revenue Collection Clerk II
TOTAL:		**Php 50.00**	**15 Minutes**	

3. COLLECTION OF COMMUNITY TAX CERTIFICATE (CTC/CEDULA)

OFFICE / DIVISION:	Municipal Treasurer's Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C - Government to Client
WHO MAY AVAIL:	Every inhabitant of the Philippines who is a resident of the Municipality; 18 years of age or over; regularly employed on a wage or salary basis for at least 30 consecutive days during any calendar year; or Engaged in business or corporation; or Owns real property with an aggregate assessed value of P1,000.00 or more; or is required by law to file an income tax return shall pay an annual community tax.

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Previous CTC 2. Fill up CTC Form	1. Taxpayer/client

CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present Previous CTC or filled-up form	1.1 Received previous CTC or filled up form from the client 1.2 Prepare and compute CTC 1.3 Affix Signature of the client		5 Minutes	**MS. EVELYN V. ALDAVE** Revenue Collection Clerk III **MS. CARINA V. GONZALES** Revenue Collection Clerk II

2. Pay Tax Due	2.1 Receive payment of the client	P5.00 basic tax plus P1.00 for every P1,000.00 of gross sales/receipts/ income for which in no case shall not exceed five thousand pesos (P5,000) ; and P2.00 for every P5,000.00 of gross sales/receipts for corporations. This tax shall accrue on the first (1st) day of January of each year which shall be paid not later than the last date of February of each year (Chapter VI Art 6A.05 Ord. No. 24-2017)	3 minutes	**MS. EVELYN V. ALDAVE** Revenue Collection Clerk III **MS. CARINA V. GONZALES** Revenue Collection Clerk II
3. Claim CTC	3.1 Release CTC to the client		2 minutes	**MS. EVELYN V. ALDAVE** Revenue Collection Clerk III **MS. CARINA V. GONZALES** Revenue Collection Clerk II
TOTAL:			**10 Minutes**	

4. COLLECTION OF CERTIFICATION AND OTHER CLEARANCES

OFFICE / DIVISION:	Municipal Treasurer's Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C - Government to Client
WHO MAY AVAIL:	Tax Payer

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Request Form from the concerned office	Concerned office

CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present request form	1.1 Received request form from the concern office 1.2 Prepare and compute tax due		5 Minutes	**MS. EVELYN V. ALDAVE** Revenue Collection Clerk III **MS. CARINA V. GONZALES** Revenue Collection Clerk II
2. Pay Tax Due	2.1 Receive payment of the client	Amount of certifications and clearances (based on the computation of concerned department) Rev. Code of Castillejos Art. G Sec.46.01	3 minutes	**MS. EVELYN V. ALDAVE** Revenue Collection Clerk III **MS. CARINA V. GONZALES** Revenue Collection Clerk II
3. Claim Certification /s	3.1 Release Official Receipt to the client		2 minutes	**MS. EVELYN V. ALDAVE** Revenue Collection Clerk III **MS. CARINA V. GONZALES**

				Revenue Collection Clerk II
TOTAL:			**10 Minutes**	

5. COLLECTION OF FEES / CHARGES FROM CITATION TICKET

OFFICE / DIVISION:	Municipal Treasurer's Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C - Government to Client
WHO MAY AVAIL:	Anyone who received citation ticket due to traffic violation.

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Citation Ticket	Client

CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present citation ticket	1.1 Received the citation ticket from the concerned individual 1.2 Prepare and compute the amount to be paid based on the violation (Municipal Ordinance)		5 Minutes	**MS. MARIFE V. ALVIZ** Revenue Collection Clerk III **MS. FIRST S. FRANCISCO** Revenue Collection Clerk II **MS. CARINA V. GONZALES** Revenue Collection Clerk II **MR. MICHAEL JORDAN J. BACANI** Revenue Collection Clerk II
2. Pay Fees/Charges Due	2.1 Receive payment of the client	Amount of fees/charges based on the violation (Municipal Ordinance)	3 minutes	**MS. MARIFE V. ALVIZ** Revenue Collection Clerk III

				MS. FIRST S. FRANCISCO Revenue Collection Clerk II **MS. CARINA V. GONZALES** Revenue Collection Clerk II **MR. MICHAEL JORDAN J. BACANI** Revenue Collection Clerk II
3. Claim Citation Ticket and Official Receipt	3.1 Release Citation Ticket and Official Receipt to the client		2 minutes	**MS. MARIFE V. ALVIZ** Revenue Collection Clerk III **MS. FIRST S. FRANCISCO** Revenue Collection Clerk II **MS. CARINA V. GONZALES** Revenue Collection Clerk II **MR. MICHAEL JORDAN J. BACANI** Revenue Collection Clerk II
TOTAL:			**10 Minutes**	

6. CERTIFICATION OF TRANSFER TAX

OFFICE / DIVISION:	Municipal Treasurer's Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C - Government to Client
WHO MAY AVAIL:	Tax Payer in Castillejos

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Tax Declaration 2. Document/s used to Transfer the property/ies (Deed of Sale/Waiver of Rights/Deed of Donation/Extra Judicial Settlement/Affidavit of self adjudication) 3. Valid Identification Card 4. Special Power of Attorney (SPA) from the owner/buyer of the property	Tax Payer

CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present the Tax Declaration, documents used to transfer the property/ies, and Valid ID Present SPA from the owner/buyer of the property from the authorized representative	1.1. Receive/Verify documents presented." 1.2. Compute the amount of Transfer Tax based on Market Value or Consideration which ever is higher 1.3 Compute certification fee		5 minutes	**MS. MARIFE V. ALVIZ** Revenue Collection Clerk III **MS. FIRST S. FRANCISCO** Revenue Collection Clerk II **MR. MICHAEL JORDAN J. BACANI** Revenue Collection Clerk II
2. Payment of Certification Fee	2.1 Prepare and Print Official Receipt		2 minutes	**MS. MARIFE V. ALVIZ** Revenue Collection Clerk III **MS. FIRST S. FRANCISCO**

				Revenue Collection Clerk II **MR. MICHAEL JORDAN J. BACANI** Revenue Collection Clerk II
	3.1 Prepare requested Certification/s or Certificate of Tax Payment 3.2 Print and Affix Signature of the collector		5 minutes	**MS. MARIFE V. ALVIZ** Revenue Collection Clerk III **MS. FIRST S. FRANCISCO** Revenue Collection Clerk II **MR. MICHAEL JORDAN J. BACANI** Revenue Collection Clerk II
	4.1 Affix Signature of the Municipal Treasurer or authorized signatory 4.2 Put Dry Seal on the Certificate of Tax Payment		2 minutes	**MS. RENELUZ D. DAVID** Municipal Treasurer **MS. MELINDA V. FASTIDIO** Assistant Municipal Treasurer **MS. MERLYN V. ATANACIO** Revenue Collection Clerk III
5. Payment of Certification Fee	5.1 Received payment 5.2 Issue Official Receipt	Transfer Tax Fee + Php 50.00 for	2 minutes	**MS. MARIFE V. ALVIZ** Revenue Collection Clerk III

		Certificati on Fee		**MS. FIRST S. FRANCISCO** Revenue Collection Clerk II **MR. MICHAEL JORDAN J. BACANI** Revenue Collection Clerk
6. Received the Certification/s or Certificate of Tax Payment	6.1 Issue Certification/s or Certificate of Tax Payment 6.2 Affix signature of the client to the receiving copy 6.3 Release Certification of Tax Payment		4 minutes	**MS. MARIFE V. ALVIZ** Revenue Collection Clerk III **MS. FIRST S. FRANCISCO** Revenue Collection Clerk II **MR. MICHAEL JORDAN J. BACANI** Revenue Collection Clerk
TOTAL:		**Transfer Tax Fee + Php 50.0**	**20 Minutes**	

7. PAYMENT OF TRICYCLE FRANCHISE

OFFICE / DIVISION:	Municipal Treasurer's Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C - Government to Client
WHO MAY AVAIL:	Tricycle Operators and Drivers
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Assessment from Municipal Tricycle Franchising Board	Client

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present assessment from MTFRB	1.1 Received the assessment from the concerned individual		5 minutes	**MS. EVELYN V. ALDAVE**

	1.2 Prepare and compute the amount to be paid based on the assessment of MTFRB			Revenue Collection Clerk III **MS. MARIFE V. ALVIZ** Revenue Collection Clerk III **MS. FIRST S. FRANCISCO** Revenue Collection Clerk II **MS. CARINA V. GONZALES** Revenue Collection Clerk II **MR. MICHAEL JORDAN J. BACANI** Revenue Collection Clerk II
2. Pay the corresponding Fees	2.1 Receive payment of the client	NEW Mayors Permit - Php500.00 + Business Permit - Php150.00 + Annual Registration - Php100.00 Franchise Fee - Php1,500.00 +	3 minutes	**MS. EVELYN V. ALDAVE** Revenue Collection Clerk III **MS. MARIFE V. ALVIZ** Revenue Collection Clerk III **MS. FIRST S. FRANCISCO** Revenue Collection Clerk II

		Capitalization - Php100.00+ Inspection Fee - Php 30.00 Application Fee - Php 30.00 Body Number - Php25.00 RENEWAL Mayors Permit - Php120.00 + Business Permit - Php100.00 + Annual Registration - Php100.00 Franchise Fee - Php100.00 + Capitalization - Php100.00		**MS. CARINA V. GONZALES** Revenue Collection Clerk II **MR. MICHAEL JORDAN J. BACANI** Revenue Collection Clerk II
3. Claim Official Receipt	3.1 Release Official Receipt and other submitted documentary requirements to client/s		2 minutes	**MS. EVELYN V. ALDAVE** Revenue Collection Clerk III **MS. MARIFE V. ALVIZ** Revenue Collection Clerk III **MS. FIRST S. FRANCISCO**

				Revenue Collection Clerk II **MS. CARINA V. GONZALES** Revenue Collection Clerk II **MR. MICHAEL JORDAN J. BACANI** Revenue Collection Clerk II
TOTAL:		**New = Php 2,435.00 Renewal = Php 420.00**	**10 Minutes**	

8. PAYMENT OF ANIMAL BRANDING PERMIT

OFFICE / DIVISION:	Municipal Treasurer's Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C - Government to Client
WHO MAY AVAIL:	Cattle Owner

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Assessment from Municipal Tricycle Franchising Board	Client

CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Inquire about the branding or registration of their cattle provided that they have their own private brand	1.1 Register in a book showing among others, the name and residence of the owner, and the class, color, sex, brand and other identifying marks of the cattle		5 minutes	**MR. RUSTAN R. ZAMBALE** Revenue Collection Clerk II

	2.1 Prepare certificate of ownership			
3. Pay the correcponding Fee/s	3.1 Receive payment of the client	Php 75.00/ Certificate of Ownership + Php 75.00/ Branding Fee (Service)	3 minutes	**MR. RUSTAN R. ZAMBALE** Revenue Collection Clerk II
4. Claim Certification/s and Official Receipt	4.1 Release Official Receipt and certificate of ownership to the client		2 minutes	**MR. RUSTAN R. ZAMBALE** Revenue Collection Clerk II
TOTAL:		**Php 75.00/ Certificate of Ownership + Php 75.00/ Branding Fee (Service)**	**10 Minutes**	

9. PAYMENT OF SLAUGHTER PERMIT

OFFICE / DIVISION:	Municipal Treasurer's Office			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C - Government to Client			
WHO MAY AVAIL:	Animal Owner			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Clearance from Municipal Health Officer concerned or his duly authorized representative regarding the animal or fowl if it is fit for human consumption		Animal Owner		
CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

1. Inquire about the service in the slaughter of animal/s on the municipal slaughter house.	1.1 Received and verify the clearance for the MHO 1.2 Prepare and compute fees		5 minutes	**MS. EVELYN V. ALDAVE** Revenue Collection Clerk III **MS. CARINA V. GONZALES** Revenue Collection Clerk II
2.Pay the correcponding Fee/s	2.1 Receive payment of the client	Large cattle = Php340.00(Slaughter Fee) + Php75.00 (Certificate of Ownership) + Php75.00(Branding Fee - Service) + Php10.00 (Antemortem) Hog = Php165.00(Slaughter Fee) + Php10.00 (Antemortem) Goat/Sheep = Php100.00 (Slaughter Fee) Special-Large cattle = Php490.00(Slaughter Fee) +	3 minutes	**MS. EVELYN V. ALDAVE** Revenue Collection Clerk III **MS. CARINA V. GONZALES** Revenue Collection Clerk II

		Php75.00 (Certificate of Ownership) + Php75.00(Branding Fee - Service) + Php10.00 (Antemortem) Special-Hog = Php190.00(Slaughter Fee) + Php 10.00 (Antemortem)		
3. Claim Permit/s and Official Receipt/s	3.1 Release Permit/s and Official Receipt/s to the client	Php 75.00/ Certificate of Ownership + Php 75.00/ Branding Fee (Service)	2 minutes	**MS. EVELYN V. ALDAVE** Revenue Collection Clerk III **MS. CARINA V. GONZALES** Revenue Collection Clerk II
TOTAL:		**Large cattle=Php500.00 Hog=Php175.00 Goat/Sheep=Php100.00 Special-Large cattle=Php650.00 Special-Hog=Php200.00**	**10 Minutes**	

10. COLLECTION OF MISCELLANEOUS AND OTHER FEES, AND MUNICIPAL CHARGES

OFFICE / DIVISION:	Municipal Treasurer's Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C - Government to Client
WHO MAY AVAIL:	General Public

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Order of Payment/Slip from concerned Office/s -Mayor's Permit Fee (includes but not limited to Permit to hold Fund Raising Activities, Cockfighting, Parades and Motorcades, Advertisement, Solicitation, Secretary's Fee, Occupation/Working Clearance) -Municipal Assessor's Fee -Local Civil Registry Office Fees -Municipal Engineering Office Fees -Municipal Planning and Development Office Fees -Municipal Treasurer's Office Fee (includes but not limited to Market Rentals, Rental of Properties owned by the Municipality and other related Fees) 2. Other Documentary Requirements (Market Rentals - Official Receipt from previous payment)	Client

CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present requirements cited above	1.1 Received and verify the documentary requirement 1.2 Prepare and compute tax due		3 minutes	**MS. EVELYN V. ALDAVE** Revenue Collection Clerk III **MS. CARINA V. GONZALES** Revenue Collection Clerk II

2. Pay the correcponding Fee/s or Charges	2.1 Receive payment of the client	Based on assessed fees indicated at the order of payment	3 mhuinutes	**MS. EVELYN V. ALDAVE** Revenue Collection Clerk III **MS. CARINA V. GONZALES** Revenue Collection Clerk II
3. Claim Official Reciept/s	3.1 Release Official Receipt and other submitted documentary requirements to client/s		2 minutes	**MS. EVELYN V. ALDAVE** Revenue Collection Clerk III **MS. CARINA V. GONZALES** Revenue Collection Clerk II
TOTAL:			**8 Minutes**	

11. ISSUANCE OF CASH TICKETS

OFFICE / DIVISION:	Municipal Treasurer's Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C - Government to Client
WHO MAY AVAIL:	Vegetable Vendors, Food Cart Vendors and Delivery Trucks Owner/Driver

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**

CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Wait in their respective areas for their daily market rentals/ fees	1.1 Prepare the cash ticket/s with date and signature of the collector		3 minutes	**MR. RUSTAN R. ZAMBALE** Revenue Collection Clerk II

2. Pay the correcpondin g Fee/s or Charges	2.1 Receive payment of the client	Vegetable Stalls - Php10.00-20.00 Food Cart - Php10.00-20.00 Delivery Trucks - Php40.00-100.00	3 minutes	**MR. RUSTAN R. ZAMBALE** Revenue Collection Clerk II
2. Pay the correcpondin g Fee/s or Charges	3.1 Release the Cash Ticket/s		2 minutes	**MR. RUSTAN R. ZAMBALE** Revenue Collection Clerk II
TOTAL:		**Vegetable Stalls - Php10.00-20.00** **Food Cart - Php10.00-20.00** **Delivery Trucks - Php40.00-100.00**	**8 Minutes**	

BUSINESS PERMIT AND LICENSING OFFICE

SERVICE CATEGORY

BUSINESS PERMIT AND LICENSING OFFICE

1. APPLYING FOR BUSINESS PERMIT (NEW)

Before you start operating your business, you need to secure a Mayor's Permit or Business Permit from the Local Government Unit (LGU) where your business is located. Procedures for obtaining a permit may vary depending on the local regulations and ordinances the city or municipality seeks to implement.

OFFICE / DIVISION:	Business Permit and Licensing Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C – Government to Citizens; G2B – Government to Business
WHO MAY AVAIL:	Private Sector and Individual

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Unified Business Permit Application Form (JMC#1, S2016) 2. 1 pc (2x2) Photo 3. Barangay Clearance to operate (photocopy) 4. DTI/SEC/CDA (photocopy) 5. Community Tax Certificate (Individual/Corporation) 6. Contract of Lease/Agreement (if rented) photocopy 7. Zoning/Locational Clearance 8. Real Property Tax Payment 9. Building Permit/Occupancy Clearance 10. Fire Safety Inspection Certificate (FSIC) 11. Health/Sanitary Permit 12. Other requirements from National Agencies (photocopy)	1. Business Permit and Licensing Office 2. Registered owner of business or president of the corporation 3. Barangay where the business is located 4. Department of Trade and Industry/Security and Exchange Commission/Cooperative Development Authority 5. Business Permit Licensing Office 6. Lessor and Lessee Agreement 7. Municipal Planning and Development Coordinating Office 8. Tax Clearance from the Municipal Treasurer's Office 9. Municipal Engineering Office 10. Bureau of Fire Protection (BFP) 11. Municipal Health Office 12. Concern Agencies

CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit duly accomplished Unified Business Permit Application Form and	1.1 Receive / Acknowledge and evaluate the submitted documents	None	20 minutes	**RANDY C. ENRIQUEZ** Administrative Officer V/BPLO -Designate

necessary documents	*If documents are missing, notify the client to complete the requirements (back to step 1)* *If documents are complete:* 1.2. Encode the application to the System 1.3 Endorsing Offices: a. Municipal Planning and Development Coordinating Office b. Municipal Engineering Office c. Bureau of Fire Protection d. Municipal Health Office e. Municipal Assessor Office		2 hours	**MARIE ROSE G. BIO** License Inspector II Endorsing Office Staff on duty: a. MPDC Staff b. Engineering Staff c. BFP Staff d. Sanitary Inspector Staff e. Assessor's Staff
2. Wait for the system-generated tax order of payment and pay	2.1 Print tax order of payment 2.2 Accepts payment and issue Official Receipt (AF No.51) and Community	Based on capital investment Section 11B.01, of Revenue Code of	5 minutes 15 minutes	**BRENDA LYN C. VILORIA** Revenue Collection Clerk II **EDNA JOAN C. ASUNCION** Revenue Collection Clerk II

	Tax Certificate (BIR Form 0016) in Municipal Treasurer's Office 2.3 Bureau of Fire Protection (Collecting Officer) Fund Code (BFP) 03104350	Castillejos, Zambales Chapter VI. Sec.6.03. Rate of Community Tax in the amount of P5.00 plus an additional tax of P1.00 per P1,000.00 of income regardless of business, the exercise of the profession, or from property Fifteen percent (15%) of all fees charged by the Local Government Unit (LGU) but no case shall be lower than P500.00	30 minutes	**BFP Collecting Officer on duty**
3. Fill up the client feedback form and receive Business /Mayor's Permit	3.1 Receive the accomplished form 3.2 Release of Business/Mayors Permit, Plate/Sticker	None	15 minutes	**MARIE ROSE G. BIO** License Inspector II
TOTAL:		**Based on the Revenue Code** **Php 500.00 - BFP**	**3 hours and 25 minutes**	

2. APPLYING FOR BUSINESS PERMIT (RENEWAL)

Before you start operating your business, you need to secure a Mayor's Permit or Business Permit from the Local Government Unit (LGU) where your business is located. Procedures for obtaining a permit may vary depending on the local regulations and ordinances the city or municipality seeks to implement.

OFFICE / DIVISION:	Business Permit and Licensing Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C – Government to Citizens; G2B – Government to Business
WHO MAY AVAIL:	Private Sector and Individual

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Unified Business Permit Application Form (JMC#1, S2016) 2. 1 pc (2x2) Photo 3. Sworn Statement of Gross Receipts or Sales of the preceding calendar year 4. Barangay Clearance to operate (photocopy) 5 Previous Mayors/Business Permit (photocopy) 6. Community Tax Certificate (Individual/Corporation) 7. Contract of Lease/Agreement (if rented) photocopy 7. Zoning/Locational Clearance 8. Real Property Tax Payment 9. Fire Safety Inspection Certificate (FSIC) 10. Health/Sanitary Permit	1. Business Permit and Licensing Office 2. Registered owner of business or president of the corporation 3. Accountant/Bookkeeper/Owner of business entity 4. Barangay where the business is located 5. Owner of the business 6. Business Permit and Licensing Office 7. Lessor and Lessee Agreement 8. Tax Clearance from the Municipal Treasurer's Office 9. Bureau of Fire Protection (BFP) 10. Municipal Health Office

CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit duly accomplished Unified Business Permit Application Form and necessary documents	1.1 Receive / Acknowledge and evaluate the submitted documents *If documents are missing, notify the client to complete the requirements (back to step 1)*	None	20 minutes 2 hours	**RANDY C. ENRIQUEZ** Administrative Officer V/BPLO -Designate **MARIE ROSE G. BIO** License Inspector II

	If documents are complete: 1.2. Encode the application to the System 1.3 Endorsing Offices: a. Municipal Planning and Development Coordinating Office b. Municipal Engineering Office c. Bureau of Fire Protection d. Municipal Health Office e. Municipal Assessor Office			Endorsing Offices Staff on duty: a. MPDC Staff b. Engineering Staff c. BFP Staff d. Sanitary Inspector Staff e. Assessor's Staff
2. Wait for the system-generated tax order of payment and pay	2.1 Print tax order of payment 2.2 Accepts payment and issue Official Receipt (AF No.51) and Community Tax Certificate (BIR Form 0016) in Municipal Treasurer's Office	Based on Gross Sales of the proceeding calendar year Chapter II, Article A, Sec.2A.02, Revenue Code of Castillejos Zambales Art. C. Sec.2C.01. Rate of Community Tax in the amount of P5.00 plus an	5 minutes 15 minutes	**BRENDA LYN C. VILORIA** Revenue Collection Clerk II **EDNA JOAN C. ASUNCION** Revenue Collection Clerk II

	2.3 Bureau of Fire Protection (Collecting Officer) Fund Code (BFP) 03104350	additional tax of P1.00 per P1,000.00 of income regardless f business, the exercise of a profession, or from property Fifteen percent (15%) of all fees charged by the Local Government Unit (LGU) but no case shall be lower than P500.00	30 minutes	**BFP Collecting Officer on duty**
3. Fill up the client feedback form and receive a Business/ Mayor's Permit	3.1 Receive the accomplished form 3.2 Release of Business/Mayor s Permit, Plate/Sticker	None	15 minutes	**MARIE ROSE G. BIO** License Inspector II
TOTAL:		**Based on Revenue Code** **Php 500.00 - BFP**	**3 hours and 25 minutes**	

3. REQUEST FOR BUSINESS DATA / INFORMATION (via Letter and Electronic Mail)

Typically, government departments and organizations in the public sector gather data to assist citizens and provide services. The public sector can use this previously collected information to minimize expenses for operations, enhance public service, and better meet the needs of particular communities in today's analytics-driven society.

OFFICE / DIVISION:	Business Permit and Licensing Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2G – Government to Government
WHO MAY AVAIL:	Typically, government departments and organizations in the public sector gather data to assist citizens and provide services. The public sector can use this previously collected information to minimize expenses for operations, enhance public service, and better meet

	the needs of particular communities in today's analytics-driven society.			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Request letter for business data/information		1. Requesting Government Agencies		
CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Transmit the Request via letter to this address: Business Permit and Licensing Office, Ground Floor, Municipal Building, Barangay San Juan, Castillejos, Zambales 2208 and email to thart1993@gmail.com and bplocastillejos@gmail.com for business data/ information	1.1 Receive / Acknowledge and evaluate the request 1.2 Submit to the Office of the Mayor for Approval.	None	1 day	**RANDY C. ENRIQUEZ** Administrative Officer V/BPLO -Designate **MARIE ROSE G. BIO** License Inspector II
2. Wait for the request to be Processed	2.1 Process the requested data/ information	None	1 day	**RANDY C. ENRIQUEZ** Administrative Officer V/BPLO -Designate **MARIE ROSE G. BIO** License Inspector II

3. Receive the requested data/ information	3.1 Send requested data/ information	None	10 minutes	**MARIE ROSE G. BIO** License Inspector II
TOTAL:		None	**2 days and 10 minutes**	

4. REQUEST FOR CLEARANCES AND CERTIFICATION FOR BUSINESS

Economic conditions are a common reason for closing the business. Business owners make difficult decisions at the time in business. One of the toughest decisions can be whether to close their company. Business owners often review their company to determine the sustainability of business operations. Several reasons can exist for closing a business. Each reason can affect the company's operations in different ways. (1) low profit, (2) unavailable resources, (3) tough competition, (4) financial, (5) health issues, and (6) migration.

OFFICE / DIVISION:	Business Permit and Licensing Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C – Government to Citizens; G2B – Government to Business
WHO MAY AVAIL:	Private Sector and Individual

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Request letter for certification/clearances 2. Surrender the original Mayor's/Business Permit and plate last issued 3. Barangay Certification for no operation, no records found, transfer of ownership, and other information pertaining to the business entity (photocopy) 4. DTI/SEC/CDA (photocopy) 5. Sworn Statement of Gross Receipts or Sales of the preceding calendar year	1. Owner of the business entity 2. Owner of the business entity 3. Barangay where the business is located 4. Owner of the business entity 5. Owner of the business entity

CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

1. Request for certification/ clearances such as: A. Retirement of Business B. No records were found	1.1 Receive / Acknowledge and evaluate the request *If documents are missing, notify the client to complete the requirements* If documents are complete: 1.2 Search in the registry of Business establishments based on a particular business entity	Based on the remaining gross sales upon the date of business retirement Chapter II, Article A, Sec.2A.02, Revenue Code of Castillejos Zambales	30 minutes	**RANDY C. ENRIQUEZ** Administrative Officer V/BPLO -Designate **MARIE ROSE G. BIO** License Inspector II
2. Pays the corresponding amount based on the remaining gross sales upon the date of business retirement and pay the number of copies needed	2.1 Accepts payment and issue Official Receipt (AF No,151) in the Municipal Treasurer's Office	Php 100.00 / page, Chapter IV, A, Section 1A.01, Revenue Code of Castillejos Zambales	10 minutes	**BRENDA LYN C. VILORIA** Revenue Collection Clerk II **EDNA JOAN C. ASUNCION** Revenue Collection Clerk II
3. Receive the certifications /clearances	3.1 Release of certifications/clearances	None	10 minutes	**MARIE ROSE G. BIO** License Inspector II
TOTAL:		**(Based on the Revenue Code)**	**50 minutes**	

POPCOM OFFICE

SERVICE CATEGORY

POPCOM SERVICES

1. PRE-MARRIAGE ORIENTATION CERTIFICATE / PRE-MARRIAGE CERTIFICATE

OFFICE / DIVISION:	Municipal Population Program Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C- Government to Citizens
WHO MAY AVAIL:	Couple applicants for Marriage License

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Accomplished Pre- Marriage Orientation Certificate	LGU Castillejos - Municipal POPCOM Office

CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Client couple present the list of requirements indicating the document needed.	1. Received the list of requirement form.	None	1 minute	**MS. GINA C. VILLANUEVA**
2. Client couple will fill out the PMC logbook for the details for the Certificate.	2. Prepared immediately the logbook and IMEI forms.		1 minute	**MS. GINA C. VILLANUEVA**
3. Client couple will fill out the Marriage Expectation Inventory Form.	3. Prepared immediately		3 minutes	**MS. GINA C. VILLANUEVA**
4. Client couple will attend to Pre marriage Orientation and Counseling.	4. Pre-Marriage Counselors conducts Pre-marriage counseling		4 hours and 25 minutes	**MS. GINA C. VILLANUEVA, MS. ROMINA BOLCALBOS, MS. NIEVES MONTEALEGRE**
	5. Encode the client detail, and prints the Pre-Marriage Certification		2 minutes	**MS. GINA C. VILLANUEVA**
	6. Releases the Certification of		40 seconds	**MS. GINA C. VILLANUEVA**

	Pre-Marriage Orientation Certificate and Pre- marriage certificate.			
TOTAL:		**None**	**4 hours, 31 minutes and 40 seconds**	

LEGISLATIVE OFFICES

VICE MAYOR’S OFFICE

SERVICE CATEGORY

VICE MAYOR'S OFFICE

1. TRICYCLE FRANCHISE APPLICATION AND RENEWAL

OFFICE / DIVISION:	Vice Mayor's Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C - Government to Citizens; G2B - Government to Business; G2G - Government to Government
WHO MAY AVAIL:	Franchise holder, franchise applicant

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. For old and new tricycle franchise: -copy of barangay clearance (original and 1 photocopy) -copy of official receipt (O.R,for old franchise holder)(1 photocopy) - certificate of registration (C.R) with signature of owner 91 photocopy) - copy of Certificate of orientation (original copy) - Authority to follow up documents (for absence owners) - Inspection Month of the MTFRB -Professional Driver's License of tricycle driver with the restriction code 1 (1 photocopy) -MTFRB ID of franchise holder - Business permit (Old franchise holder) -Cedula - Active contact number	-Barangay concerned -MTFRB secretariat -MTFRB secretariat -MTFRB Secretariat

CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submission of documents *Sign in the Client logbook and submit all the documents to MTFRB Secretariat	1.Receive and assess the submitted documents *If incomplete, return documents and advice the client to complete all documents and attachments If documents are complete, receive	None	30 minutes	**MYLENE F. EBARDO,** Admin. Aide III **RUSSEL A. AGUSTIN,** Admin. Aide III

	documents and affix the date, time and signature of the receiving personnel.			
2. Wait for the time of inspection	2. Inspection of the tricycle thru taking pictures of all sides of the unit	None	20 minutes	**REXYLL AUGENE LANAWAN,** Admin. Aide III **ARNEL ISIDRO** Driver II
3. Payment	3. MTFRB staff will explain to the client about the fees	For renewal- Php 750.00 For new: 1st quarter- Php 2,435.00 2nd quarter - Php 2,335.00 3rd quarter - Php 2,235.00 4th quarter- Php 2,135.00	30 minutes	**Office of the Municipal treasurer**
4.Wait for the schedule of release of the franchise	4. MTFRB staff will give the date and time for the release of franchise	None	20 minutes	**MYLENE F. EBARDO,** Admin. Aide III **RUSSEL A. AGUSTIN,** Admin. Aide III
TOTAL:			**1 hour and 40 minutes**	

2. ISSUANCE OF CERTIFICATIONS AND ENDORSEMENTS

OFFICE / DIVISION:	Vice Mayor's Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C - Government to Citizens; G2B - Government to Business; G2G - Government to Government
WHO MAY AVAIL:	All persons, natural and juridical

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Properly accomplish the request form indicating therein the following information: a. Name b. Address c. Purpose of Certification	1. Office of the Vice Mayor

CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Sign in the Client Logbook & fill out the request form	1. Receive the request form for approval of the Vice Mayor If documents are complete, receive documents and affix the date, time and signature of the receiving personnel.	None	10 minutes	**VM Private Secretary**
2. Proceed to the Municipal Treasury Office for the payment of required fee(s)	2. Accept payment and issue the Official Receipt	Php 60.00/ page	15 minutes	**Revenue Collection Clerk Municipal Treasury Office**
3. Return to SB Office, present the Official receipt	3. Check the O.R and record the request in the logbook with O.R. Number	None	2 minutes	**VM Private Secretary**
4. Receive the requested certification	4. Release Certification with seal and signature	None	1 minute	**VM Private Secretary**
TOTAL:		**Php 60.00/ page**	**28 minutes**	

SANGGUNIANG BAYAN OFFICE

SERVICE CATEGORY

SANGGUNIANG BAYAN SERVICES

1. REVIEW OF APPROPRIATION ORDINANCE (AO) OF DIFFERENT BARANGAYS OF THE MUNICIPALITY BY THE SANGGUNIAN BAYAN (BARANGAY ANNUAL BUDGET).

OFFICE / DIVISION:	Sangguniang Bayan Office
CLASSIFICATION:	Highly Technical
TYPE OF TRANSACTION:	G2G – Government to Government
WHO MAY AVAIL:	Different Barangays of the Municipality

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Transmittal Letter	1. Punong Barangay/ Barangay Secretary
2. Appropriation Ordinance White folder (1 original, 4 copies) Attachments: 2.1. Budget Message 2.2. BBP Form No. 1 – Budget of Expenditures and Sources of Financing 2.3. BBP Form No. 2 – Programmed Appropriation by PPA, Expense Class, Object of Expenditure and Expected Results 2.4. BBP Form No. 2-A – List of Projects Chargeable Against the 20% Development Fund 2.5. BBP Form No. 3 - Plantilla of Personnel 2.6. BBP Form No. 4 - Statement of Indebtedness, if any 2.7. 20% Development Fund Plan and Budget with BDC Resolution and Sangguniang Barangay Resolution 2.8.10% SK Fund with Barangay Youth Investment Program , SK Resolution and Sangguniang Barangay Resolution 2.9. 5% BDRRMF Plan and Budget with BDRRM Council Resolution and Sangguniang Barangay Resolution	2. Punong Barangay/ Barangay Secretary

Gender and Development (GAD) Plan and Budget with BGFPS Resolution and Sangguniang Barangay Resolution Barangay Council for the Protection of Children Fund Plan and Budget with BCPC Resolution and Sangguniang Barangay Resolution 2.10. Barangay Council for the Protection of Children Fund plan and Budget with BCPC Resolution and Sangguniang Barangay Resolution 2.11. Senior Citizen and Person with Disabilities (PWD) Plan and Budget with SCA and PWD Council Resolution and Sangguniang Barangay Resolution.	
3.1 Annual Investment Program approved through BDC Resolution and duly approved and adopted by the Sangguniang Barangay through Resolution with the list of PPAs. 3.2 (1 original, 4 photocopies)	3. Punong Barangay/ Barangay Secretary

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Within 10 days from its approval the Sangguniang Barangay shall furnish SB copies of their Annual Budget > Sign in the Client logbook and submit all the documents to SB Secretariat		None	20 minutes	**GRACE JOY G. ORTIZ** Local Legislative Staff Employee I **IMELDA R. ANTONIO** Admin.Aide III

2. Wait for notification	2. Include the matter in the Calendar of Business to be Referred to the appropriate Committee	None	1 session day	**IRENE MAURICIO-BURGOS,** SB Secretary, **HON.VOLTAIRE D. AVERA,** Committee on Rules, Privileges, and Good Governance **HON. CHRISTIAN T. ESPOSO,** Vice Mayor/ Presiding Officer
3. Attend Committee Meeting/ Hearing	3. Conduct Committee Meeting/ Hearing	None	1 hour	**HON.YAM S. DADURAL,** Committee on Barangay Affairs and /or **HON. MA. CECILIA F. RAFANAN,** Committee on Appropriation **VENUS KATE E. ISRAEL,** Clerk III **ROSCOE REY A. VELASCO** Administrative Aide III
	4. Render Committee Report	None	1 session day	**HON.YAM S. DADURAL,** Committee on Barangay Affairs and /or **HON. MA. CECILIA F. RAFANAN,** Committee on Appropriation
	5. Include measures for the second Reading	None	1 session day	**HON.YAM S. DADURAL,** Committee on Barangay Affairs and /or **HON. MA. CECILIA F. RAFANAN,** Committee on Appropriation
	6. Include measures for Third and	None	1 session day	**HON.YAM S. DADURAL,** Committee on Barangay Affairs and /or

	Final Reading			**HON. MA. CECILIA F. RAFANAN,** Committee on Appropriation
	7. Excerpt and prepare copies of the Resolution for the signature of the Presiding Officer and /or SB Members	None	30 minutes to 1 hour	**IRENE MAURICIO-BURGOS,** SB Secretary
	8. Signing of Final Copies of Resolutions	None	2 to 3 days depending on the availability of the signatories	**IRENE MAURICIO-BURGOS,** SB Secretary **SB Members and Presiding Officer**
	9. Transmit the Resolution to the office of the Local Chief Executive for signing and approval	None	10 minutes	**IRENE MAURICIO-BURGOS,** SB Secretary **GRACE JOY G. ORTIZ** Local Legislative Staff Employee I
	10. LCE will sign/ approve the Resolution	None	Max. of 10 days	**HON. JEFFREY D. KHONGHUN** Municipal Mayor
	11. Upon receipt from the Office of the LCE, record the same in the logbook and release the copy to the	None	5 minutes	**GRACE JOY G. ORTIZ** Local Legislative Staff Employee I

	concerned person/agency			
4. Upon notification, return to SB office and receive a copy of the resolution	12. Ask the client to sign the receiving copy affixing the time and date then release a copy of the Resolution to the Client or attach the receipt of the post office/courier for the mail	None	5 minutes	**GRACE JOY G. ORTIZ** Local Legislative Staff Employee I **ROSCOE REY A. VELASCO** Administrative Aide III **DONAL A. BERNARDINO** Driver
TOTAL:		**None**	**Maximum of 60 days pursuant to Sec. 333 of RA 7160**	

2. REVIEW OF APPROPRIATION ORDINANCE (AO) OF ALL BARANGAYS OF THE MUNICIPALITY BY THE SANGGUNIAN BAYAN (BARANGAY SUPPLEMENTAL BUDGET).

OFFICE / DIVISION:	Sangguniang Bayan Office
CLASSIFICATION:	Highly Technical
TYPE OF TRANSACTION:	G2G – Government to Government
WHO MAY AVAIL:	Different Barangays of the Municipality

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Transmittal Letter	1. Punong barangay/ Barangay Secretary
2. Appropriation Ordinance for Supplemental Budget (1 original, 4 photocopies)	2. Punong barangay/ Barangay Secretary
3. Supplemental Annual Investment Program duly approved by the	3. Punong barangay/ Barangay Secretary

Sangguniang Barangay through Resolution if PPAs are not included in the AIP (1 original,4 photocopies)				
4. Certification of Availability of Funds		4. Barangay Treasurer/Municipal Treasurer		
CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Sign in the Client logbook and submit all the documents to SB Secretariat	1. Receive and Check the completeness of the documents	None	20 minutes	**GRACE JOY G. ORTIZ** Local Legislative Staff Employee I **IMELDA R. ANTONIO** Admin.Aide III
	If incomplete, return documents and advise the client to complete all documents and attachments. If documents are complete, receive documents and affix the date, time, and signature of the receiving personnel.	None		
2. Wait for notification	2. Include the matter in the Calendar of Business to be referred to the appropriate Committee	None	1 session day	**IRENE MAURICIO-BURGOS,** SB Secretary, **HON.VOLTAIRE D. AVERA,** Committee on Rules, Privileges, and

				Good Governance **HON. CHRISTIAN T. ESPOSO,** Presiding Officer
3. Attend Committee Meeting/Hearing	3. Conduct Committee Meeting/ Hearing	None	1 hour	**HON.YAM S. DADURAL,** Committee on Barangay Affairs and /or **HON. MA. CECILIA F. RAFANAN,** Committee on Appropriation **VENUS KATE E. ISRAEL,** Clerk III **ROSCOE REY A. VELASCO** Administrative Aide III
	4. Render Committee Report	None	1 session day	**HON.YAM S. DADURAL,** Committee on Barangay Affairs and /or **HON. MA. CECILIA F. RAFANAN,** Committee on Appropriation **VENUS KATE E. ISRAEL,** Clerk III **ROSCOE REY A. VELASCO**

				Administrative Aide III
	5. Include Measure for the second Reading	None	1 session day	**HON.YAM S. DADURAL,** Committee on Barangay Affairs and /or **HON. MA. CECILIA F. RAFANAN,** Committee on Appropriation **VENUS KATE E. ISRAEL,** Clerk III **ROSCOE REY A. VELASCO** Administrative Aide III
	6. Include measure for the Third and Final Reading	None	1 session day	**HON.YAM S. DADURAL,** Committee on Barangay Affairs and /or **HON. MA. CECILIA F. RAFANAN,** Committee on Appropriation **VENUS KATE E. ISRAEL,** Clerk III **ROSCOE REY A. VELASCO** Administrative Aide III

	7. Signing of Final Copies of Resolutions	None	2 to 3 days depending on the availability of the signatories	**IRENE MAURICIO-BURGOS,** SB Secretary, **SB Members and Presiding Officer**
	8. Transmit the Resolution to the office of the Local Chief Executive for signing and approval	None	10 minutes	**IRENE MAURICIO-BURGOS,** SB Secretary, **GRACE JOY G. ORTIZ** Local Legislative Staff Employee I
	9. LCE will sign/ approve the Resolution	None	Max. of 10 days	**HON.JEFFREY D. KHONGHUN** Municipal Mayor
	10 Upon receipt from the Office of the LCE, record the same in the logbook. and release the copy to the concerned person/agency	None	5 minutes	**GRACE JOY G. ORTIZ** Local Legislative Staff Employee I
4. Upon notification, return to SB office and receive a copy of the resolution	11. Ask the client to sign the receiving copy affixing the time and date then release a copy of the Resolution to the Client or attach the	None	5 minutes	**GRACE JOY G. ORTIZ** Local Legislative Staff Employee I **ROSCOE REY A. VELASCO** Administrative Aide III

	receipt of the post office/courier for the mail			**DONAL A. BERNARDINO** Driver
TOTAL:		**None**	**Maximum of 60 days pursuant to Sec. 333 of RA 7160**	

3. REVIEW OF BARANGAY GENERAL ORDINANCES PURSUANT TO SECTION 57 OF RA 7160.

OFFICE / DIVISION:	Sangguniang Bayan Office
CLASSIFICATION:	Highly Technical
TYPE OF TRANSACTION:	G2G – Government to Government
WHO MAY AVAIL:	Different Barangays of the Municipality

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Transmittal Letter	1. Punong Barangay/ Barangay Secretary
2. Copies of the approved Ordinance with attachments (1 original, 4 photocopies) *M-inutes A-ttendance P- ictures	2. Punong Barangay/ Barangay Secretary

CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Sign in the Client logbook and submit all the documents to SB Secretariat	1. Receive and Check the completeness of the documents If incomplete, return documents and advise the client to complete all documents and attachments. If documents are complete, receive documents	None	20 minutes	**GRACE JOY G. ORTIZ** Local Legislative Staff Employee I **IMELDA R. ANTONIO** Admin.Aide III

	and affix the date, time, and signature of the receiving personnel.			
2. Wait for notification	2. Include the matter in the Calendar of Business to be referred to the appropriate Committee	None	1 session day	**IRENE MAURICIO-BURGOS,** SB Secretary, **HON.VOLTAIRE D. AVERA,** Committee on Rules, Privileges, and Good Governance **HON. CHRISTIAN T. ESPOSO,** Vice Mayor/Presiding Officer
3. Attend Committee Meeting/Hearing	3. Conduct Committee Meeting/ Hearing	None	1 hour	**Concerned Committee**
	4. Render Committee Report	None	1 session day	**Concerned Committee**
	5. Include measure for the Second Reading	None	1 session day	**Concerned Committee**
	6. Include measure for the Third and Final Reading	None	1 session day	**Concerned Committee**
	7. Prepare copies of the Resolution for the signature of the presiding	None	30 minutes to 1 hour	**IRENE MAURICIO-BURGOS,** SB Secretary

	officer and SB Members			
	8. Signing of Final Copies of Resolutions	None	2 to 3 days depending on the availability of the signatories	**IRENE MAURICIO-BURGOS,** SB Secretary, **HON.VOLTAIRE D. AVERA,** Committee on Rules, Privileges, and Good Governance **HON. CHRISTIAN T. ESPOSO,** Vice Mayor/Presiding Officer
	9. Transmit Resolution to the office of the Local Chief Executive for signing and approval	None	10 minutes	**IRENE MAURICIO-BURGOS,** SB Secretary, **GRACE JOY G. ORTIZ** Local Legislative Staff Employee I
	10 LCE will sign/ approve the Resolution	None	Max. of 10 days	**HON.JEFFREY D. KHONGHUN** Municipal Mayor
	11. Upon receipt from the Office of the LCE, record the same in the logbook and inform the client.	None	5 minutes	**GRACE JOY G. ORTIZ** Local Legislative Staff Employee I
4. Upon notification, return to SB office and	12. Ask the client to sign the receiving copy affixing	None	5 minutes	**GRACE JOY G. ORTIZ** Local Legislative Staff Employee I

receive a copy of the resolution	the time and date then release a copy of the Resolution to the Client or attach the receipt of the post office and courier			**ROSCOE REY A. VELASCO** Administrative Aide III **DONAL A. BERNARDINO** Driver
TOTAL:		**None**	**Maximum of 30 days pursuant to Sec. 333 of RA 7160**	

4. APPLICATION FOR RECLASSIFICATION OF LANDS (Sec. 20 of RA 7160)

OFFICE / DIVISION:	Sangguniang Bayan Office
CLASSIFICATION:	Highly Technical
TYPE OF TRANSACTION:	G2C– Government to Citizens
WHO MAY AVAIL:	All persons, natural or juridical

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Endorsement Letter from the Municipal Mayor	1. Office of the Municipal Mayor
2. Letter request by the owner requesting for reclassification of land (1 original, 4 photocopies) with the following attachments: Certified True Copy of the Transfer Certificate of Title (TCT) registered in the name of the applicant from the registry of Deeds In case the property is not registered in the name of the applicant, submit duly notarized: * Deed of Sale and Certificate of Authorized Registration (CAR) from BIR, or * Deed of donation, or * Contract of Lease, or * Authorization to use the land or Affidavit of Consent	2. Applicant/ Landowner Applicant/ Landowner

In case the lot is not yet subdivided among co-owners/heirs, submit * Lot Plan & Subdivision Plan signed by Geodetic Engineer * Notarized deed of assignment * Duly notarized affidavit of consent from co-owners/heirs DAR Clearance/Certification if TCT was issued by DAR In the case of a corporation, submit: * SEC registration * Updated GIS Sheet * Notarized Corporate Secretary's Certificate	
3. Project Description	3. Applicant
4. Vicinity Map drawn to scale signed and sealed by Engineer/ Architect	4. Applicant
5. Copy of current tax declaration	5. Municipal Treasurer’s Office
6. Copy of current tax receipt	6. Municipal Treasurer’s Office
7. Certification from the Department of Agriculture or Affidavit of Undertaking	7. Department of Agriculture (Regional office)
8. Environmental Compliance Certificate (ECC) or Certificate of Non-Coverage (CNC), whichever is applicable.	8. Department of Environment and Natural Resources Office
9. Certification of non-tenancy from BARC Chairman	9. Barangay Agrarian Reform Council Chairman
10. Barangay Resolution endorsing the reclassification of land/ interposing no objection to the project.	10. Sangguniang Barangay of the concerned Barangay
11. Barangay Clearance or Certification from the Barangay Chairman	11. Barangay Chairperson of the Concerned Barangay

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The office of the Mayor transmit the letter of endorsement to the Sanggunian g Bayan with	1. Receive and check the documents and affix the date and time of the receiving personnel.	None	15 minutes	**GRACE JOY G. ORTIZ** Local Legislative Staff Employee I **IMELDA R. ANTONIO** Admin.Aide III

the documentary requirements				
	2. Include the matter in the Calendar of Business to be referred to the appropriate Committee	None	1 session day	**IRENE MAURICIO-BURGOS,** SB Secretary, **HON.VOLTAIRE D. AVERA,** Committee on Rules, Privileges, and Good Governance **HON. CHRISTIAN T. ESPOSO,** Vice Mayor/Presiding Officer
2. Clients attend committee meeting/ hearing	3. Conduct Committee Meeting/ Hearing	None	1-2 hours	**HON.ARTURO P. MANZANO** Committee on Urban Planning, housing and Resettlement and land Use **IRENE MAURICIO-BURGOS** SB Secretary **MARIBEL A. IMPERIAL** Records Officer
3. Attend Public Hearing and present project to the Public	4. Conduct of Public Hearing	None	1-2 hours	**HON.ARTURO P. MANZANO** Committee on Urban Planning, housing and Resettlement and land Use **IRENE MAURICIO-BURGOS** SB Secretary **MARIBEL A. IMPERIAL** Records Officer
	5. Renders Committee Report	None	1 session day	**HON.ARTURO P.MANZANO** Committee on Urban Planning, housing and Resettlement and land Use **IRENE MAURICIO-BURGOS** SB Secretary **MARIBEL A. IMPERIAL**

				Records Officer
	6. Include proposed measure for the second reading for proper deliberation of the body	None	1 session day	**HON.ARTURO P. MANZANO** Committee on Urban Planning, housing and Resettlement and land Use **IRENE MAURICIO-BURGOS** SB Secretary **MARIBEL A. IMPERIAL** Records Officer
	7. Include measure for the third and final reading	None	1 session day	**All SB Members, Presiding Officer, SB Secretary**
	8. Finalization of the approved copies of ordinances	None	1 – 2 Hours	**IRENE MAURICIO-BURGOS** SB Secretary
	9. Signing of Approved Copies of Resolution and Ordinance	None	1-2 days depending on the availability of the signatories	**SB Members and Presiding Officer**
	10 Transmit copies of the Resolution and Ordinance to the Office of the Mayor for Final Approval	None	10 minutes	**IRENE MAURICIO-BURGOS,** SB Secretary, **GRACE JOY G. ORTIZ** Local Legislative Staff Employee I
	11. Upon return of the approved ordinance from the Office of the Mayor, transmit the	None	1 day	**IRENE MAURICIO-BURGOS,** SB Secretary, **GRACE JOY G. ORTIZ** Local Legislative Staff Employee I

	same to the Office of the Sangguniang Panlalawigan for review			
TOTAL:		**None**	**Maximum of 3 months from the receipt therein pursuant to Sec. 20 of RA 7160**	

5. APPROVAL OF DEVELOPMENT PERMIT

OFFICE / DIVISION:	Sangguniang Bayan Office
CLASSIFICATION:	Highly Technical
TYPE OF TRANSACTION:	G2C– Government to Citizens
WHO MAY AVAIL:	All persons, natural or juridical

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Endorsement Letter from the Municipal Mayor	1. Office of the Municipal Mayor
2. Letter request by the owner requesting for reclassification of land (1 original, 4 photocopies) with the following attachments: >Project Description >Certified True Copies of TCT >Certified Copies of Tax Declaration (Current) >Tax Clearance (current) >Copy of SB Reclassification Ordinance (if applicable) >Copy of Sang. Panlalawigan Approval of SB Ordinance (if applicable) >DAR Conversion Order >Environmental Compliance Certificate (ECC) or Certificate of Non-Coverage >Preliminary Approval and Locational Clearance	2. Applicant/ Land Owner

>Zoning Clearance >Site Development Plan signed by a licensed Engineer >Vicinity Map >Topographic Plan >All other requirements Pursuant to BP 220 and PD 957 for subdivision projects				
CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. The office of the Mayor transmit the letter of endorsement to the Sangguniang Bayan with the documentary requirements	1. Receive and check the documents and affix the date, time the receiving personnel.	None	10 minutes	**GRACE JOY G. ORTIZ** Local Legislative Staff Employee I **IMELDA R. ANTONIO** Admin.Aide III
	2. Include the matter in the Calendar of Business to be referred to the appropriate Committee	None	1 session day	**IRENE MAURICIO-BURGOS,** SB Secretary, **HON.VOLTAIRE D. AVERA,** Committee on Rules, Privileges, and good governance **HON. CHRISTIAN T. ESPOSO**, Vice Mayor/Presiding Officer
2. Clients attend committee meeting/ hearing	3. Conduct Committee Meeting	None	1-2 hours	**HON.ARTURO P. MANZANO** Committee on Urban Planning, housing and Resettlement and land Use **HON. ALBERT R. TUGADI**

				Committee on Environmental Protection and Natural Resources **IRENE MAURICIO-BURGOS** SB Secretary **MARIBEL A. IMPERIAL** Records Officer I **ACES A. FAMULARCANO** Clerk II
3. Attend Public Hearing and present project to the Public	4. Conduct of Public Hearing	None	1-2 hours	**HON.ARTURO P. MANZANO** Committee on Urban Planning, housing and Resettlement and land Use **HON. ALBERT R. TUGADI** Committee on Environmental Protection and Natural Resources **IRENE MAURICIO-BURGOS** SB Secretary **MARIBEL A. IMPERIAL** Records Officer I **ACES A. FAMULARCANO** Clerk II

	5.Renders Committee Report	None	1 session day	**HON. ARTURO P. MANZANO** Committee on Urban Planning, housing and Resettlement and land Use **HON. ALBERT R. TUGADI** Committee on Environmental Protection and Natural Resources **IRENE MAURICIO-BURGOS** SB Secretary **MARIBEL A. IMPERIAL** Records Officer I **ACES A. FAMULARCANO** Clerk II
	6. Include proposed measure for second reading for proper deliberation of the body	None	1 session day	**Concerned Committee, All SB Members, Presiding Officer, SB Secretary**
	7. Include measure for 3rd and final reading	None	1 session day	**All SB Members, Presiding Officer, SB Secretary**
	8. Finalization of the approved copies of ordinances	None	1 – 2 Hours	**IRENE MAURICIO-BURGOS** SB Secretary
	9. Signing of Approved Copies of	None	1-2 days depending on	**SB Members and Presiding Officer**

	Resolution and Ordinance		the availability of the signatories	
	10 Transmit copies of the Resolution and Ordinance to the Office of the Mayor for Final Approval	None	10 minutes	**IRENE MAURICIO-BURGOS,** SB Secretary **GRACE JOY G. ORTIZ** Local Legislative Staff Employee I
	11. Upon return of the approved ordinance from the Office of the Mayor, transmit the same to the Office of the Sangguniang Panlalawigan for review	None	1 day	**IRENE MAURICIO-BURGOS,** SB Secretary **GRACE JOY G. ORTIZ** Local Legislative Staff Employee I
TOTAL:		**None**	**Maximum of 30 days from the receipt therein pursuant to sec. 447 (2)(x) of RA 7160**	

6. ACCREDITATION OF CIVIL SOCIETY ORGANIZATIONS (CSOS)

OFFICE / DIVISION:	Sangguniang Bayan Office
CLASSIFICATION:	Highly Technical
TYPE OF TRANSACTION:	G2C– Government to Citizens
WHO MAY AVAIL:	All registered associations and organizations in the Municipality of Castillejos

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Letter of Application	1. Applicant seeking accreditation
2. Duly Accomplished Application Form for Accreditation	2. Sangguniang Bayan Office

3. Duly Approved Board Resolution manifesting a decision to seek accreditation		3. Applicant seeking accreditation		
4. Certificate of Registration (SEC / DOLE / CDA, or other agencies whatever is applicable)		4. From the provincial or regional office of the applicable agency		
5. Brief Profile, proof of existence and operation in the Municipality for at least 1 year		5. Applicant seeking accreditation		
6. Barangay Certificate		6. From the Office of the Punong Barangay of their respective barangay		
7. Copy of Constitution and By-laws or Article of Incorporation		7. Applicant seeking accreditation		
8. Program of activities planned for the year following the date of application for accreditation		8. Applicant seeking accreditation		
9. Financial Statement at the minimum, signed by the Executive Officers of the Organization		9. Applicant seeking accreditation		
10. Annual Accomplishment Report		10. Applicant seeking accreditation		
11. List of current officers and members of good standing		11. Applicant seeking accreditation		
CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Sign in the client logbook and then secure list of requirements from the service provider and accomplish all the needed requirements	1. Provide the applicant/ client the list of requirements and instruct / advise the client to accomplish required documents	None	5 minutes	**GRACE JOY G. ORTIZ** Local Legislative Staff Employee I **IMELDA R. ANTONIO** Admin.Aide III
2. Submit Letter of Application and duly accomplished application form together with all the required documents	2. Receives application and check the completeness of requirements and affix the date, time and signature of the receiving	None	10 minutes	**GRACE JOY G. ORTIZ** Local Legislative Staff Employee I **IMELDA R. ANTONIO** Admin.Aide III

	3. Include the matter in the Calendar of Business to be referred to the concerned Committee	None	1 session day	**IRENE MAURICIO-BURGOS,** SB Secretary **HON.VOLTAIRE D. AVERA,** Committee on Rules, Privileges, and good governance **HON. CHRISTIAN T. ESPOSO** Vice Mayor/Presiding Officer
3. Clients attend committee meeting/ hearing	4. Conduct Committee Meeting	None	1-2 hours	**HON. JORGE M. ABLAO** Committee on Cooperatives & Livelihood **JOJO G. ABAD** Administrative Aide III
	5.Renders Committee Report	None	1 session day	**HON. JORGE M. ABLAO** Committee on Cooperatives & Livelihood
	6. Include proposed measure for second reading for proper deliberation of the body	None	1 session day	**HON. JORGE M. ABLAO** Committee on Cooperatives & Livelihood
	7. Include measure for 3rd and final reading	None	1 session day	**HON. JORGE M. ABLAO,** Committee on Cooperatives & Livelihood

				All SB Members, **IRENE MAURICIO-BURGOS,** (SB Secretary), **HON.VOLTAIRE D. AVERA,** Committee on Rules, Privileges, and good governance **HON. CHRISTIAN T. ESPOSO,** Presiding Officer
	8. Finalization of the approved copies of ordinances	None	1 – 2 Hours	**IRENE MAURICIO-BURGOS,** SB Secretary
	9. Signing of Approved Copies of Resolution and Ordinance	None	1-2 days depending on the availability of the signatories	**SB Members and Presiding Officer**
	10 Transmit copies of the Resolution and Ordinance to the Office of the Mayor for Final Approval	None	10 minutes	**IRENE MAURICIO-BURGOS,** SB Secretary **GRACE JOY G. ORTIZ** Local Legislative Staff Employee I
	11.Upon return of the approved resolution from the Office of the Mayor, notify the client to	None	5 minutes	**GRACE JOY G. ORTIZ** Local Legislative Staff Employee I

	secure copy of resolution and certificate of accreditation			**IMELDA R. ANTONIO** Admin Aide III
4. Upon notification, client should proceed to SB Office to secure copy of the approved Resolution & Certificate of Accreditation.	12. Instruct the Client to sign in the logbook and provide payment slip to first time applicants Prepare copy of resolution and the duly signed. certificate of accreditation	None	10 minutes	**IRENE MAURICIO-BURGOS,** SB Secretary **GRACE JOY G. ORTIZ** Local Legislative Staff Employee I **IMELDA R. ANTONIO** Admin Aide III
TOTAL:		**None**	**Maximum of 30 working days from the receipt therein**	

7. ISSUANCE OF REQUESTED COPIES OF OFFICIAL RECORDS, DOCUMENTS (RESOLUTION & ORDINANCES)

OFFICE / DIVISION:		Sangguniang Bayan Office		
CLASSIFICATION:		Simple		
TYPE OF TRANSACTION:		G2C– Government to Citizens G2G-Government to Government		
WHO MAY AVAIL:		All persons, natural and juridical		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Properly accomplish the request form indicating therein the following information: a. Name b. Address c. Documents Requested d. Number of Copies e. Purpose		1. Sangguniang Bayan Office		
CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

1. Sign in the Client Logbook & fill out the request form for particular document; purpose & no. of copies	1. Receive the request form to be approved by the Presiding Officer/SB Secretary	None	10 minutes	**GRACE JOY G. ORTIZ** Local Legislative Staff Employee I **IMELDA R. ANTONIO** Admin Aide III
	2. Check the document then issue Payment Slip to the client	Php 60.00/page	20 minutes	**GRACE JOY G. ORTIZ** Local Legislative Staff Employee I **IMELDA R. ANTONIO** Admin Aide III
2. Proceed to the Municipal Treasury Office for the payment of required fee(s)	3. Accept payment and issue the Official Receipt	Php 60.00/page	10 minutes	**Revenue Collection Clerk Municipal Treasury Office**
	4. Photocopy and put stamp on the requested documents to be signed by the SB Secretary	None	5 minutes	**GRACE JOY G. ORTIZ** Local Legislative Staff Employee I **IMELDA R. ANTONIO** Admin Aide III **IRENE MAURICIO-BURGOS,** SB Secretary
3. Return to SB Office, present the Official receipt	5. Check the O.R and record the request in the logbook with O.R. Number	None	1-2 minutes	**GRACE JOY G. ORTIZ** Local Legislative Staff Employee I **IMELDA R. ANTONIO** Admin.Aide III

4. Receive the requested document	6. Release the duly signed certified true copy/ies of the document	None	1 minute	**GRACE JOY G. ORTIZ** Local Legislative Staff Employee I **IMELDA R. ANTONIO** Admin.Aide III
TOTAL:		**None**	**48 minutes**	

8. ISSUANCE OF CERTIFICATIONS

OFFICE / DIVISION:	Sangguniang Bayan Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C– Government to Citizens G2G-Government to Government
WHO MAY AVAIL:	All persons, natural and juridical

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Properly accomplish the request form indicating therein the following information: a. Name b. Address c. Purpose of Certification Purpose	1. Sangguniang Bayan Office

CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Sign in the Client Logbook & fill out the request form	1. Receive the request form for approval of the Presiding officer /SB Secretary	None	10 minutes	**GRACE JOY G. ORTIZ** Local Legislative Staff Employee I **IMELDA R. ANTONIO** Admin Aide III
2. Proceed to the Municipal Treasury Office for the payment of required fee(s)	2. Accept payment and issue the Official Receipt	Php 60.00/page	15 minutes	**Revenue Collection Clerk Municipal Treasury Office**
3. Return to SB Office, present the Official receipt	3. Check the O.R and record the request in the logbook with O.R. Number	None	2 minutes	**GRACE JOY G. ORTIZ** Local Legislative Staff Employee I

				IMELDA R. ANTONIO Admin.Aide III
4. Receive the requested certification	4. Release Certification with seal and signature	None	1 minute	**GRACE JOY G. ORTIZ** Local Legislative Staff Employee I **IMELDA R. ANTONIO** Admin.Aide III
TOTAL:		**None**	**28 minutes**	

FEEDBACK AND COMPLAINTS

Republic of the Philippines
Province of Zambales
MUNICIPALITY OF CASTILLEJOS

CLIENT SATISFACTION SURVEY FORM

Opisina: _____
*Serbisyong ipinagkaloob:*_____
Action officer: _____

Minamahal naming Kliyente,

Kami, sa Lokal na Pamahalaan ng Castillejos ay lubos na nagsisikap upang patuloy na magbigay ng epektibo at mataas na kalidad na serbisyo upang matugunan ang mga pangangailangan ng aming mga kliyente. Sa bagay na ito, aming hinihiling na kami ay iyong matulungan sa patuloy na pagpapabuti ng aming mga serbisyo sa pamamagitan ng pag-papaalam sa amin ng inyong mga saloobin.

Kung maari lamang pong pakipunan itong Sarbey at ilahad ang inyong masasabi sa aming naibigay na serbisyo. Itiman ang bilog na katumbas ng numero na tutugma sa inyong antas ng kasiyahan.

Area	Required Action	😄	😠
Kakayahang Tumugon	Maagap na naibibigay ang serbisyo sa kliyente.		
Maasahan	Naisagawa ang serbisyo ayon sa inaasahan ng kliyente.		
Mga pasilidad	May maayos at angkop na pasilidad at sistema para sa serbisyo.		
Komunikasyon	May sapat na impormasyon na madaling maunawaan at may mekanismo para matugunan ang mga puna o mungkahi		
Gastos	Tama ang kaukulang bayad para sa serbisyo o iba pang gastos para sa transaksyon.		
Integridad	Naglingkod nang may katapatan at mataas na integridad.		
Katiyakan	Naibigay ang serbisyo nang may sapat na kakayahan at kaalaman.		
Kinalabasan	Nakamit ang kabuuang serbisyong inaasahan.		

Mga mungkahi at obserbasyon para sa pagpapabuti ng serbisyo

_____

_____

Pangalan ng Kliyente (Optional): _____ Numero (Optional): _____
Petsa: _____

Privacy Statement
Ang Lokal na Pamahalaan ng Castillejos ay nangangako na protektahan ang iyong privacy. Anumang impormasyong natipon gamit ang sarbeyl na ito ay ituturing na lubos na pagiging kompidensiyal at gagamitin lamang upang mapabuti ang aming mga serbisyo. Maraming salamat.

Edukasyon Tungo sa Kaunlaran

Feedback Form Short URL Link:
https://bit.ly/CastiCSSF

Feedback Form QR Code Link:

DIRECTORY OF MUNICIPAL GOVERNMENT OFFICES AND CONTACT PERSONS

Office of the Municipal Mayor
JEFFREY D. KHONGHUN
Municipal Mayor — Contact No. (047) 610-9104
Provides staff support to the Municipal Mayor in the exercise of his overall leadership in political, social, and economic activities in the Municipality.

Office of the Municipal Vice Mayor
CHRISTIAN T. ESPOSO
Municipal Vice Mayor — Contact No. (047) 623-2239
Prepares and issues certified true copies of ordinances, resolutions, memoranda, and notices of the Sanggunian committee and public hearings, and legislative service.

Sangguniang Bayan Office
IRENE M. BURGOS
SB Secretary — Contact No. (047) 623-2239
Prepare the Agenda for regular and special meetings and supply whatever documents and papers are needed; records the minutes and proceeding of the Sangguniang Bayan and transmit whatever decision, resolution, and other ordinances.

Municipal Treasurer's Office
RENELUZ D. DAVID
Municipal Treasurer — Contact No. (047) 602-6060 + 603
Collects local and national taxes, including local as well as judiciary funds and its disbursement.

Municipal Assessor's Office
AMELIA P. SANTOS
Municipal Assessor — Contact No. (047) 602-6060 + 110
Maintains a systematic and updated record of real properties; undertakes continuing general revision of property assessment.

Municipal Accounting Office
ROWENA F. ALBINO
Mun. Accountant — Contact No. (047) 602-6060 + 108
Performs accounting and internal audit services function of all revenues, receipts, and disbursement of the Municipal government and its 14 Barangays, including the installation and maintenance of a local internal audit system.

Municipal Budget Office
LEONORA F. ADAPON
Municipal Budget Officer — Contact No. (047) 602-6060 + 104
Presides over local government budget administration, including annual budget preparation of the Municipal government; reviews Barangay budgets.

Municipal Planning and Development.Office
ENGR. ENRIQUE C.
Concurrent OIC-MPDO — Contact No. (047) 602-6060 + 106
Formulates integrated economic, social, physical, and other development programs and projects for consideration and approval of the Municipal Mayor and the Sangguniang Bayan.

Municipal Engineer's Office
ENGR. ENRIQUE C. CLARIN
Municipal Engineer Contact No. (047) 602-6060 + 105

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

Municipal Health Office
DRA. PINKY P. AYSON
Municipal Health Officer Contact No. (047) 610-9681, 0938-190-2350

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

Municipal Civil Registrar
EDGARDO C. GARCIA
Municipal Civil Registrar Contact No. (047) 602-6060 + 107

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

Municipal Agriculturist Office
JANICE S. SARDO
Municipal Agriculturist Contact No. (047) 602-6060 + 115

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

Municipal Social Welfare and Development Office
ROMINA L. BOCALBOS
Mun.Social Welfare and Devt.Officer Contact No. (047) 602-6060 + 109

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

Human Resource Management Office
MELVIN D. FANTONE
Human Resource Mgt. Officer Contact No. (047) 602-6060 + 116

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.

PESO
GREGORIO B. LAPPAY
Municipal Administrator/PESO Manager Contact No. (047) 610-9104

Serves as the livelihood arm of the municipal government; provides job placement services; promotes cooperative and manpower development.

Business Permit and Licensing Office(BPLO)
RANDY ENRIQUEZ
Bus. Permit and Licensing Officer Contact No. (047) 602-6060 + 114

Responsible for the processing of business applications both new and renewal. Included in the responsibilities is to plan, develop, improve, implement, and evaluate policies and procedures governing the operation of businesses and occupations in the locality.

General Services Offices
WILFREDO NAPOLES
General Service Officer

The Office provides expertise in technical assistance and support to the Local Chief Executive in the implementation of measures to ensure the delivery of basic services and the provision of adequate facilities.

Mun Nutrition and POPCOM Office
GINA C. VILLANUEVA
Municipal Population Officer

Promotes rehabilitation of malnourished children through supplemental feeding and nutritional care; provides family planning services among married couples and other target groups.

Municipal Disaster Risk Reduction Management Office (MDRRMO)
RODNEY SARMIENTO
Municipal Disaster Risk Reduction Management Officer

The MDRRM Office is a department in the Local Government Unit (LGU) of Castillejos mandated to design, program, coordinate, and implement DRRM activities consistent with the National Council's standards and guidelines.

NATIONAL GOVERNMENT AGENCIES

Dept. of the Int. & Local Govt.
JEPHANY M. PINGKIHAN
Mun. Local Govt. Operations Officer

Establish and prescribe rules, regulations, and other issuances implementing laws on public order and safety, the general supervision over local governments and the promotion of local autonomy and community empowerment and monitor compliance thereof, enhance LGU capacities to improve their performance and enable them to effectively and efficiently deliver services to their constituents.

Castillejos Police Station
PMAJ, MICHAEL UDAL
Chief of Police Contact No. (047) 602-2394

Enforcement of laws, prevents crimes, maintains peace and order, and ensures public safety and internal security. Provision of police clearance and reports as required.

Bureau of Fire Protection
SFO4, ALLAN LANUZA

Implements fire prevention programs, suppression, and fire control. Inspects buildings and their compliance with fire safety measures and equipment. Fire prevention advocacy.

Bureau of Internal Revenue
Revenue Collection Officer

Collect and remit Internal Revenue tax payments for the government.

Approved:

Hon. **JEFFREY D. KHONGHUN**
Municipal Mayor