



CITIZEN'S CHARTER

Local Government Unit
Cavinti, Laguna

2023

Ecotourism, Adventure, Falls and Glamping Capital of the Philippines
Municipal Hall, J.P. Rizal St. Cavinti, Laguna
www.lgucavinti.com



PREFACE

A Citizen's Charter is a public document or declaration that outlines the rights, entitlements and expectations of citizens when dealing with government agencies or public service providers. The citizens charter aims to improve the quality of public services and enhance the accountability and transparency of government organizations by setting standards for service delivery and responsiveness.

Through the implementation of Citizen's Charter, public organizations aim to create a culture of service excellence, transparency, and citizen engagement. It can contribute to building trust between citizens and the government and drive improvements in the delivery of public service



VISION

Cavinti is the eco-tourism, adventure, falls and glamping capital of the Philippines with progressive agriculture led by God-loving and competent leaders, where people enjoy an improved quality of life in a clean and safe environment and have better access to education, health, social and water services.

MISSION

The municipality shall implement sustainable and innovative eco-tourism and agricultural development programs and ensure the delivery of basic services through good governance. Employ ecologically-balanced strategies through active participation of the citizenry.



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OFFICE OF THE MAYOR

Service Specification:	Preparation of Purchase Request			
Office or Division:	Office of the Municipal Mayor			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Government Personnel/End User			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check the Item and Budget Amount based on current PPMP	1.1 Check the availability of funds	None	2 minutes	Mayor's Office' Staff
2. If the desired item/services that needed was IN the current PPMP	2.1 Prepare the Purchase Request	None	5 minutes	Mayor's Office' Staff
	2.2 Record the document and affixed the PR Control Number.	None	1 minutes	Mayor's Office' Staff
	2.3 Forward the document to the Municipal Mayor for Request's Signature	None	1 minute	Mayor's Office' Staff
	2.4 Forward the document to Municipal Budget Office to affixed Purchase Request Number/Forward to BAC Secretariat FOR Posting on Phil GePs.	None	.5 minutes	Mayor's Office' Staff
3. If the desired item/services that needed was NOT in the current PPMP	3.1 Prepare the Supplemental PPMP	None	2 minutes	Mayor's Office' Staff
	3.2 Prepare the Purchase Request	None	5 minutes	Mayor's Office' Staff
	3.3 Record the document and affixed the PR Control Number.	None	1 minute	Mayor's Office' Staff
	3.4 Forward the document to the Municipal Mayor for Request's Signature	None	1 minute	Mayor's Office' Staff
	3.5 Attached the Supplemental PPMP	None		Mayor's Office' Staff



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	3.6 Forward the document to Municipal Budget Office to affixed Purchase Request Number/Forward to BAC Secretariat FOR Posting on Phil GePs.	None		Mayor's Office' Staff
TOTAL:		None	9.5 minute	
END OF TRANSACTION				



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Service Specification:	Preparation of Voucher (Payment of Various Services and Supplies, Items)			
Office or Division:	Office of the Municipal Mayor			
Classification:	Simple			
Type of Transaction:	G2G, G2C			
Who may avail:	Government Personnel/End User			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Purchase Request		End User of Requested Item/Services		
STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare Canvass/Request for Quotation	1.1 Encode needed materials/supplies based on the approved PR	None	1 minute	Mayor's Office' Staff
	1.2 Conduct canvassing/quotation to three (3) different possible suppliers.	None	1 minute	Mayor's Office' Staff
2. Prepare Abstract for Quotation	2.1 Supplier with the lowest quotation will be quoted as the winning supplier.	None	1 minute	Mayor's Office' Staff
	2.2 Encode the three (3) suppliers ranked from lowest to highest.	None	1 minute	Mayor's Office' Staff
3. Prepare Purchase Order	3.1 Encode needed materials/supplies based on the approved PR	None	1 minute	Mayor's Office' Staff
	3.2 Supplier with the lowest quotation will sign the Purchase Order.	None	1 minute	Mayor's Office' Staff
4. Prepare Obligation Request	4.1 Encode the needed data including the purpose of the supply.	None	1 minute	Mayor's Office' Staff
	4.2 Forward to the Mayor for the signing of Appropriation Allotment.	None	1 minute	Mayor's Office' Staff
	4.3 Forward to Budget Officer for the signing of available appropriation.	None	1 minute	Mayor's Office' Staff
5. Prepare Inspection and	5.1 Encode needed materials/supplies based on the approved PR	None	1 minute	Mayor's Office' Staff



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Acceptance Report	5.2 To be accepted and signed by the inspector of the end user.	None	1 minute	Mayor's Office' Staff
6. Attached the approved Purchase Request		None		Mayor's Office' Staff
7. Attached the Routing Slip	7.1 Encode the name of the supplier and the amount.	None		Mayor's Office' Staff
TOTAL:		None	11 minutes	
<i>END OF TRANSACTION</i>				



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Service Specification: Preparation of Voucher (Solicitations)				
Office or Division:	Office of the Municipal Mayor			
Classification:	Simple			
Type of Transaction:	G2G, G2C			
Who may avail:	Government Personnel/End User			
CHECKLIST OF REQUIREMENTS				
WHERE TO SECURE				
1. Request Letter				
STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Request Letter	1.1 Receiving and Logging in of request letter to Log Book	None	.5 minute	Mayor's Office' Staff
	1.2 Forwarding of Request Letter to Municipal Mayor for approval.	None	1 minute	Mayor's Office' Staff
2. Preparation of Voucher	2.1. Photocopying of Approved Request Letter.	None	.5 minute	Mayor's Office' Staff
	2.2 Encoding of needed data in Obligation Request	None	1 minute	Mayor's Office' Staff
	2.3 Encoding of needed data in Disbursement Voucher	None	1 minute	Mayor's Office' Staff
	2.4 Encoding of needed data in Routing Slip	None	.5 minute	Mayor's Office' Staff
	2.5 Forward to the Mayor for the signing of Appropriation Allotment.	None	1 minute	Mayor's Office' Staff
	2.6 Forward to Budget Officer for the signing of available appropriation.	None	.5 minute	Mayor's Office' Staff
TOTAL:		None	6 minutes	
END OF TRANSACTION				



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Service Specification:	Issuance of Mayor's Clearance			
Office or Division:	Office of the Municipal Mayor			
Classification:	Simple			
Type of Transaction:	G2G, G2C			
Who may avail:	Government Personnel/Non Government Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Photocopy of Official Receipt for payment of Clearance & Certifications Fee		Municipal Treasury Office		
2. Photocopy of Identification Card of Client		Client		
STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Conduct a Short Interview to the Client	1.1 Get the purpose and other needed data for Mayor's Clearance.	None	1 minute	Mayor's Office' Staff
2. Get the Photocopy of O.R. & ID of client	2.1 Check the submitted documents.	None	.5 minute	Mayor's Office' Staff
	2.2 Encode the needed data in Mayor's Clearance.	None	1 minute	Mayor's Office' Staff
	2.3 The clearance will be sign by the client and the Municipal Mayor	None	1 minute	Mayor's Office' Staff
	2.4 Affix dry seal on the Clearance.	None	.5 minute	Mayor's Office' Staff
	2.5 Issuance of Mayor's Clearance to requestee.	None	.5 minute	Mayor's Office' Staff
TOTAL:		None	4.5 minute	
END OF TRANSACTION				



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Service Specification:	Civil Marriage Ceremony			
Office or Division:	Office of the Municipal Mayor			
Classification:	Simple			
Type of Transaction:	G2G, G2C			
Who may avail:	Government Personnel/Non Government Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of No Marriage		Municipal Registrar's Office		
2. Marriage Contract		Municipal Registrar's Office		
3. Wedding Ring		Client		
STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Scheduling of Wedding Date	1.1 Checking in Wedding Log Book and Mayor's Schedule on the propose date.	None	1 minute	Mayor's Office' Staff
	1.2 Advice to complete the requirements before the wedding date.	None	.5 minute	Mayor's Office' Staff
2. Confirmation of Wedding Schedule	2.1 Informing the client about the confirmed schedule or rescheduling due to conflict schedule of the officiating person.	None	1 minute	Mayor's Office' Staff
	2.2 Registry Office will be informed about the final schedule of the wedding	None	.5 minute	Mayor's Office' Staff
3. Wedding Day	3.1 Checking of requirements before the ceremony.	None	.5 minute	Mayor's Office' Staff
	3.2 Preparing of the venue.	None	2 minute	Mayor's Office' Staff
	3.3 Signing of Marriage Contract by the Officiating officer and witnesses.	None	3 minute	Mayor's Office' Staff
TOTAL:		None	8.5 minute	
END OF TRANSACTION				



Office of the Municipal Administrator

Service Specification:	Issuance of Endorsement/Recommendation			
Office or Division:	Office of the Municipal Administrator			
Classification:	Simple			
Type of Transaction:	G2C, G2C			
Who may avail:	All individuals and Government Personnel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request Letter			Applicant	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the necessary requirements	1.1 Evaluate and assesses the submitted requirements	None	1 minute	Admin Office Staff
	1.2 Prepare the document	None	5 minutes	Admin Office Staff
	1.3 Forward the document to the Municipal Administrator-affixing of initials/record the document in the logbook	None	2 minutes	Admin Office Staff/ Municipal Administrator
	1.4 Forward the document at the Executive Office for the approval of the Mayor	None	1 minute	Admin Office Staff
	1.5 Sign the endorsement/recommendation	None		Municipal Mayor
2/ Receives the endorsement/recommendation	2. Release the endorsement/recommendation	None	2 minutes	Admin Office Staff
TOTAL:		None	11 minutes	
END OF TRANSACTION				



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Service Specification:	Approval of Leave Applications			
Office or Division:	Office of the Municipal Administrator			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Government Personnel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Leave Form			HRMO	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Leave Form	1.1 Receive and review the documents	None	2 minutes	Admin Office Staff
	1.2 Sign the leave form	None	-	Municipal Administrator
2. Receive the form and sign the logbook	2.1 Record on the logbook and forward the leave applications to the Office of the Mayor for his signature	None	5 minutes	Admin Office Staff
TOTAL:		None	7 minutes	
END OF TRANSACTION				



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Service Specification:	Travel Authority			
Office or Division:	Office of the Municipal Administrator			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Government Personnel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Travel Order			Applicant	
2. Communication Letter			Applicant	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit travel order form/letter request	1.1. Receiving and recording	None	2 minutes	Admin Office Staff
	1.2. Approval and signature	None		Municipal Administrator
2. Receive the form and sign the logbook	2.1. Record on the logbook/Forward the travel order to the Office of the Mayor for his approval/signature	None	5 minutes	Admin Office Staff
TOTAL:		None	7 minutes	
END OF TRANSACTION				



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Service Specification:	Issuance of Permit Slip for the Utilization of LGU's Amenities (Municipal Covered Plaza, Cavinti Sports Complex and Office)			
Office or Division:	Office of the Municipal Administrator			
Classification:	Simple			
Type of Transaction:	G2G, G2C, G2B			
Who may avail:	All individuals and Public/Private Organizations and Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request duly approved by the LCE to utilize the LGU's amenities for any upcoming events and activities		Office of the Mayor		
2. Filled-out reservation form		Office of the Municipal Administrator		
3. Payment Receipt		Municipal Treasurers Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Hand over the duly approved request letter to the receiving personnel (OMAD Staff)	1.1. Receive the approved request letter and hand over the reservation form to be filled-out by the client	None	2 minutes	Admin Office Staff
	1.2 Checked and determine the availability of the venue on the date of the event specified in the request letter	None	3 minutes	Admin Office Staff
	1.3 Issue reservation form to be filled-out by the client	None	5 minutes	Admin Office Staff



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2. Fill-up reservation form and pay corresponding fees to the Municipal Treasurer's Office		For Municipal Plaza: Nighttime (Php 1,500.00) Daytime (Php 750.00) For Cavinti Sports Complex: Nighttime (Php 2,000.00) Daytime (Php 1,000.00)	10 minutes	Client
3. Hand over the receipt and reservation form to the Admin Staff	3.1. Record on the reservation log book the details of the event and issue the permit slip for the requested amenity	none	10 minutes	Admin Office Staff/Municipal Administrator
TOTAL:		For Municipal Plaza: Nighttime (Php 1,500.00) Daytime (Php 750.00) For Cavinti Sports Complex: Nighttime (Php 2,000.00) Daytime (Php 1,000.00)	30 minutes	
END OF TRANSACTION				



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Service Specification:	Issuance of Permit Slip for the Utilization of LGU's Amenities: Office under the stage at Cavinti Sports Complex			
Office or Division:	Office of the Municipal Administrator			
Classification:	Simple			
Type of Transaction:	G2G, G2C, G2B			
Who may avail:	All individuals and Public/Private Organizations and Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request duly approved by the LCE to utilize the LGU's amenities for any upcoming events and activities		Office of the Mayor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Hand over the duly approved request letter to the receiving personnel (Admin Staff)	1.1 Receive the approved request letter and hand over the reservation form to be filled-out by the client	None	2 minutes	Admin Office Staff
	1.2 Checked and determine the availability of the venue on the date of the event specified in the request letter	None	3 minutes	Admin Office Staff
	1.3 Issue reservation form to be filled-out by the client	None	5 minutes	Admin Office Staff
2. Fill-up reservation form and hand it over to the Admin Staff for processing	2.1 Record on the reservation log book the details of the event and issue the permit slip for the requested amenity	None	10 minutes	Admin Office Staff/Municipal Administrator
TOTAL:			20 minutes	
END OF TRANSACTION				



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Service Specification:	Vehicle Reservation			
Office or Division:	Office of the Municipal Administrator			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Government Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Travel Order or Pass Slip in case the travel is within the Municipality		1. Office of the requestee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Coordinate with the Admins Staff and hand over a copy of the travel order or pass slip	1.1 Checked for the availability of the government vehicles	None	1 minute	Admin Office Staff
	1.2. Record on to the reservation logbook the date of travel reflected in the Travel Order or Pass Slip	None	1 minute	Admin Office Staff
	1.3. Relay the schedule of travel to the respective drivers	None	1 minute	Admin Office Staff
TOTAL:		None	3 minutes	
END OF TRANSACTION				



Office of the Sangguniang Bayan

Service Specifications:	ACCREDITATION OF NON-GOVERNMENTAL ORGANIZATION'S AND PEOPLE'S ORGANIZATIONS (POs)			
Office or Division:	Office of the Sangguniang Bayan			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished Application Form		1. Sangguniang Bayan's Office		
2. Board Resolution signifying intention for accreditation		2. Sangguniang Bayan's Office		
3. Certificate of Registration (SEC, DOLE, etc.)		3. Sangguniang Bayan's Office		
4. List of current officers and members		4. Sangguniang Bayan's Office		
5. Annual Accomplishment Report		5. Sangguniang Bayan's Office		
6. Financial Statement		6. Sangguniang Bayan's Office		
7. Profile Indicating the purposes and objectives of the Organization		7. Sangguniang Bayan's Office		
8. Copy of the minutes of the meeting of the organization		8. Sangguniang Bayan's Office		
9. Copy of Constitution and By-laws		9. Sangguniang Bayan's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Application and requirements	Explain to the client the requirements and give application form.	None	2-5 minutes	SB Secretariat
2. Processing accreditation	Receive application and check the requirements.	None	5 minutes or less	SB Secretariat
3. Preparing Accreditation	Upon Instruction of the	None	Depends upon the	SB Secretariat



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papers	Committee Chair on		schedule of session	
	Rules, include in the		and its approval	
	Calendar of Business.			
4. Issuance of Accreditation papers	Prepare the Certificate	None	After Approval	SB Secretariat
	or Resolution of			
	Accreditation.			
	Issue Certificate or	None	2-5 minutes	SB Secretariat
	Resolution of Accreditation			
TOTAL:				
END OF TRANSACTION				



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Service Specifications:	ISSUANCE OF PHOTOCOPY/TRUE COPY OF SANGGUNIANG BAYAN DOCUMENTS			
Office or Division:	Office of the Sangguniang Bayan			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for Sangguniang Bayan Documents		1. Sangguniang Bayan's Office		
Written Request Requirements:				
Name:				
Address:				
Number of Copies:				
Purpose:				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay the corresponding fee.	Issue Official receipt.	None		Treasury Personnel
2. Releasing of requested documents	Check the OR and release the document/s	None	1-2 minutes	SB Secretariat
TOTAL:				
END OF TRANSACTION				



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Service Specifications:	BARANGAY ORDINANCES AND RESOLUTIONS			
Office or Division:	Office of the Sangguniang Bayan			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. REQUEST FOR THE APPROVAL OF ORDINANCES AND RESOLUTIONS		1.Sangguniang Bayan's Office		
Requirements:				
Copy of Barangay Ordinance or resolution				
Supporting Documents (if any)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare Resolution/ Ordinance for Agenda	Upon instruction of Committee Chair on Rules, record the same for inclusion in the agenda	None		SB Secretariat
2. Review, Deliberation and approval	For review and deliberation of SB during session. If the ordinance or resolution is approved, prepare the documents to be signed by the presiding officer and SB secretary and/or SB members. If disapproved or lack-of	None	1-3 minutes	SB Secretariat



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	requirements, notify or return			
	the measure to the Punong			
	Barangay or other			
	concerned.			
3. Issuance of ordinance/	Forward the documents	None	2-5 minutes	SB Secretariat
resolution	to concerned person and			
	agency.			
TOTAL:				
<i>END OF TRANSACTION</i>				



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Service Specifications:	ISSUANCE OF CERTIFICATION AND ENDORSEMENT			
Office or Division:	Office of the Sangguniang Bayan			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for certification and Endorsement		Sangguniang Bayan's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare Certification and endorsement	Prepare the certification or Endorsement	None	1 minute or less	SB Secretariat
2. Releaseng of requested documents	Check the OR and release the document/s	None	1 minute or less	SB Secretariat
TOTAL:		None	2 minutes	
END OF TRANSACTION				

SCHEDULE OF FEES	
For every one hundred (100) words or fraction thereof, Typewritten.	Php 120. 00
Where the copy to be furnished in in printed form, In whole or in part, for each page (double this fee if there are two pages in a sheet).	Php 120. 00
For each certificate of correctness (with seal of office) Written on the copy or attached thereto	Php 120. 00
For certified copies of any paper, Record, Decree, Judgment, or entry of which any person entitled to demand and receive a copy (In connection with Judicial proceedings), for each 100 words	Php 120. 00
For copy/s produced by copying machines, per page 5 pesos	Php 120. 00
Photocopy, per page.	Php 6. 00



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Service Specifications:	TRUCKING AND HAULING ACCREDITATION			
Office or Division:	Office of the Sangguniang Bayan			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Inquire for Trucking and Hauling accreditation		Sangguniang Bayan's Office		
Requirements:				
Accreditation Form				
Police Clearance and Operator and Driver/s				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay the corresponding fee	Issue official receipt			Treasury Personnel
2. File application for accreditation	Accept and validate application, Check the requirements. Record details.		2 to 5 minutes	SB Secretariat
3. Issuance of accreditation sticker	Issue sticker and inform the client to get the mayor's permit. Give Instruction.		2 minutes or less	SB Secretariat
TOTAL:			4 to 7 minutes or less	
END OF TRANSACTION				

SCHEDULE OF FEES	
Occupation fee (base on Article U-Sec. 3U. 01 of LTCODE 2022)	Php 300.00 (Group A) Php 200.00 (Group B) (25% surcharge)
Trucking Services fee (Article Q-Sec. 3Q. 01)	Php 1,000. 00 per annum/per truck 920% surcharge)
Accreditation fee (Article O-Sec. 3O. 01 /Sec.30. 03)	Php 500.00 per annum (20% surcharge)
Surcharge (25%)	



Office of the Municipal Engineer

Service Specifications:	ISSUANCE OF BUILDING PERMIT	
Office or Division:	Office of the Municipal Engineer	
Classification:	Simple	
Type of Transaction:		
Who may avail:	Applicants for Building Permit	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Five (5) Original Copies of Unified Application Form for Building Permit (Notarized) Filled up completely, with signature of applicant, Building Owner and Lot Owner, Signed, and Sealed (Architect or Civil Engineer)		
2. Five (5) Original Copies of Plumbing Permit Form filled up completely, with signature of Applicant, Building Owner and Lot Owner, Signed and Sealed (Sanitary Engineer or Master Plumber)		
3. Five (5) Original Copies of Electrical Permit Form filled up completely, with signature of Applicant Building Owner, and Lot Owner, signed and sealed (Electrical Engineer)		
4. Four (4) Photocopies of:		
In case, the applicant is the registered owner of the lot:		
* Certified true copy of TCT/OCT, on file with the Register of Deeds;		
* Tax declaration; and		
* Current Real Property Tax Receipt		
In case, the applicant is the registered owner of the lot:		
* Copy of Contract of Lease, or Deed of Absolute Sale		
5. Five (5) sets of survey plans,		
Front page must contain:		
*Perspective, Vicinity Map		
* Site Development Plan (How is the parcel of land laid out; distance between building/s and property lines (front, left and right side, back)		
property lines (front, left and right side, back		



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Front page must contain:	
Architectural, Structural, Sanitary/Plumbing,	
Electrical Layout, Fire Protection Plan.	
Signed and sealed over the printed names of	
the duly licensed and Register professionals:	
* Geodetic engineer, in case of lot survey plans;	
* Architect, in case of architectural documents (in case of architectural interior/ interior design, documents, either an architect or interior designer may sign;	
* Civil engineer, in case of civil/ structural documents;	
* Professional Electrical engineer, in case of electrical documents	
* Sanitary engineer, in case of plumbing documents	
* Professional Mechanical engineer, in case of mechanical documents	
* Electronics engineer, in case of electronics documents	
6. One (1) Original and two (2) Copies of Property Clearance/Certificate	
7. One (1) Original and Three (3) copies of Barangay Clearance	
8. One (1) Photocopy of Community Tax Certificate (Cedula)	
9. Five (5) Original Copies of Bill of Materials with Notarized Cover Page	
10. One (1) Copy of Structural Design Analysis (if applicable)	
11. Five (5) Original Copies of Material and Technical Specification	
12. DPWH Clearance (if applicable)	
13. One (1) Original and Two (2) Copies of Special Power of Attorney (SPA) for private individual or Secretary's Certificate if the applicant is a Corporation.	
14. One (1) Photocopy of Valid Professional Licenses (PRC I.D) and Professional Tax Receipt (PTR) of all involved professional.	



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To Facilitate processing, please check compliance of the following			
before submitting plans and pertinent documents to the Office of the Engineer.			
* Requirements of the National Building Code			
* Compliance with BP 344 (Accessibility Law)			
* Fire Code Requirements			
* All application forms and letters must be properly filled-up with all the required information and signature.			
<i>NOTE: Special Power of Attorney shall be required if the owner is not the signatory to the application forms, plans and other documents.</i>			
Fees:	Base on the National Building Code of the Philippines		
Total Processing Time:			
How to Avail of the Service:			
	Follow the steps	It will take time	Please approach
	1. Submission of Requirements * Submit the plans and required supporting documents and clearances	15 minutes	Alberto J. Ramos/ Lyka J. Talavera
	2. Evaluation and Assessment * Have you plans and pertinent documents evaluated and assessed by the Engineering's Office for compliance with the requirements of the National Building Code (NBC), referral codes, laws and ordinances Back door operations in Compliance of JMC 001-2018 (Ease of doing business): a. Locational Clearance b. Assessor's Office c. Bureau of Fire Protection	1 hour	Alberto J. Ramos
	3. Inquiry of Status/Returning of Plans and Documents/ Submission of Lacking documents or corrected plan. * Inquire on the status of your application after one (1) day. Make the necessary corrections if there are deficiencies found, then submit lacking documents/ corrected plans for review.	25 minutes	Alberto J. Ramos/ Lyka J. Talavera
	4. Order of Payment/ Payment of Fees/ Submission of Official receipt (OR)	10 minutes	Engr. Gil T. Custodio/ Lyka J. Talavera
	* If the application is found to be complete and in order, and/or if the		
	lacking documents have been corrected, acquire an order of payment and assessment. Proceed to the treasurer's Office for payment of the required fees, go back to the Engineering's Office, and present the OR.		



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5. Processing of Permit * Wait for one (1) day while the Engineering's Office process the plans and pertinent documents for approval	1 day	Alberto J. Ramos/ Amelita R. Esperanza
6. Release of Permit * Claim the approved permit after 1 day from submission of the OR	5 minutes	Amelita R. Esperanza
TOTAL:	1 day and 56 minutes	
<i>END OF TRANSACTION</i>		



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Service Specifications:	ISSUANCE OF CERTIFICATE OF OCCUPANCY	
Office or Division:	Office of the Municipal Engineer	
Classification:	Simple	
Who may avail:	Applicants for Certificate of Occupancy	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1. Three (3) Copies of Certificate of Completion, duly notarized.		
2. Constructyion Logbook signed and sealed bb the Owner's Architect or Civil Engineer who undertook full-time inspection and supervision.		
3. As-Plans signed and sealed by the Owner's Architect or Civil Engineer who undertook full-time inspection and supervision.		
4. One (1) Copy of the valid licenses of all involved professionals.		
5. Captioned photographs of Site and Completed Building/Structure showing front sides, and rear areas.		
Fees:	Based on the National Building Code of the Philippines (NBC)	
Total Processing Time:	If the requirements are complete,	
How to Avail of the Service:		
FOLLOW THESE STEPS	IT WILL TAKE YOU	PLEASE APPROACH
1. Submission and valuation of Documents * Submit the plans, requirements and supporting clearances	20 minutes	Amelita R. Esperanza/ Lyka J. Talavera
2. Site Inspection	1 day	Engr. Gil T. Custodio/ Alberto J. Ramos
* Allow the Office of the Engineer to conduct inspection of the building/structure and to check if the same is in accordance with the approved plans specification		
3. Preparation of Inspection Report		Alberto J. Ramos
* Obtain a copy of an inspection report with the list of the needed corrections and other required documents		



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4. Administering Corrections/Submissions of Additional Documents * Make the necessary corrections/submit additional documents listed in the inspection report. Afterwards, inform the Office of the Engineer that correction has been made Return to step No. 3		Alberto J. Ramos
5. Order of Payment/ Payment Fees/ Submission of Official Receipt (OR) * Once all the requirements have been complied with, acquire an assessment/Order of Payment, then proceed to the Municipal Treasurer's Office for payment of the required fees. Go back to the Office of the Engineer and present the OR	10 minutes	Engr. Gil T. Custodio/ Lyka J. Talavera
6. Processing of Permit *Wait for one (1) day while the Engineering's Office process the plans and pertinent documents for approval	1 day	Amelita R. Esperanza
7. Approval of BFP * Proceed to BFP for signature in the certified and go back to Office of the Engineer		
8. Release of Certificate * Claim the approved certificate from the Office of the Engineer	5 minutes	Amelita R. Esperanza
TOTAL:	2 days and 35 minutes	
<i>END OF TRANSACTION</i>		



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Service Specifications:	ISSUANCE OF ELECTRICAL PERMIT	
Office or Division:	Office of the Municipal Engineer	
Classification:	Simple	
Who may avail:	Applicants for Electrical Permit	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1. Certificate of Final Electrical Inspection (CFEI) duly signed by registered professional.		
2. Electrical Permit Form duly signed by registered professional.		
3. Declaration of Real Property (or permission from Owner of property land where the infrastructure is located)		
4. Barangay Clearance		
5. Electrical Layout duly signed by registered professional.		
6. Pictures (front view, side view, rear view) of the structure or photocopy of duly signed building permits		
NOTES: 1. Photocopies of PRC ID and PTR of professionals who sign the plans and application forms.		
2. Show originals of photocopies for verification.		
Fees:	Based on the National Building Code of the Philippines (NBC)	
Total Processing Time:	If the requirements are complete.	
How to Avail of the Service:		
FOLLOW THESE STEPS	IT WILL TAKE YOU	PLEASE APPROACH
1. Present the requirements fir initial verification	15 minutes	Alberto J. Ramos/ Amelita R. Esperanza
2. Submission and Evaluation of Documents	20 minutes	Amelita R. Esperanza
* Submit the plans, requirements and supporting clearances		
3. Site Inspection	1 day	Engr. Gil T. Custodio/



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* Allow the Office of the Engineer to conduct inspection of the building/structure and to check if the same is in accordance with the approved plans specification		Lyka J. Talavera
4. Preparation of Inspection Report * Obtain a copy of an inspection report with the list of the needed corrections and other required documents		Alberto J. Ramos
5. Administering Corrections/ Submissions of Additional Documents * Make the necessary corrections/ submit additional documents listed in the inspection report. Afterwards, inform the Office of the Engineer that correction has been made Return to step No. 3		Alberto J. Ramos
6. Order of Payment / Payment of Fees/ Submission of Official Receipt (OR) * Once all the requirements has been complied with, acquire an assessment/Order of Payment, and then proceed to the Municipal Treasurer's Office for payment of the required fees. Go back to the Office of the Engineer and present the OR	10 minutes	Amelita R. Esperanza/ Lyka J. Talavera
7. Processing of Permit * Wait for one (1) day while the Engineering's Office process the plans and pertinent documents for approval	1 day	Amelita R. Esperanza
8. Release of Permit * Claim the approved certificate from the Office of the Engineer	5 minutes	Amelita R. Esperanza
TOTAL:	2 days and 50 minutes	
END OF TRANSACTION		



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Service Specifications:	REPAIR/ MAINTENANCE OF STREETLIGHTS	
Office or Division:	Office of the Municipal Engineer	
Classification:	Simple	
Who may avail:	General Public/ Brgy Officials	
Fees:	None	
Total Processing Time:	If the requirements are complete	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1. Letter request or Brgy. Resolution specifying the service needed.		
How to Avail of the Service :		
FOLLOW THESE STEPS	IT WILL TAKE YOU	PLEASE APPROACH
1. Submit Request * Submit the request to the Office of the Mayor for approval. staff receives and records the request and submits the same to the Municipal Engineer	3 minutes	Marlyn M. Principe
2. Notation of the Municipal Engineer * Municipal Engineer evaluates the request and endorses it to the Electrical Section	3 minutes	Engr. Gil T. Custodio
3. Evaluation and Assessment * Master Electrician evaluates and assesses the request	3 minutes	Richard Tolentino
4. Site inspection and investigation * Electrician talks to Brgy. Officials concerned and conducts site inspection	1/2 to 1 day	Engr. Gil T. Custodio/ Richard Tolentino
5. Preparation of Program of Work * Master Electrician prepares program of work including bill of materials and submit to the office of the Mayor for the approval	1/2 to 1 day 1 to 2 days (depends on scope of work)	Engr. Gil T. Custodio/ Richard Tolentino



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of materials. * If detailed plans is needed purchase required		
6. Recommendation and Approval * Municipal Engineer evaluates and approves the plans and program of work	5 minutes	Engr. Gil T. Custodio
7. Implementation * Electrical Engineer prepares construction materials and equipment, assigns electricians and perform their repair and maintenance requested	1 to 3 days (depends on scope of work)	Richard Tolentino and Group
TOTAL:		
<i>END OF TRANSACTION</i>		



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Service Specifications:	REPAIR /MAINTENANCE OF DRAINAGE SYSTEMS AND OTHER INFRASTRUCTURE	
Office or Division:	Office of the Municipal Engineer	
Classification:	Simple	
Who may avail:	General Public/ Brgy Officials	
Fees:	None	
Total Processing Time:	If the requirements are complete	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1. Letter request or Brgy. Resolution specifying the service needed.		
How to Avail of the Service :		
FOLLOW THESE STEPS	IT WILL TAKE YOU	PLEASE APPROACH
1. Submit Request * Submit the request to the Office of the Engineer. Staff receives and records the request and submits the same to the Municipal Engineer.	3 minutes	Marlyn M. Principe
2. Notation of the Municipal Engineer * Municipal Engineer evaluates the request and endorses it to the Maintenance Section	3 minutes	Engr. Gil T. Custodio
3. Evaluation and Assessment * Maintenance personnel evaluates and assesses the request	3 minutes	Roel De Leon
4. Site inspection and investigation * Maintenance personnel talks to Brgy. Officials concerned and conducts site inspection	1/2 to 1 day	Engr. Gil T. Custodio/ Roel De Leon
5. Preparation of Program at Work * Maintenance personnel prepares program of work including bill of materials. If detailed plans is needed	1/2 to 1 day 1 to 2 days (depends on scope of work)	Engr. Gil T. Custodio/ Roel De Leon
6. Recommendation and Approval * Municipal Engineer evaluates and approves the plans and program of work	5 minutes	Engr. Gil T. Custodio



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7. Implementation * Maintenance crew prepares construction materials and equipment, assigns electrician and perform their repair and maintenance is requested.	1/2 to 5 days 1 to 2 days (depends on scope of work)	Roel De Leon and Group
TOTAL:		
<i>END OF TRANSACTION</i>		



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Service Specifications:	PREPARATION OF PLANS AND PROGRAM OF WORK	
Office or Division:	Office of the Municipal Engineer	
Classification:	Simple	
Who may avail:	LGU/ Barangay Officials, DepEd, and other agency	
Fees:	None	
Total Processing Time:	If the requirements are complete	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1. Letter request or Brgy. Resolution specifying the service needed.		
How to Avail of the Service :		
FOLLOW THESE STEPS	IT WILL TAKE YOU	PLEASE APPROACH
1. Submit Request * Submit the request to the Office of the Engineer. Staff receives and records the request and submits the same to the Municipal Engineer.	3 minutes	Nelson P. Lipit
2. Notation of the Municipal Engineer * Municipal Engineer evaluates the request and endorses it to the Planning Section	3 minutes	Engr. Gil T. Custodio
3. Evaluation and Assessment * Planning and Construction Engineer evaluates and assesses the request	3 minutes	Group 1: Local Fund Engr. Vernalyn C. Martezana Nimfa V. Oliveros Group 2: Barangay Fund Nelson P. Lipit Mark Jayson O. Dela Cruz Group 3: DepEd Fund John Axel B. Pasion
4. Site inspection and investigation * Planning and Construction Engineer talks to Brgy. Officials/DepEd concerned and conducts site inspection	1/2 to 1 day	Group 1 Group 2 Group 3
5. Preparation and investigation * Planning and Construction Engineer prepares program of work including bill of materials	1/2 to 1 day 1 to 5 days (Depends on scope of work)	Group 1 Group 2 Group 3
6. Recommendation and Approval * Municipal Engineer evaluates and approves the plans and program of work	5 minutes	Engr. Gil T. Custodio
TOTAL:		
END OF TRANSACTION		



Office of the Municipal Planning and Development Coordinator

Service Specifications:	SECURING DATA FROM THE OFFICE OF THE MUNICIPAL PLANNING AND DEVELOPMENT COORDINATOR			
	<i>a. Annual Investment Plan (AIP)</i>			
	<i>b. Local Development Investment Plan (LDIP)</i>			
	<i>c. Socio Economic and Ecological Profile</i>			
	<i>d. Comprehensive Land Use Plan (CLUP)</i>			
	<i>e. Community Based Monitoring System (CBMS) Data</i>			
	<i>d. Executive & Legislative Agenda (ELA)</i>			
	<i>e. Other Municipal Plans</i>			
Office or Division:	Municipal Planning and Development Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All Individual			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter addressed to the LCE signifying the intent, needed information and purpose		Applicant		
2. Payment Receipt		Municipal Treasurer's Office		
REMARKS: Fee(s) base on the Local Revenue Code				
<i>a. CLUP - Php 120.00 per page</i>				
<i>b. Secretary Fees (Other documents) - Php 120.00</i>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire, Hand over request letter and log personal data on the logbook for recording purposes	1.1. Received Letter and verify the availability of the requested document or the needed information	None	3 minutes	MPDO Staff/MPDC



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2. Pay the corresponding fees for the document requested		<i>Please see remarks</i>	5 minutes	Municipal Treasurer's Office
3. Present proof of payment (receipt) at MPDO	3.1. Issue the requested document or information either photocopy or e-copy		3 minutes	MPDO Staff
TOTAL:			11 minutes	
<i>END OF TRANSACTION</i>				



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Service Specifications:	SECURING ZONING CERTIFICATE			
Office or Division:	Municipal Planning and Development Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All Individual			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter for zoning certificate		Applicant		
2. Copy of Tax Declaration				
3. Vicinity Map				
4. Community Tax Certificate				
5. Official Receipt of Zoning Certificate				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of requirements	1.1. Assessment and verification of requirements	None	10 minutes	MPDO Staff
2. Proceed to MTO and pay the corresponding fees		Php 120.00	30 minutes	MTO Staff
3. Hand over proof of payment	3.1. Approval and issuance of Zoning Certificate	None	1 minute	MPDC
TOTAL:		Php 120.00	41 minutes	
END OF TRANSACTION				



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Service Specifications:	SECURING ZONING CLEARANCE FOR BULDING CONSTRUCTION	
Office or Division:	Municipal Planning and Development Office	
Classification:	Simple	
Type of Transaction:	G2C	
Who may avail:	All Individual	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	1. Barangay Clearance	Applicant
	2. Tax Declaration	
	3. Authority of Land Owner	
	4. Deed of Sale	
	5. Certificate of Tax Payment	
	6. Technical Specification	
	7. Plans (vicinity/site development and others)	
	8. Bill of Materials/Quantity	
	9. DENR-ECC/CNC	
	10. NPC Clearance (Along Watershed Area)	
	11. LLDA Clearance (Structure along riverbank)	
	12. For Communications Tower:	
	a. CAAP Certification	
	b. National Telecommunications Commission (NTC) Clearance	
	13. Department of Health (DOH) Clearance	
	14. Contract of Agreement	
	15. Sworn Statement Declaring the true current and fair market value of real property	
	16. Development permit from Sangguniang Bayan	
	17. Land Conversion	



REMARKS: Fee(s) base on the 2013 Schedule of Fees of Housing and Land Use Regulatory Board (HLURB) or Department of Human Settlement and Urban Development (DHSUD)

1. ZONING CLEARANCE

A. Single residential structure attached or detached

PROJECT COST	FEES
1. Php 100,000.00 below	Php 288.00
2. Over Php 100,000.00 - Php 200,000.00	Php 576.00
3. Over Php 200,000.00	Php 720 + (1/10 of 1% in excess of Php 200,000.00)

B. Apartment/Townhouse

PROJECT COST	FEES
1. Php 500,000.00 below	Php 1,440.00
2. Over Php 100,000.00 - Php 200,000.00	Php 2,160.00
3. Over Php 200,000.00	Php 3,600 + (1/10 of 1% in excess of Php 2M regardless of the number of floors)

C. Dormitories

PROJECT COST	FEES
1. Php 2 million and below	Php 3,600.00
2. Over Php 2,000,000.00	Php 3,600 + (1/10 of 1% in excess of Php 2M regardless of the number of floors)

D. Institutional

PROJECT COST	FEES
1. Below Php 2 million	Php 2,880.00
2. Over Php 2 million	Php 2,880.00 + (1/10 of 1% in excess of Php 2 M)

E. Commercial, Industrial and Agro-Industrial Project Cost of Which is:

PROJECT COST	FEES
1. Below Php 100,000.00	Php 1,440.00
2. Over Php 100,000.00 - Php 500,000.00	Php 2,160.00
3. Over Php 500,000.00	Php 2,880.00
4. Over Php 1 million - Php 2 million	Php 4,320.00



5. Over Php 2 million	Php 7,200.00 + (1/10 of 1% in excess of Php 2 M)
F. Special Uses/Special Projects (Gasoline Station, Cell Sites, Slaughter House, Treatment Plants, etc.)	
1. Below Php 2 million	Php 7,200.00
2. Over Php 2 million	Php 7,200.00 + (1/10 of 1% in excess of Php 2 M)
G. Alteration/expansion (affected area/const only)	
Same as the original application	
2. SUBDIVISION AND CONDOMINIUM PROJECTS (under P.D. 957)	
A. Subdivision Projects	
1. Approval of Subdivision Plans	
including townhouses)	
a. Preliminary Approval and Location	
Clearance (PALC)/Preliminary	
Subdivision Development Plan	
(PSDP)	
* Processing Fee	Php 360/ha or a fraction thereof
* Inspection Fee	Php 1,500/ha regardless of density
b. Final Approval and Development	
Permit	
* Processing Fee	Php 2,800.00/ha regardless of density
* Additional Fee on Floor Area of	Php 3.00/sq.m
housing component	
* Inspection fee	Php 1,500/ha regardless of density
c. Alteration of Plan (affected area	
only)	
2. Certificate of Registration	
Processing Fee	
* Processing Fee	Php 2,880.00



3. License to Sell	
* Processing Fee	Php 216/saleable lot
* Additional Fee of Floor and of housing component	Php14.4/sq.m
* Inspection fee	Php 1,500/ha regardless of density
4. Certificate of Completion	
* Certificate Fee	Php 216.00
* Processing Fee	
* Inspection fee	Php 1,500/ha regardless of density
5. Extension of Time to Develop	
* Certificate Fee	Php 504.00
* Additional Fee (unfinished area for development)	Php 14.40 sq.m Php 1,500/ha regardless of density
B. Condominium Project	
1. Approval of Condominium Plans/ Final Approval and Development Permit	
<i>a. Preliminary Approval and Locational Clearance</i>	
<i>b. Final Approval/Development Permit</i>	
* Processing Fee	Php 720.00
* Land Area	Php 7.20/sq.m
* No. of floors	Php 288/floor
* Building Areas	Php 23.05/sqm of GFA
* Inspection fee	Php 1,500/ha. Regardless of density
<i>c. Alteration of Plan (affected areas only)</i>	Same as final approval and Development Permit
<i>d. Conversion (affected areas only)</i>	do'



2. Certificate of Registration Processing	
fee	
* Processing Fee	Php 2,880.00
3. License to Sell	
* Residential	Php 17.30/sqm of saleable area
* Commercial	Php 36/sqm of saleable area
* Inspection Fee	Php 1,500/ha.
4. Extension of Time to Develop	
* Processing Fee	Php 504.00
* Additional Fee (unfinished area for development)	Php 17.30/sqm.
* Inspection Fee	Php 1,500/floor
5. Certificate of Completion	
* Certificate Fee	Php 216.00
* Processing Fee	
* Inspection Fee	Php 1,500/floor
3. FARMLOT SUBDIVISION	
A. Subdivision Projects	
1. Approval of Farm lot subdivision	
a. Preliminary Approval and Location Clearance	
* Processing Fee	Php 288/ha.
* Inspection Fee	Php 1,500/ha.
b. Final Approval and Development Permit	
* Processing Fee	Php 1,440/ha
* Inspection Fee	Php 1,500/ha.
c. Alteration of Plan (affected area only)	Same as final Approval and Development



2. Certificate of Registration				
Processing Fee				
* Processing Fee			Php 2,880.00	
3. License to Sell				
* Processing Fee			Php 720/lot	
* Inspection Fee			Php 1,500/ha.	
4. Certificate of Completion				
* Certificate Fee			Php 216.00	
* Processing Fee				
* Inspection Fee			Php 1,500/ha regardless of density	
5. Extension of Time to Develop				
* Processing Fee			Php 504.00	
* Additional Fee (unfinished area for development			Php 14.40 sqm	
* Inspection Fee			Php 1,500/ha regardless of density	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit/hand over the requirements	1.1 Assessment/verification of requirements and issue order of payment		15 minutes	MPDO Staff
2. Proceed to MTO for payment	2.1 Received payment and issuance of the official receipt		30 minutes	MTO Staff
3. Hand over the proof of payment	3.1 Approval of zoning certificate		1 minute	MPDC
TOTAL:			46 minutes	
END OF TRANSACTION				

NOTES: 1. The issuance of Zoning Certifications via the current Electronic Business Permit and Licensing System (eBPLS) will be simultaneous with the business permit applications. The client or the BPLO uploads the necessary documents to the eBPLS portal for the MPDC or Zoning Authority to evaluate and approve or disapprove.



- | |
|---|
| <p><i>2. If the client opts to process or submit physical documents for a business permit or a building permit application, the BPLO and the office of the building facilitates the routing of documents for evaluation of the concerned offices.</i></p> |
| <p><i>3. Physical inspections of sites for building permit applications are necessary. They are to be conducted by the established Building Permit inspectorate team.</i></p> |



Municipal Budget Office

Internal Services

Service Specifications: Processing of Obligation Request under General and Special Education Fund (SEF)

Office or Division:	Municipal Budget Office
Classification:	Simple
Type of Transaction:	G2G, G2C, G2B
Who may avail:	Municipal Officials and Employees/Contractor
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. For Personnel Services Payroll Daily Time Record	Human Resource Management Office (HRMO)
2. For Travelling Expenses Travel Order/Itinerary of Travel Certificate of Appearance Travel Completed/Tickets	Provided by their Office
3. For Infrastructure, Purchase & Service Charges Purchase Request Program of Works Purchase Order/Job Order Abstract of Quotation and Request for Quotation/Notice of Award Cash/Sales invoice/Official Receipts Acceptance and Inspection Reports BAC Resolution for the amount of Php 20K above	Provided by their Office
	OME
	Provided by their Office
	OMAss/BAC
	Supplier
	Provided by their Office
	OMAss/BAC
4. For Fixed Expenditures Billing Statement	OMAcc
5. For Grants and Donations Letter Request Certificate of Eligibility	Person who requested
	MSWDO



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Case Study Brgy. Resolution/Certification (For Barangay Assistance Fund)		MSWDO		
		Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit obligation request form with complete attachments to the Municipal Budget Office	1. Assign obligation number onto the purchase request after it was reviewed	none	4 minutes	Maryjoy E. Perolina Admin. Officer II Zarina E. Fernandez Admin. Officer IV Mun. Budget Office
	2. Record the transaction in the logbook and in the appropriations existence monitor	none	5 minutes	Maryjoy E. Perolina Admin. Officer II Zarina E. Fernandez Admin. Officer IV Mun. Budget Office
	3. Conduct a final review and certify the existence of available appropriation	none	1 minute	Maryjoy E. Perolina Admin. Officer II Zarina E. Fernandez Admin. Officer IV Mun. Budget Office
	4. Record the transaction in the appropriation monitoring system and forward the purchase request to accounting office or to other concerned offices for their processing	none	5 minutes	Maryjoy E. Perolina Admin. Officer II Zarina E. Fernandez Admin. Officer IV Mun. Budget Office
TOTAL:		none	15 minutes	
END OF TRANSACTION				



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Service Specifications: Preparation and Execution of Executive Budget

Office or Division:	Municipal Budget Office			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Local Government Heads/Offices and Officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Annual Budget Proposal		LGU Offices		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Issuance of Budget Call c/o Local Chief Executive		None	1 day	Municipal Budget Officer/Municipal Mayor
2. Submission of estimate of income c/o the Local Finance Committee		None	1 day	Municipal Budget Officer
3. Attend the Budget Workshop		None	1 day	Municipal Budget Officer and all Dep't Heads
4. Submit budget proposals	Consolidate all submitted budget proposals	None	2 weeks	Municipal Budget Officer and staff
5. Attend Budget Review and Budget Hearings		None	1 week	Municipal Budget Officer and all Dep't Heads
	Budget Message, LEP and BSEF preparation	None	2 weeks	Municipal Budget Officer
	Forward the Executive Budget to the Office of the Mayor for it to be included in the Executive Agenda	None	Within the prescribed period (not later than October 16 of the Fiscal Year)	Municipal Budget Officer



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	Prepare and Forward the Executive Agenda to the Sangguniang Bayan to be discussed in their session for the drafting of Appropriation Ordinance	None	1 day	Office of the Mayor
	Conduct revisions if any and finalize the Executive Budget	None	4 days	Municipal Budget Officer
TOTAL:		None	5 weeks and 8 days	
<i>END OF TRANSACTION</i>				



External Services

Service Specifications: Consultancy Services

Office or Division:	Municipal Budget Office			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Barangay Secretaries and Punong Barangay			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Verbal or written request		Sangguniang Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Hand over the written request and/or coordinate with the Municipal Budget Office	1. Coordinate with client and/or received written request	None	1 minute	Maryjoy E. Perolina Admin. Officer II Zarina E. Fernandez Admin. Officer IV Mun. Budget Office
	2. Record the received document into the logbook	None	1 minute	Maryjoy E. Perolina Admin. Officer II Zarina E. Fernandez Admin. Officer IV Mun. Budget Office
	3. Give out copy of issuances, circulars, memo's if any to the client in response to their query	None	1 minute	Maryjoy E. Perolina Admin. Officer II Zarina E. Fernandez Admin. Officer IV Mun. Budget Office
	4. Make final recommendations	None	27 minutes	Roldan J. Perez Municipal Budget Officer
TOTAL:				
END OF TRANSACTION				



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Service Specifications: Review of Barangay Annual Budget

Office or Division:	Municipal Budget Office			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Barangay Secretaries, Barangay Treasurer and Punong Barangay			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Transmittal Letter		Barangay Secretary		
2. Appropriation Ordinance		Barangay Secretary		
3. Sanggunian - Approved AIP		Barangay Secretary, Punong Barangay		
4. List of Projects chargeable against the 20% DF		Punong Barangay		
5. Plantilla of Personnel		Barangay Treasurer, Punong Barangay		
6. DILG-Endorsed GAD Plan		Barangay Secretary, Punong Barangay		
7. SK Resolution		SK Secretary, Punong Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Preparation of Barangay Annual Budget	1. Conduct of Barangay Budget Workshop, Orientations to Barangay Officials	None	3 hours	Maryjoy E. Perolina Admin. Officer II Zarina E. Fernandez Admin. Officer IV Mun. Budget Office
2. Submission of Barangay Annual Budget with complete budgetary requirements	1. Received the documents and the attachments	None	1 minute	Maryjoy E. Perolina Admin. Officer II Zarina E. Fernandez Admin. Officer IV Mun. Budget Office
	2. Conduct of technical review of the submitted Barangay Annual Budget within 60 days of its receipt	None	15 minutes/barangay	Maryjoy E. Perolina Admin. Officer II Zarina E. Fernandez Admin. Officer IV Mun. Budget Office



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	3. Endorse the Barangay Annual Budget to the Sangguniang Bayan for their review and approval	None	5 minutes	Maryjoy E. Perolina Admin. Officer II Zarina E. Fernandez Admin. Officer IV Mun. Budget Office
TOTAL:		None	3 hours and 21 minutes	
<i>END OF TRANSACTION</i>				



Office of the Municipal Accountant

Service Specifications:	PROCESSING OF CASH ADVANCES FOR TRAVEL			
Office or Division:	Office of the Municipal Accountant			
Classification:	Simple			
Type of Transaction:	G2C Government to Government			
Who may avail:	All Municipal Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Disbursement Voucher		1. Originating Department		
2. Travel Order		2. Originating Department		
3. Itinerary of Travel		3. Originating Department		
4. Letter of Invitation from the sponsoring agency		4. Originating Department		
5. Project Proposal Design (for group travels)		5. Originating Department		
6. Obligation Request and Status (ORS)		6. Office of the Municipal Budget		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Receive and record the DV together with the supporting documents and forward to JEV preparer	None	2 minutes	Accounting Staff
	Verify whether the claimant has any outstanding cash advances	None	2 minutes	Accounting Staff
Submit Disbursement Voucher and supporting documents	Comprehensive review on the validity and completeness of DV and supporting document	None	5 minutes	Municipal Accountant
	Prepare JEV	None	2 minutes	Accounting Staff



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	Final review and approval and signature on DV and JEV	None	8 minutes	Municipal Accountant
	Release of approved DV	None	2 minutes	Accounting Staff
TOTAL:			21 minutes	
<i>END OF TRANSACTION</i>				



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Service Specifications:	PROCESSING OF SALARIES/PAYROLL			
Office or Division:	Office of the Municipal Accountant			
Classification:	Simple			
Type of Transaction:	G2C Government to Government			
Who may avail:	All Municipal Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Daily Time Record (DTR)		1. Originating Department		
2. Accomplishment Report (for JO/CoS)		2. Owner		
3. Appointment Paper (JO/VoS)		3. Human Resources and Management Unit		
4. Payroll feed-ins		4. Human Resources and Management Unit		
5. Employess Payrolls		5. Office of the Municipal Accountant		
6. Copy of Circular/Issuance (for other benefits)		6. Human Resources and Management Unit		
7. Project Proposal/ design/Program of Works		7. Office of the Municipal Engineer		
8. Labor Payrolls		8. Office of the Municipal Engineer		
9. Picture of the Project		9. Office of the Municipal Engineer		
10. Obligation Request and Status (ORS)		10. Office of the Municipal Budget		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Received and review all documents marked for checking	None	30 minutes	Accounting Staff
	Review prepared payroll against the feed-in	None	15 minutes	Accounting Staff
Employees Payroll.	Sign the printed payroll	None	2 minutes	Municipal Accountant
Submit Documents marked				



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Receive payroll and supporting documents	Forward payroll and supporting documents to Budget Office	None	2 minutes	Accounting Staff
	Received and record DV together with supporting document and forward to JEV preparer	None	2 minutes	Accounting Staff
	Prepare JEV	None	2 minutes	Accounting Staff
	Final review and approval and signature on DV and JEV	None	6 minutes	Municipal Accountant
	Release of approved DV	None	2 minutes	Accounting Staff
TOTAL:			1 hour and 1 minute	
END OF TRANSACTION				
Labor Payroll.	Received and record DV together with supporting documents and forward to JEV preparer	None	2 minutes	Accounting Staff
Receive payroll and supporting documents	Prepare JEV			
	Final Review and approval and signature on DV and JEV	None	6 minutes	Municipal Accountant
	Release of approved DV	None	2 minutes	Accounting Staff
TOTAL:			12 minutes	
END OF TRANSACTION				



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Accountant's Advice for Check Issued				
The Accountant's Advice is issued to the Authorized Government Depository Bank as proof that all checks issued are complete with the documentary requirements				
Office or Division:	Municipal Accounting Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Client			
Who may avail:	Government and Private Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Disbursement Voucher		Mayor's Office		
Authorized Checks		Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Receives and verify the name of Payee in the DV with the name in the check	None	2 minutes	Accounting Staff
	Prepares Advice of Checks	None	5 minutes	Accounting Staff
Clients submits Disbursements Voucher (DV) with signed and countersigned check.	Issued and assigns number thereto Reviews accuracy of entry in the Accountant's Advice and signs afterwards	None	5 minutes	Municipal Accountant
	Delivers Accountant's Advice to Authorized Government	None	15 minutes	Accounting
TOTAL:			27 minutes	
END OF TRANSACTION				



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Issuance of Tax Certificates (2306, 2307, 2316)				
The tax Certificates are issued to clients (suppliers and employees) as proof that the payor (Local Government of Cavinti) withheld taxes and bound to remit the said amount to the Bureau of Internal Revenue				
Office or Division:	Municipal Accounting Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Client			
Who may avail:	Suppliers and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Paid Disbursement Vouchers		Treasurer's Office		
Tax Identification Number		Bureau of Internal Revenue		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Validate and review request	None	2 minutes	Accounting Staff
	and supporting documents			
	Prepare and print the tax	None	3 minutes	Accounting Staff
Client requests certificate	certificates			
to the Accounting Office	Review the accuracy of tax	None	3 minutes	Municipal Accountant
	certificates			
	Approve and sign the tax	None	2 minutes	Municipal Accountant
	certificates before release			
TOTAL:			10 minutes	
END OF TRANSACTION				



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Pre-Audit Disbursement Voucher				
To check the completeness of Disbursement Voucher & Payrolls.				
Office or Division:	Municipal Accounting Office			
Classification:	Simple			
Type of Transaction:	G2C-Goverment to Client			
Who may avail:	Suppliers and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Obligation Request		Requesting Office		
Disbursement Voucher		Requesting Office		
Purchase Order		Requesting Office		
Purchase Request		Requesting Office		
RFQ		Requesting Office		
Inspection Report		Requesting Office		
Payrolls		Requesting Office		
DTR		Requesting Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Receive the logbook from	None	2 minutes	Accounting Staff
	Budget Office			
	Conduct pre-audit on	None	3 minutes	Municipal Accountant
Receives Disbursement	completeness of Disbursement			
Vouchers/Payrolls	Vouchers/Payroll			
from Budget	Reviews/signed all completed	None	2 minutes	Municipal Accountant
	Disbursement Vouchers/Payrolls			
	Release all completed and duly signed Disbursement Vouchers &	None	2 minutes	Accounting Staff



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	Payrolls to the office of the			
	municipal mayor for approval			
	TOTAL:		9 minutes	
<i>END OF TRANSACTION</i>				



Issuance of Net Take Home Pay				
The Net Take Home Pay is issued to the employees for various purposes it will serve them.				
Office or Division:	Municipal Accounting Office			
Classification:	Simple			
Type of Transaction:	G2C-Goverment to Client			
Who may avail:	Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Payroll		Accounting Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Validate Request as to period and employee information	None	3 minutes	Accounting Staff
Employee requests	Secure copy of payroll	None	3 minutes	Accounting Staff
certificate to the Accounting Office	Preparation of Net Take Home Pay Certificate	None	2 minutes	Accounting Staff
	Review the accuracy of entries in the certificate and sign for approval	None	3 minutes	Municipal Accountant
TOTAL:			11 minutes	
END OF TRANSACTION				



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Service Specifications:	PROCESSING OF BIDDED TRANSACTION			
Office or Division:	Office of the Municipal Accountant			
Classification:	Complex			
Type of Transaction:	G2B Government to Business			
Who may avail:	All Suppliers and Contractors/Bids and Awards Committee/Municipal General Services Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Disbursement Voucher		1. Bids and Awards Office / Office of the Municipal		
2. Auditorial and Legal Review Checklist		Engineer		
3. PTO Certification for Sand and Gravel Fee (if necessary)		2. Bids and Awards Office		
4. Notice to Proceed		3. Office of the Municipal Engineer		
5. Statement of Work		4. Bids and Awards Office		
6. Certificate of Award		5. Office of the Municipal Engineer		
7. Inspection and Acceptance Report		6. Bids and Awards Office		
8. Such other document peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation		7. Office of the Municipal Engineer		
9. Other requirements in compliance with RA 9184 and COA Circular No. 2012-001		8. Bids and Awards Office/ Office of the Municipal		
10. Obligation Request and Status (ORS)		Engineer		
10. Obligation Request and Status (ORS)		10. Office of the Municipal Budget		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Receive and record the DV together with the supporting documents and forward to JEV preparer	None	2 minutes	Accounting Staff
	Prepare JEV	None	2 minutes	Accounting Staff
Submit Disbursement	Comprehensive review of	None	30 minutes	Accounting Staff



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Voucher and supporting documents	submitted DV	None	30 minutes	Municipal Accountant
	Final Review and approval and signature on DV and JEV	None	2 minutes	Accounting Staff
	Release of approved DV			
TOTAL:			1 hour & 6 minutes	
<i>END OF TRANSACTION</i>				



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Service Specifications:	PROCESSING OF FINANCIAL ASSISTANCE			
Office or Division:	Office of the Municipal Accountant			
Classification:	Simple			
Type of Transaction:	G2C Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Disbursement Voucher		1. Municipal Social Welfare and Development Office		
2. Case Study Report		2. Municipal Social Welfare and Development Office		
3. Certificate of Indigency/Barangay Certificate		3. Barangay		
4. MLGOO Certificate-for Barangay Captains		4. MLGOO		
5. Medical Certificate-for confinement		5. From hospital/doctor		
6. Death Certificate-for burial assistance		6. Office of the Civil Registrar		
7. Senior Citizen's ID-for SCP		7. Municipal Social Welfare and Development Office		
8. Others (i.e Doctor's prescription)		8. Various regulating bodies		
9. Obligation Request and Statues (ORS)		9. Office of the Municipal Budget		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Receive and record the DV together with the supporting documents and forward to JEV preparer	None	2 minutes	Accounting Staff
Submit Disbursement Voucher and supporting documents	Disbursement Voucher and supporting documents undergoes rigid review.	None	5 minutes	Accounting Staff
	Prepare JEV			
	Final review and approval and signature on DV and JEV	None	3 minutes	Municipal Accountant
	Release of approved DV	None	2 minutes	Accounting Staff
TOTAL:			14 minutes	
END OF TRANSACTION				



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Service Specifications:	PROCESSING OF OTHER MISCELLANEOUS DISBURSEMENT			
Office or Division:	Office of the Municipal Accountant			
Classification:	Simple			
Type of Transaction:	G2B Government to Business			
Who may avail:	All Suppliers and Contractors/Bids and Awards Committee/Municipal general Services Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Disbursement Voucher		1. Bids and Awards Office / Municipal General Services office		
2. Purchase Request (PR)		2. Originating Department		
3. Request Quotation (RFQ)		3. Bids and Awards Office / Municipal General Services Office		
4. Abstract of Quotation		4. Bids and Awards Office / Municipal General Services Office		
5. Certificate of Award		5. Bids and Awards Office / Municipal General Services Office		
6. Purchase Order (PO)		6. Bids and Awards Office / Municipal General Services Office		
7. Inspection and Acceptance Report		7. Bids and Awards Office / Municipal General Services Office		
8. Such other document peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation		8. Bids and Awards Office / Municipal General Services Office		
9. Other requirements in compliance with RA 9184 and COA		9. Bids and Awards Office / Municipal General Services Office		
Circular No. 2012-001		10. Office of the Municipal Budget		
10. Obligation Request and Status (ORS)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



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	Receive and record the DV together with the supporting documents and forward to JEV preparer	None	2 minutes	Accounting Staff
Submit Disbursement Voucher and supporting documents	Disbursement Voucher and supporting documents undergoes rigid review.	None	5 minutes	Accounting Staff
	Prepare JEV			
	Final review and approval and signature on DV and JEV	None	8 minutes	Municipal Accountant
	Release of approved DV	None	2 minutes	Accounting Staff
TOTAL:			19 minutes	
END OF TRANSACTION				



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Service Specifications:	RECEIPTS OF BARANGAY ACCOUNTS AND REPORTS			
Office or Division:	Office of the Municipal Accountant			
Classification:	Simple			
Type of Transaction:	G2B Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Disbursement Voucher and supporting documents different Barangay Treasurers		1. Barangay Treasurer		
2. Official Receipt (AF 51)		2. Barangay Treasurer		
3. Community Tax Certificate (CTC)		3. Barangay Treasurer		
4. Monthly NGAS Reports		4. Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	For DVs:	None	15 minutes	Jofil R. Mesina
	Ensure the Existence of the following:			
	*Punong Barangay Certification			
	*Transmittal Letter			
	*Supporting Documents			
	*Schedule of Summary of check issued			
	For CTC:		15 minutes	Jofil R. Mesina
Submit DVs, OR's CTC	Check the existence of the following:			
NGAS reports and supporting documents	*Series of CTC Number			
	*OR to remittance to MTO			
	*Summary of Collection and Remittances			
	For AF 51:		10 minutes	Jofil R. Mesina



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	Check the existence of the following:			
	*Series of AF 51 number			
	* Deposit Slip			
	* Summary of Collection and deposits			
	Sign transmittal Letter	None	2 minutes	Municipal Accountant
	Release copy of transmittal letter to barangay Treasurer	None	2 minutes	Accounting Staff
	TOTAL:		44 minutes	
<i>END OF TRANSACTION</i>				



Office of the Municipal Treasurer

Service Specifications:	ISSUANCE OF TRICYCLE FRANCHISE			
Office or Division:	Municipal Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Tricycle Drivers/Operators			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Membership		TODA		
2. Latest OR and CR Form		LTO		
3. Copy of Previous Franchise				
4. Deed of Sale (2nd hand tricycle)				
5. Transfer of Ownership (2nd hand tricycle)		LTO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up application form for tricycle permit	1.1. Provide Necessary Forms		5 minutes	MTO Staff
2. File Application and submit documentary requirements for tricycle permit	2.1. Verify Documents		10 minutes	MTO Staff
	2.2. Assessment of Fees		5 minutes	MTO Staff
3. Payment of Fees		Local Revenue Code 2022	5 minutes	MTO Staff (cashier)
	3.1. Prepare tricycle permit for endorsement to the Office of the Mayor (MTFRB)		10 minutes	MTO Staff
4. Claim Tricycle Franchise	Release Tricycle Franchise		10 minutes	OM/MTO
TOTAL:			45 minutes	
END OF TRANSACTION				



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Service Specifications:	ISSUANCE OF COMMUNITY TAX CERTIFICATE			
Office or Division:	Municipal Treasurer's Office (General Services Section)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Local Residents/Taxpayers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Residency		Barangay		
2. Personal Information Form		MTO		
3. Any Valid ID				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Personal Data Slip			5 minutes	Taxpayer
	1.1. Prepare CTC		5 minutes	MTO Staff
2. Payment of corresponding fee & claim of CTC	2.1. Accept of payment & release CTC	Local Revenue Code 2022	2 minutes	MTO Staff
TOTAL:			12 minutes	
END OF TRANSACTION				



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Service Specifications:	ACCEPTANCE OF PAYMENTS OF REAL PROPERTY TAX (RPT)			
Office or Division:	Municipal Treasurer's Office (General Services Section)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Taxpayers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Copy of Tax Declaration		Assessor's Office		
2. Previous Tax Receipt				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Requirements	1.1. Confirm/RPTAR records		3 minutes	MTO Staff/s
	1.2. Computation of Real Property Tax (Arrears & Current)	Local Tax Code 2022	10 minutes/Tax Declaration	MTO Staff/s
2. Payment of Real Property Tax & Claim of Official Receipts	2.1. Accept payments & issue OR		3 minutes/OR	MTO Staff/s
TOTAL:			16 minutes	
END OF TRANSACTION				



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Service Specifications:	COMPUTATION OF RPT DELINQUENCIES/DELIVERY OF NOTICES			
Office or Division:	Municipal Treasurer's Office (General Services Section)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Taxpayers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Record of last payment made		RPTAR		
2. New/Revised Tax Declaration		Assessor's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. (Walk-in) Presentation of requirements and requests	1.1. Confirm with RPTAR records		5 minutes/Tax Declaration	MTO Staff/s
	1.2. Computation of Tax Delinquency		5 minutes/Tax Declaration	MTO Staff/s
2. Acceptance/Receipt of Notices to delinquent Taxpayers	2.1. Issue statement of Delinquency		10 minutes	MTO Staff/s
TOTAL:			20 minutes	
END OF TRANSACTION				



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Service Specifications:	ACCEPTANCE OF PAYMENT OF WATER FEES			
Office or Division:	Municipal Treasurer's Office (General Services Section)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Cavinti Water Consumers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Water Bill		Cavinti Water's Office		
2. Order of Payment from CW Office				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Billing Statement	1.1. Evaluate Billing Statement	Local Revenue Code 2022	2 minutes	MTO Staff (Collector of Water Fees)
2. Payment of Fees and claim OR	2.1 Accept payment & Issue OR		5 minutes	MTO Staff (Cashier)
TOTAL:			7 minutes	
END OF TRANSACTION				



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Service Specifications:	ACCEPTANCE OF PAYMENT FOR FIXED MARKET STALLS			
Office or Division:	Municipal Treasurer's Office (General Services Section)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Fixed Market Stall Occupants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Proof of Last Payment		Client		
2. Notice of Delinquency (if any)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presentation of Notice and Proof of last payment	1.1. Check records	Local Revenue Code 2022	5 minutes	MTO Staff
2. Payment of fees/claim OR	2.1. Accept payment & issue OR		5 minutes	MTO Staff
TOTAL:			10 minutes	
END OF TRANSACTION				



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Service Specifications:	ISSUANCE OF UNUSED ACCOUNTABLE FORMS			
Office or Division:	Municipal Treasurer's Office (General Services Section)			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Barangay Treasurers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request and Issue Slip/Voucher		1. Barangay (Barangay Treasurer)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the issuance of Unused Accountable Forms	1.1 Verify submitted request/documents		3 minutes	Municipal Treasurer's
2. Payment of Fees	2.1. Accept Payment & Issue OR	AF # 51 – PHP350.00 BIR #0016 - PHP 100.00 Cash Tickets - PHP 10.00/page	3 minutes	MTO Staff
3. Claim Accountable Form /OR	3.1. Release Accountable Forms		10 minutes	MTO Staff
TOTAL:			16 minutes	
END OF TRANSACTION				



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Service Specifications:	ISSUANCE OF CERTIFICATE OF TAX CLEARANCE			
Office or Division:	Municipal Treasurer's Office (General Services Section)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Tax Payers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Latest RPT payment (OR)				
2. Payment of Fees				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Payment of Certification/Clearance Fee	1.1. Accept payment & Issue OR	Php 120.00	3 minutes	MTO Staff
	1.2. Prepare Certificate/Clearance		2 minutes	MTO Staff
2. Claim approved clearance			2 minutes	Municipal Treasurer
TOTAL:			7 minutes	
END OF TRANSACTION				



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Service Specifications:	ISSUANCE OF TREASURER'S CERTIFICATION/CLEARANCE			
Office or Division:	Municipal Treasurer's Office (General Services Section)			
Classification:	Simple			
Type of Transaction:	G2C, G2G			
Who may avail:	General Public/Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Slip		MTO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present request form	1.1. Check Records			MTO Staff
	1.2. Verification			Municipal Treasurer
2. Payment of Fees	2.1. Accept Payment	Php 100.00		MTO Staff
3. Claim Clearance/Certification	3.1. Release Clearance/Certification			MTO Staff
TOTAL:				
END OF TRANSACTION				



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Service Specifications:	PAYMENT OF APPROVED VOUCHERS			
Office or Division:	Municipal Treasurer's Office (General Services Section)			
Classification:	Simple			
Type of Transaction:	G2C, G2G			
Who may avail:	Suppliers/Contractors/Municipal Officials and Employees/Barangay			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Approved Vouchers				
2. Official Receipts of Payers				
3. Identification of the Payee				
4. Authorization (if Authorized Representative)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete Documents	1.1. Evaluate document submitted		10 minutes	Municipal Treasurer
	1.2. Prepare check		5 minutes/check	MTO Staff
2. Claim approved check	2.1. Release check		5 minutes	MTO Staff
TOTAL:			20 minutes	
END OF TRANSACTION				



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Service Specifications:	DISBURSEMENT OF SALARIES/PER DIEM/HONORARIUM			
Office or Division:	Municipal Treasurer's Office (General Services Section)			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Municipal Officials and Employees, BNS, BHW, Bantay Bayan/Disaster Brigade, SC President, Coordinators, Job Order Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Office Orders/Appointment		Office of the Mayor/HRMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1. Prepare payroll and Disbursement Voucher's for Cash Advance	As per payroll	1 day	MTO Staff
	1.2. Preparation of Debit Advice for Regular Salaries & Checks for Honorarium		1 day	MTO Staff
	1.3. Preparation of Debit Advice for Regular Salaries & Checks for Honorarium		1 day	MTO Staff
	1.4. Encashment of Salaries, etc., for Job Order Employees		4 hours	MTO Staff
1. Claim Salary, thru ATM or Disbursing Officer	1.5 Release Salaries & Honorarium		2 hours	MTO Staff
TOTAL:			3 days & 6 hours	
END OF TRANSACTION				



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Service Specifications:	DISBURSEMENT OF SALARIES/PER DIEM/HONORARIUM			
Office or Division:	Municipal Treasurer's Office (General Services Section)			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Municipal Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Office Orders/Appointment		Office of the Mayor/HRMO		
2. Canvass				
3. Purchase Order				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Purchase Request	1.1. Accept Purchase Request		6 minutes	MTO Staff
	1.2. Canvass/Request for quotation of Price from 3 suppliers		20 minutes	MTO Staff
	1.3. Preparation of Purchase Order for Mayor's Approval		30 minutes	MTO Staff
	1.4. Acceptance of Deliveries/Inspection		30 minutes	MTO Staff
2. Claim suppliers	2.1. Safekeeping & distribution to end-user		20 minutes	MTO Staff
TOTAL:			1 hour and 46 minutes	
END OF TRANSACTION				



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Service Specifications:	ASSESSMENT/PROCESSING BUSINESS PERMIT (NEW BUSINESS APPLICATION)			
Office or Division:	Business Permit Licensing Office (BPLO)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Persons engaged in business or undertaking in the Municipality of Cavinti or their authorized representatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Form for Business Permit		BPLO		
2. Occupancy/Building Permit (if applicable)		OME		
3. DTI Business Name Registration for Sole Proprietor SEC Registration for Corporation CDA Registration		DTI/SEC/CDA		
4. Barangay Clearance for the Business		Barangay Hall		
5. DOT Certificate (for Resorts)		DOT		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Shall accomplish the Application Form for Business Permit together with the other requirements	1.1. Shall verify, approved and encode business application in eBPLS and issue Tax Order of Payment	None	30 minutes - 1 hour	BPLO
1.2. Shall secure and provide photocopies of clearances, Community Tax Certificate and other documents needed	1.2. Shall prepare and provide the Community Tax Certificate & Clearances of concerned departments	None	30 minutes - 1 hour	BFP, OME, MHO, MTO, MENRO, MPDO and other concerned departments
2. Shall pay for the amount indicated in the Tax Order Payment, Community Tax Certificate and Clearances for the Business	2.1 Shall receive the payment and issue corresponding official receipts	Based on the Local Revenue Code (2022)	30 minutes - 1 hour	MTO Staff (Cashier)



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3. Shall sign the Business Permit Releasing Logbook, and receive Business Permit	3.1. Shall prepare the Business Permit for signature of the Municipal Mayor	None	30 minutes - 1 hour	BPLO
	3.2. Shall release the Business Permit	None	30 minutes - 1 hour	OM
TOTAL:			2 hours & 30 minutes to 5 hours	
<i>END OF TRANSACTION</i>				



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Service Specifications:	ASSESSMENT/PROCESSING BUSINESS PERMIT (RENEWAL BUSINESS APPLICATION)			
Office or Division:	Business Permit Licensing Office (BPLO)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Persons engaged in business or undertaking in the Municipality of Cavinti or their authorized representatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Form for Business Permit		BPLO		
2. Occupancy/Building Permit (if applicable)		OME		
3. DTI Business Name Registration for Sole Proprietor SEC Registration for Corporation CDA Registration		DTI/SEC/CDA		
4. Barangay Clearance for the Business		Barangay Hall		
5. DOT Certificate (for Resorts)		DOT		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Shall accomplish the Application Form for Business Permit together with the other requirements	1.1. Shall verify, approved and encode business application in eBPLS and issue Tax Order of Payment	None	30 minutes - 1 hour	BPLO
1.2. Shall secure and provide photocopies of clearances, Community Tax Certificate and other documents needed	1.2. Shall prepare and provide the Community Tax Certificate & Clearances of concerned departments	None	30 minutes - 1 hour	BFP, OME, MHO, MTO, MENRO, MPDO and other concerned departments
2. Shall pay for the amount indicated in the Tax Order Payment, Community Tax Certificate and Clearances for the Business	2.1 Shall receive the payment and issue corresponding official receipts	Based on the Local Revenue Code (2022)	30 minutes - 1 hour	MTO Staff (Cashier)



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3. Shall sign the Business Permit Releasing Logbook, and receive Business Permit	3.1. Shall prepare the Business Permit for signature of the Municipal Mayor	None	30 minutes - 1 hour	BPLO
	3.2. Shall release the Business Permit	None	30 minutes - 1 hour	OM
TOTAL:			2 hours & 30 minutes to 5 hours	
<i>END OF TRANSACTION</i>				



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Service Specifications:	ASSESSMENT/PROCESSING BUSINESS PERMIT (RENEWAL BUSINESS APPLICATION)			
Office or Division:	Business Permit Licensing Office (BPLO)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Persons engaged in business or undertaking in the Municipality of Cavinti or their authorized representatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Form for Business Retirement/Closure		BPLO		
2. Request Letter for Closure		Business Owner/s		
3. Barangay Clearance for Closure		Barangay Hall		
4. Income Tax Return or any basis for the computation of Gross Sales		BIR		
5. Inspection Report		MTO		
6. Latest Business Permit and Business Plate		Business Owner/Representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Shall accomplish the Application Form for Business Retirement together with the other requirements	1.1. Shall receive and check completeness of requirements	None	15 - 20 minutes	BPLO
	1.2. Shall approve application and issue Tax Order of Payment	None	15 - 20 minutes	BPLO
2. Shall pay for the amount indicated in the Tax Order of Payment for the Business	2.1. Shall receive the payment and issue corresponding official receipts	Based on the Revised Revenue code (2022)	15 - 20 minutes	MTO Staff (Cashier)



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3. Shall sign in the Certificate of Retirement Releasing Logbook and Receive the Certificate	3.1. Shall approve, print and release certificate of Retirement	None	15 - 20 minutes	BPLO
TOTAL:			1 hour - 1 hour & 20 minutes	
<i>END OF TRANSACTION</i>				



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Service Specifications:	CLOSURE OF BUSINESS			
Office or Division:	Business Permit Licensing Office (BPLO)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Persons engaged in business or undertaking in the Municipality of Cavinti or their authorized representatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Form for Business Retirement/Closure		BPLO		
2. Request Letter for Closure		Business Owner/s		
3. Barangay Clearance for Closure		Barangay Hall		
4. Income Tax Return or any basis for the computation of Gross Sales		BIR		
5. Inspection Report		MTO		
6. Latest Business Permit and Business Plate		Business Owner/Representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Shall accomplish the Application Form for Business Retirement together with the other requirements	1.1. Shall receive and check completeness of requirements	None	15 - 20 minutes	BPLO
	1.2. Shall approve application and issue Tax Order of Payment	None	15 - 20 minutes	BPLO
2. Shall pay for the amount indicated in the Tax Order of Payment for the Business	2.1. Shall receive the payment and issue corresponding official receipts	Based on the Revised Revenue code (2022)	15 - 20 minutes	MTO Staff (Cashier)



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3. Shall sign in the Certificate of Retirement Releasing Logbook and Receive the Certificate	3.1. Shall approve, print and release certificate of Retirement	None	15 - 20 minutes	BPLO
TOTAL:			1 hour - 1 hour & 20 minutes	
<i>END OF TRANSACTION</i>				



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Service Specifications:	SPECIAL PERMIT (For Bazaars, Tarpaulins, Contractors events)			
Office or Division:	Business Permit Licensing Office (BPLO)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Persons engaged in business or undertaking in the Municipality of Cavinti or their authorized representatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Special Permit Application Form		BPLO		
2. Request Letter (addressed to the LCE and endorsed to BPLO)		Business Owners		
3. Barangay Clearance (for tarpaulin)		Barangay Hall		
4. SEC Registration (for contractor)		SEC		
5. Notice to Proceed (for contractor)		Project Developer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Shall accomplish the Special Permit Application Form together with the other requirements	1.1. Shall receive and check completeness of requirements	None	15-20 minutes	BPLO
	1.2. Shall approve application and issue Tax Order of Payment	None	15-20 minutes	BPLO
2. Shall pay for the amount indicated in the Tax Order of Payment	2.1. Shall receive the payment and issue corresponding official receipts	Based on the Revised Local Revenue Code (2022)	15-20 minutes	MTO Staff (Cashier)
3. Shall sign the logbook and receive the special permit	3.1 Shall approve, print and release Special Permit	None	15-20 minutes	BPLO
TOTAL:			1 hour - 1 hour & 20 minutes	
END OF TRANSACTION				



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Service Specifications:	CERTIFICATE OF NO RECORD			
Office or Division:	Business Permit Licensing Office (BPLO)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Persons engaged in business or undertaking in the Municipality of Cavinti or their authorized representatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Residency/Indigency		Barangay Hall		
2. Photocopy of Valid ID		Business Owner/s		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Shall submit the requirements	1.1. Shall receive and check for existing business and/or delinquency	None	15-20 minutes	BPLO
2. Shall pay for the Certification Fee	2.1. Shall receive the payment and issue corresponding official receipts	Based on the Revised Local Revenue Code (2022)	15-20 minutes	MTO Staff (Cashier)
3. Shall sign the logbook and receive the Certificate	3.1. Shall approve, print and release Certificate	None	15-20 minutes	BPLO
TOTAL:			45 minutes - 1 hour	
END OF TRANSACTION				



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Service Specifications:	PERMIT UPDATE			
Office or Division:	Business Permit Licensing Office (BPLO)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Persons engaged in business or undertaking in the Municipality of Cavinti or their authorized representatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Certificate for Closure for change of address		Barangay Hall		
2. Certificate of Occupancy for New Address Barangay Certificate for New Address		Lessor of Commercial Establishment Barangay Hall		
3. Amended DTI/SEC/CDA (for change of Business)		DTI/SEC/CDA		
4. Deed of Sale/Affidavit of Transfer				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Shall submit the requirements stated above	1.1. Shall receive and verify documents and update the information in eBPLS	None	15-20 minutes	BPLO
2. Shall pay for the Permit Update Fee	2.1. Shall receive the payment and issue corresponding official receipts	Based on the Revised Local Revenue Code (2022)	15-20 minutes	MTO Staff (cashier)
3. Shall sign the logbook and receive the updated business permit	3.1. Shall approve, print and release Updated Business Permit	None	15-20 minutes	BPLO
TOTAL:			45 minutes - 1 hour	
END OF TRANSACTION				



Office of the Municipal Health Officer

Service Specifications:	PROVISION OF MATERNAL CARE (PRE-NATAL CHECK-UP)			
Office or Division:	Office of the Municipal Health Officer			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Everyone who are pregnant			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Mother's baby Booklet		Barangay health facility		
2. Ultrasound and laboratory's record		MHO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present mother's baby or ID of patient for retrieval of record for returning patient. For new patient, present I.D. and fill out information form	RHU triage	None	1-2 minutes	Midwife/ Nurse
2. Vital signs taken by midwife or nurse on duty. Wait for the name to be called for consultation and procedure.	Consultation room	None	3-5 minutes	Midwife/ Nurse
3. When called, go to the consultation room for consultation/ check up	Consultation room	None	3-5 minutes	Midwife/ Nurse
4. After consultation, go to nurse / midwife for the medicine/ prescription/ further instruction.	Consultation room	None	3-5 minutes	Midwife/ Nurse
TOTAL:			17 minutes	
END OF TRANSACTION				



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Service Specifications:	PROVISION OF MATERNAL CARE			
Office or Division:	Office of the Municipal Health Officer			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Everyone who are pregnant			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Mother's baby Booklet		Barangay health facility		
2. Ultrasound and laboratory's record		MHO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present mother's baby or ID of patient for retrieval of record for returning patient. For new patient, present I.D. and fill out information form	Birthing facility triage	None	1-2 minutes	Midwife/ Nurse
2. Vital signs taken by midwife or nurse on duty. Forms prepared for the delivery of new born. Baby book will be collected review of history of patient	Birthing consultation room	None	3-5 minutes	Midwife/ Nurse
3. Patient will be transfer to the delivery room if the patient is in active labor but not fully dilated. She will be monitored and any untoward circumstance will be reported to MHO for possible referral management recover room.	Recovery room	None	Depends on the process of labor	Midwife/ Nurse
4. Patient will be transferred to be delivery room if the patient is fully dilated for delivery of newborn.	Delivery room	None	5-20 minutes	Midwife/ Nurse
5. EINC will be observed and patient will	Recovery room	None	24 hours	Midwife/ Nurse



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be moved back to the recovery room for monitoring and further management.				
6. Midwife/nurse will provide postpartum consultation prior to discharge. NBS will be offered to the parents to newborn after 24 hours of delivery of baby.	Recovery room	None	30 minutes	Midwife/ Nurse
TOTAL:			24 hours and 57 minutes	
<i>END OF TRANSACTION</i>				



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Service Specifications:	PROVISION OF IMMUNIZATION TO BABIES 0-12 MONTHS OLD			
Office or Division:	Office of the Municipal Health Officer			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	0-12 months old			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Baby book/records		Rural Health Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present baby book /records to nurse/ midwife on duty for baseline data.	Consultation room	None	3-5 minutes	Nurse/Midwife
2. Vital signs taken by the nurse /midwife on duty. Wait for the name to be called for vaccination.	Consultation room	None	3-5 minutes	Nurse/Midwife
3. Counselling regarding possible side effects of the vaccine and schedule of next visit.	Consultation room	None	3-5 minutes	Nurse/Midwife
TOTAL:			15 minutes	
END OF TRANSACTION				



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Service Specifications:	PROVISION OF TUBERCULOSIS CONTROL SERVICE			
Office or Division:	Office of the Municipal Health Officer			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Everyone			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Laboratory's done		Rural Health Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present laboratory result including chest x-ray and Gene Xpert . For new patient, present ID and / or fill out information form.	TB DOT'S consultation room	None	1-2 minutes	Nurse
2. Pre-counselling regarding possible new PTB case/ relapse for old patient.	TB DOT'S consultation room	None	3-5 minutes	Nurse
3. When all laboratory examination completed the patient will start his/her treatment.	TB DOT'S consultation room	None	20 minutes	Nurse
TOTAL:			27 minutes	
END OF TRANSACTION				



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Service Specifications:	PROVISION OF OUT-PATIENT CONSULTATION			
Office or Division:	Office of the Municipal Health Officer			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Community for medical consultation			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral from the Barangay Health Station		Rural Health Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present referral from barangay health station and wait for retrieval of records for the patient. For new patient, present ID and / or fill out information form .	RHU triage area	None	1-2 minutes	Nurse/ midwife
2. Vital signs taken by the nurse/midwife on duty. Wait for the name to be called for consultation.	RHU triage area	None	2-3 minutes	Nurse/ midwife
3. When called, go to the doctor's room for consultation/ check.	Doctor's Office	None	5-10 minutes	Doctor
4. After consultation, go to nurse/ midwife for the medicine/ prescription/ further instruction.	Counter	None	2-3 minutes	Nurse/ midwife
TOTAL:			18 minutes	
END OF TRANSACTION				



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Service Specifications:	ISSUANCE OF SANITARY PERMIT			
Office or Division:	Office of the Municipal Health Officer			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All vendors, food handlers and business establishment			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request form from Sanitary Inspector		Rural Health Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present request form from sanitary inspector. For new patient present ID and/or fill out information form.	Second floor of birthing facility	None	10 minutes	Sanitary Inspector
2. Health certificate for an application of a non-food establishment will be released upon availability and will be contacted by the sanitary inspector.	Second floor of birthing facility	None	will be tracted once available	Sanitary Inspector
3. Health certificate for an applicant of a food establishment will be released once the sanitary inspector and the medical doctor signed the certificate and will be contracted by the sanitary inspector once ready for release.	Second floor of birthing facility	None	will be tracted once available	Sanitary Inspector
TOTAL:			10 minutes	
END OF TRANSACTION				



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Service Specifications:	ISSUANCE OF HEALTH CERTIFICATE			
Office or Division:	Office of the Municipal Health Officer			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Community releasing of health certificate			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Laboratories or other documents for health certificate		MHO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present pertinent documents to nurse/ midwife on duty and wait for retrieval of documents and preparation of the medical certificate	RHU triage area	None	1-2 minutes	Nurse/ midwife
2. Vital sign taken by nurse/midwife on duty. Wait for your name to be called for consultation	RHU triage area	None	3-5 minutes	Nurse/ midwife
3. When called, go to the doctor's room for check-up and release of medical certificate	Doctor's Office	None	5-10 minutes	MHO
TOTAL:			12 minutes	
END OF TRANSACTION				



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Service Specifications:	SIGNING OF DEATH CERTIFICATE			
Office or Division:	Office of the Municipal Health Officer			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Alln residents of Cavinti and those who die within the premises of Cavinti, Laguna			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Laboratories or other documents for health certificate		MHO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Relative of the deceased will present medical record of the patient .	RHU triage area	None	1-2 minutes	Nurse/ midwife
2. Doctor's sign death certificate	Doctor's office	None	1-2 minutes	MHO
TOTAL:			4 minutes	
END OF TRANSACTION				



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Service Specifications:	OTHER RELATED MEDICAL SERVICES			
Office or Division:	Office of the Municipal Health Officer			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Community			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Current prescription to the nurse/ midwife on duty		MHO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present prescription to the nurse/ midwife on duty	RHU triage area	None	1-2 minutes	Nurse/ midwife
2. When called, go to the doctor's room for prescription of medicine	Doctor's office	None	1-2 minutes	MHO
TOTAL:			4 minutes	
END OF TRANSACTION				



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Service Specifications:	PROVISION OF IMMUNIZATION SERVICES OF ANTI-RABIES VACCINE			
Office or Division:	Office of the Municipal Health Officer			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Everyone			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Vaccination Card		Rural Health Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Categorization of patient according to severity of bite by nurse/ midwife on duty.	Consultation room	None	3-5 minutes	Nurse/ midwife
2. Wait for the name to be called for vaccination.	Consultation room	None	3-5 minutes	Nurse/ midwife
3. Counselling regarding possible side effects of the vaccine and schedule of next visit.	Consultation room	None	3-5 minutes	Nurse/ midwife
TOTAL:			15 minutes	
END OF TRANSACTION				



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Service Specifications:	PROVISION OF DENTAL CONSULTATION			
Office or Division:	Office of the Municipal Health Officer			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Everyone			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral from the Barangay Health Station		Rural Health Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present referral form from barangay health station and wait retrieval of records for the patient. For new patient, present ID and/ or fill out information form. 2. Vital signs taken by the nurse/ midwife on duty. Wait for the name to be called for consultation and procedure.	RHU triage area	None	1-2 minutes	Nurse/ midwife
2. Vital signs taken by the nurse/ midwife on duty. Wait for the name to be called for consultation and procedure.	RHU triage area	None	2-3 minutes	Nurse/ midwife
3. When called, go to the dental room for	Dental Office	None	5-10 minutes	Dentist
4. After consultation. go to nurse/ midwife for the medicine/ prescription/ further instruction.	Counter	None	2-3 minutes	Nurse/ midwife
TOTAL:			18 minutes	
END OF TRANSACTION				



Municipal Social Welfare and Development Officer

Service Specifications:	DAY CARE SERVICE			
Office or Division:	Office of the Municipal Social Welfare and Development (OMSWD)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Children who are 3 to 4 years old and eleven-month-old			
	* Those whose parents are unable or incapable to care for them under any of the following:			
	a. Both parents work and/or no responsible adult is left to look after the children			
	b. Mothers spend most of their time caring for younger children and doing household chores			
	c. Parents are not emotionally prepared for parenthood, thus cannot take care of their children			
	d. Parents are ill.			
	e. With impatient, abusive and neglectful parents or caretaker			
	f. Parents who have younger children needing personal attention.			
	* Those who lack attention opportunities for intellectual and social stimulation			
	* Those who have no relatives, neighbor and other suitable arrangement for substitute parental care at home			
	* Those who are withdrawn or with some handicaps and can be helped by group experience; and			
	* Those who although malnourished are free from communicable disease			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Birth Certificate		Client		
2. Health Records				
3. Consent for provision of Day Care Service				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



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1. Submission of requirements. Approach the day care worker assigned in your barangay and submit the requirements	1.1. Countercheck the submitted requirements of the parent/guardian	None	10 minutes	Day Care Worker
2. Interview. The client will be interviewed using the interview sheet as the instrument to record the interview	2.1. Conduct interview of the guardian/parents	None	45 minutes	Day Care Worker
3. Sign Consent. The client will be asked to sign the consent for the availment of day care services.	3.1. Prepare consent for the availment of Day Crae Service	None	5 minutes	Day Care Worker
4. Fill-out the initial health record	4.1. Provide Health record for to be filled out by the parent/guardian	None	8 minutes	Day Care Worker
5. Interview of the parent and child. Day Care parent and child will be interviewed based on the checklist in the ECCD.	5.1. Prepare checklist based on ECCD and interview the parent and children	None	45 minutes	Day Care Worker
6. Assignment of Schedule. the child will be assigned to attend session of day care service best fitted to him/her either morning/afternoon.	6.1. Prepare Day Care Service schedule of the registered DCC	None	5 minutes	Day Care Worker
7. The child will stay in the center for 3 to 4 hours to finished their activities	7.1. Conducting session of Day Care Service	None	3 to 4 hours (AM or PM)	Day Care Worker
TOTAL:			4 hours & 58 minutes to 5 hours & 58 minutes	
END OF TRANSACTION				



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Service Specifications:	PRE-MARRIAGE COUNSELING			
Office or Division:	Office of the Municipal Social Welfare and Development (OMSWD)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Couples applying for marriage license where one or both are 18 years old and not above 25 years old			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official receipts indicating the fee for PMC		Client		
2. Birth Certificates				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry. Approach the MSWDO personnel/information desk and inform of your intent to avail pre-marriage counseling	1.1. Conduct initial interview of the client		5 minutes	Information Clerk
2. Registration. Register your name/purpose on the logbook	2.1. Assisting applicants to sign in the client's logbook		3 minutes	Information Clerk
3. Show the official receipt of the payment made in the Municipal Treasurer Office-PMC Counseling Fees	3.1. Check the receipt	Php 300.00	2 minutes	Information Clerk
4. Fill-up the application forms for couple (male & female)	4.1. Providing the PMC application form		2 minutes	Information Clerk
5. Submit the filled-out application form to information desk	5.1. Check the submitted application form		2 minutes	Information Clerk
6. Couple applying for PMC get a copy of Marriage Expectation Inventory and answer the questionnaire	6.1. Provide PMC Marriage Expectation Inventory		5-8 minutes	Information Clerk



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7. Submit the Marriage Expectation Inventory in the information	7.1. Checking of the answered Mariage Expectation Inventory		3 minutes	Information Clerk
8. Schedule of the Marriage Counseling Couple ask the schedule of PMC and inform every second Wednesday of the month, 1:00 pm to 5:00 pm	8.1. Informing the applicants for the schedule of PMC		2 minutes	Information Clerk
9. Attend the Pre-Marriage Counseling Session	9.1. Releasing of Marriage Counseling Certificate		4 hours	MSWDO/MSWDO staff (trained)
TOTAL:		Php 300.00	4 hours & 24 minutes to 4 hours & 27 minutes	
END OF TRANSACTION				



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Service Specifications:	ISSUANCE OF PRE-MARRIAGE COUNSELING CERTIFICATE			
Office or Division:	Office of the Municipal Social Welfare and Development (OMSWD)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Couples attended the Pre-Marriage Counseling			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Couples attended the Pre-Marriage Counseling		Client		
2. Undergone the Pre-Marriage Counseling Session				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1. Prepare Pre-Marriage Counseling Certificate once the PMC was conducted	None	5 minutes	Clerk
	1.2. Approval and signing of the Certificate	None	5 minutes	MSWDO
	1.3. Issuance of PMC Certificate	None	5 minutes	Clerk
TOTAL:		None	15 minutes	
END OF TRANSACTION				



Service Specifications:	PARENT EFFECTIVENESS SERVICE			
Office or Division:	Office of the Municipal Social Welfare and Development (OMSWD)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	1. Parent/Guardians/Caregiver of 0-6 years old who lacks knowledge and skills or who have ineffective parenting skills			
	2. Day Care Parents			
	3. Supplementary Feeding Parents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. General Intake Sheet				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire to the clerk and sign in the logbook	1.1. Assist the clients and ask him/her to sign into the logbook	None	3 minutes	Clerk
2. Coordinate with the Family and Community Welfare Coordinator regarding the Parents Effectiveness	1.2. Providing schedule for PES	None	3 minutes	Family & Community Welfare Coordinator
3. Interview/Assessment/Evaluation. Participate in filing up General Intake form and Parents Effectiveness Service	3.1 Conduct interview with the applicants of PES	None	30 minutes	Family & Community Welfare Coordinator
4. Inquire schedule of Parents Effectiveness Service and Place	4.1. Inform client of the schedule of PES	None	3 minutes	Family & Community Welfare Coordinator
5. Attend organizational meeting	5.1. Prepare pertinent task related to the meeting and facilitate the said meeting	None	1-2 hours	Family & Community Welfare Coordinator



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6. Attend and Participate in Parents Effectiveness Service teaching and learning activities (13 sessions)	6.1 Provide PES teaching & learning activities	None	3-4 hours session	Family & Community Welfare Coordinator
TOTAL:		None	4 hours & 39 minutes - 5 hours & 39 minutes	
<i>END OF TRANSACTION</i>				



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Service Specifications:	RESPONSIBLE PARENTHOOD SERVICE			
Office or Division:	Office of the Municipal Social Welfare and Development (OMSWD)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	1. Individuals and/or couples of reproductive age (18 yrs. old and above) needing or lacking access to information on child spacing and planned family size			
	2. Couples of reproductive ages with psycho-social barriers to plan the family			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished registration form		MSWDO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire/Coordinate with the assigned personnel	1.2. Assist the client and ask him/her to sign into the logbook	None	3 minutes	FCW Coordinator Social Welfare Aide
2. Coordinate with Family & Welfare Coordinator/Social Welfare Aide regarding responsible parenthood	2.1. Provide schedule for RPS and registration form	None	3 minutes	FCW Coordinator Social Welfare Aide
3. Fill-out registration form	3.1. Upon accomplishing the form the client/s will be informed of the schedule of RPS	None	10 minutes	FCW Coordinator Social Welfare Aide
4. Attend Responsible Parenthood Service		None	2-3 hours	FCW Coordinator Social Welfare Aide
TOTAL:			2 hours & 16 minutes to 3 hours & 16 minutes	
END OF TRANSACTION				



Service Specifications:	RESPONSIBLE PARENTHOOD SERVICE			
Office or Division:	Office of the Municipal Social Welfare and Development (OMSWD)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	1. Parents left alone with the responsibility of parenthood due to:			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<i>A. DEATH OF SPOUSE</i>				
1. Birth Certificate/s of the child or children	Client			
2. Marriage certificate				
3. Death Certificate of Spouse				
4. Sworn affidavit declaring that the solo parent is not cohabiting with a partner or co-parent, and has a sole parental care and support of the child or children.				
5. Affidavit of a barangay official attesting that the solo parent is a resident of the barangay and that the child or children is/are under parental care and support of the Solo Parent				
<i>B. PHYSICAL AND MENTAL CAPACITY OF SPOUSE AS CERTIFIED BY PUBLIC MEDICAL PRACTITIONER</i>				
1. Birth Certificate/s of the child or children			Client	
2. Marriage certificate				
3. Medical records, medical abstract or a certificate of confinement in the National Center for mental Health or any medical Hospital or facility confinement of the incapacitated spouse should not more				



than three (3) months before the submission, or a valid person			
4. Sworn affidavit declaring that the solo parent is not cohabiting with a partner or co-parent, and has a sole parental care and support of the child or children.			
5. Affidavit of a barangay official attesting that the solo parent is a resident of the barangay and that the child or children is/are under parental care and support of the Solo Parent with Disability ID.			
<i>C. IMPRISONMENT OF SPOUSE FOR AT LEAST ONE YEAR</i>			
1. Birth Certificate/s of the child or children		Client	
2. Marriage certificate			
3. Certificate of Detention or a certification that the spouse is serving sentence for at least (3) months issued by the law-enforcement agency having custody of the detained spouse or commitment order by the court pursuant to a conviction of the spouse.			
<i>D. LEGAL OR DE FACTO SEPARATION FROM SPOUSE FOR AT LEAST ONE YEAR</i>			
1. Birth Certificate/s of the child or children			Client
2. Marriage certificate			
3. Judicial decree of legal separation of the spouses or, in the case of de facto separation, an affidavit of two (2) disinterested persons attesting to the fact of separation			



of the spouses	
4. Affidavit of a barangay official attesting	
that the solo parent is a resident of the	
barangay and that the child or children	
is/are under parental care and support	
the Solo Parent	
<i>E. ABANDONMENT OF SPOUSE FOR ATLEAST ONE YEAR</i>	
1. Birth Certificate/s of the child or children	Client
2. Marriage certificate or affidavit of the	
applicant is solo parent	
3. Affidavit of two (2) disinterested persons	
attesting to the fact of abandonment of	
the spouse	
<i>F. A WOMAN WHO GAVE BIRTH AS THE RESULT OF RAPE AND CRIMES AGAINST CHASTITY, PROVIDED THE WOMAN KEEPS & RAISE HER CHILD</i>	
1. Birth Certificate/s of the child or children	Client
2. Complaint Affidavit	
3. Medical Record on the incident of rape	
4. Sworn affidavit declaring that the solo	
parent has the sole parental care and	
support of the child or children at the	
time of the execution of affidavit. Provi-	
ded, that for the purposes of issuance of	
subsequent SPIC and booklet, only sworn	
affidavit shall be submitted every year, &	
5. Affidavit of a barangay official attesting	
that the solo parent is a resident of the	
and that the child or children is/are	
under parental care and support of the	



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Solo Parent		
<i>G. UNMARRIED MOTHER OR FATHER WHO HAS PREFERRED TO KEEP AND CARE FOR THE CHILD</i>		
1. Birth Certificate/s of the child or children	Client	
2. Certificate of No Marriage (CENOMAR)		
3. Sworn affidavit declaring that the solo parent is not cohabiting with a partner or co-parent, and has a sole parental care and support of the child or children.		
4. Affidavit of a barangay official attesting that the solo parent is a resident of the barangay and that the child or children is/are under parental care and support of the Solo Parent		
<i>H. ANY INDIVIDUAL OR PERSON WHO SOLELY PROVIDED PARENTAL CARE AND SUPPORT TO A CHILD PROVIDED HE/SHE IS DULY LICENSED FOSTER PARENT OF DSWD OR DULY APPOINTED LEGAL GUARDIAN BY THE COURT THROUGH ADOPTION</i>		
1. Birth Certificate/s of the child or children		Client
2. Proof of guardianship, such as the decision granting legal Guardianship issued by a court, proof of adoption, such as the Decree of adoption issued by a court, or order of Adoption issued by the DSWD or the National Authority on Child Care (NACC); Proof of Foster Care such as the Foster Parent License issued by the DSWD or the NACC		
3. Sworn affidavit declaring that the solo parent is not cohabiting with a partner or co-parent, and has a sole parental care		



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and support of the child or children.				
4. Affidavit of a barangay official attesting				
that the solo parent is a resident of the				
barangay and that the child or children				
is/are under parental care and support of the Solo Parent				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Application/Intake Interview. Solo Parent shall file an application at the Municipal Social Welfare & Development Office having jurisdiction over his/her residence supported by the following requirements as required.	1.1. Conduct interview of the Solo Parent Applicant	None	5 minutes	Solo Parent Coordinator
2. Assessment. Aside from an interview by a Social Worker/Social Welfare Assistant/Social Welfare Aide/Staff & etc., home visit and gathering collateral information shall also be conducted. If the applicant is deemed not qualified under the provision of the Solo Parent Act, the applicant shall be referred to the appropriate agency for assistance. After completion of the data needed, the Social Workers/SW Assistant/Social Welfare Aide professional assessment of the applicant & recommendation for appropriate services.	2.1. Conduct home visit to the client	None	2-3 days	Social Welfare Aid



<p>3. Issuance of Solo Parent Identification Card. Upon the favorable evaluation. The applicant shall be issued a solo parent identification card duly signed by the service provider after 30 days of filing. If an ID is not available, a certificate of eligibility may be issued by MSWDO provided that the assessment process has been completed.</p>	<p>3.1. Prepare and release the SOLO Parent ID or Certificate of Eligibility if an ID is not available</p>	<p>None</p>	<p>10 minutes</p>	<p>Solo Parent Coordinator & Social Welfare Aide</p>
<p>4. Application for benefits from agencies/organization. The solo parent shall directly go to the agency providing the benefit to solo parents bringing with him/her identification card issued by the MSWDO. The Solo Parent under the necessary/required qualifying process in availing specific benefits from each agency. Likewise, requirements set forth by the agency must be complied. If required, a referral letter shall be forwarded by the MSWDO staff to the agency. the social case study is confidential and shall be kept as unless necessary and requested by the agency. For granting of parental leave, solo parent may directly apply in their employer for availment of said benefits, provided a solo parent ID is presented.</p>	<p>4.1. Referring Solo Parent to the other agencies/organization for the availment of benefits.</p>	<p>None</p>	<p>1 hour</p>	<p>Social Welfare Aide/Solo Parent Coordinator</p>
	<p>4.2. Check the requirements submitted by the applicant</p>		<p>10 minutes</p>	
	<p>4.3. Prepare Social Case Study Report of the client</p>		<p>5 minutes</p>	
<p>TOTAL:</p>			<p>2 days 1 hr & 30 mins - 3 days 1 hr & 30 mins</p>	



END OF TRANSACTION

Service Specifications:	COMMUNITY VOLUNTEER RESOURCE DEVELOPMENT (CVRD)			
Office or Division:	Office of the Municipal Social Welfare and Development (OMSWD)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Any person who are interested to give free service for Youth, FHONA, Women, Differently Abled Person and Elderly			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Birth Certificate		Client		
2. Medical Certificate				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report to the MSWDO and sign in the logbook	1.1. Assist clients in signing the logbook	None	3 minutes	Clerk
2. Coordinate with the FCW Coordinator regarding Community Volunteers for Resource Development (CVRD)	2.1. Conduct initial interview with the participants	None	5 minutes	FCW Coordinator
3. Interview and Assessment. Participate in filing up CVRD membership sheet form	3.1. Provide membership sheet for, of CVRD	None	15 minutes	FCW Coordinator
4. Master list of Community Volunteers including/entering of qualified community volunteers' data to master list form	4.1. Preparing schedule of volunteerism	None	5 minutes	FCW Coordinator
5. Schedule of Volunteerism. Ask for the schedule and nature if community volunteer works	5.1 Preparing schedule of volunteerism	None	5 minutes	FCW Coordinator/MSWDO



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6. Attend to volunteerism participatory/leadership/community volunteer works	6.1. Conducting volunteerism participatory/leadership/volunteer works	None	1-2 hours	FCW Coordinator/MS WDO
TOTAL:		None	1 hour & 28 minutes - 2 hours & 28 minutes	
END OF TRANSACTION				



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Service Specifications:	SELF-EMPLOYED ASSISTANCE (Capital Assistance)			
Office or Division:	Office of the Municipal Social Welfare and Development (OMSWD)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Beneficiaries are those: Youth, Women, Elderly, Abled Person, FHONA			
	1. Whose monthly income is below the poverty line			
	2. Who are physically and mentally fit			
	3. Who are 16 years old and above			
	4. Of good moral character			
	5. Who have resided in their Barangay for at least 6 months			
	6. Willing to improve their economic status and with positive work attitude and habits			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. General Intake Sheet		Client		
2. Barangay Certificate stating the residency and Endorsement				
3. Medical Certificate (for food related project)				
4. Undergo Basic Business Management Skills Training				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Application. Submit your application form to OMSWD which will identify the receipts. Applicants may be required to attend meeting assisted by the Social Welfare Assistant/Social Welfare Aide	1.1. Check the application form and conduct meeting/orientation to applicants	None	5 minutes	Clerk/Social Welfare Assistant



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2. Interview/Assessment. Applicants will be interviewed for background check.	2.1. Conduct interview and background check	None	2 hours	Social Welfare Assistant
3. Orientation and Training	3.1. Provide orientation on SEA & training on Basic Business Management Skills Training & Practical Skills Development	None	1-2 days	Clerk/Social Welfare Assistant/Social Welfare Aide/MSWDO
4. Fill-up SEA availment form/agreement to rollback/certificate of eligibility. Come up with a case plan, feasibility study and project proposal & recommend it for approval to Municipal Mayor	4.1. Provide SEA availment form/certificate of eligibility. Assisting in preparing Case Plan, Feasibility Study & project proposal	None	3 hours	MSWDO
	4.2. Prepare all documents (Obligation Request & Disbursement Voucher	None	2 days	
	4.3. Release of Financial Assistance	None	10 minutes	MSWDO/Municipal Mayor
TOTAL:		None	3 days 5 hours & 15 minutes - 4 days 5 hours & 15 minutes	
END OF TRANSACTION				



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Service Specifications:	MATERNAL AND CHILD CARE SKILLS DEVELOPMENT			
Office or Division:	Office of the Municipal Social Welfare and Development (OMSWD)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Socially disadvantage women 18-15 years old with limited or no skills in personal care and/or child with limited or no opportunities and resources to enable them to gain knowledge and skills in personal care; and or burdened by care of their children 0-6 years old because of large family size problems of ill health and home management			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Barangay Certificate (stating the residency and indigency of the client)			Client	
<i>NOTE: maximum of 15 participants per session</i>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register for the training. Sign in the logbook and clarificatory inquiries	1.1. Assist clients to sign in the logbook and ask them to sill-out the survey form to determine their needs	None	3 minutes	Clerk
2. Fill-out the survey	2.1. Consolidate the survey and rank them according to the priority need of the women	None	3-4 hours	Social Welfare Aide
	2.2. Group the clients based on their specified needs and will be scheduled per module for the availment of program for women	None	1-2 hours	Social Welfare Aide
	2.3. Conduct modular packages for women	None	2-3 hours	Social Welfare Aide/MSWDO
TOTAL:		None	6 hrs & 3 mins - 9 hours & 3 minutes	
END OF TRANSACTION				



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Service Specifications:	EMERGENCY SHELTER ASSISTANCE			
Office or Division:	Office of the Municipal Social Welfare and Development (OMSWD)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	a. Family whose monthly income is below the food threshold			
	b. Those whose houses were partially destroyed by natural or man-made disasters and have lifted resourced to repair their shelter units.			
	c. Those whose houses were totally destroyed but to not meet the criteria for Core Shelter Assistance.			
	d. Those who's partially destroyed houses to be repaired are not located in high-risk areas such as shorelines, river banks, near the dam and low-lying areas which are easily flooded.			
	e. Priority will be given to beneficiaries in cluster to promote mutual assistance, collaborate labor and transfer of technology of hazard resistant features of shelter.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Picture of damaged house or typhoon		Client		
2. Medical certificate (if injured)				
3. Police Report				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Office of the Municipal Social Welfare and Development make clarificatory inquiries and submit all necessary requirements	1.1. Assist walk-in applicants and answer all their inquiries.	None	10 minutes	Information Clerk
	1.2. Assist them in the registration (signing the client logbook) and check all the submitted requirements	None	5 minutes	Disaster Coordinator
	1.3. Conduct interview and assessment of clients to identify their presented problems and needs	None	35 minutes	Disaster Coordinator/Social Welfare Aide/Social Welfare Assistant



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	1.4. Conduct home visitation to further confirm the situation	None	4 hours	Disaster Coordinator/Social Welfare Aide/Social Welfare Assistant
	1.5. Prepare application form for rehabilitation aid/certificate and ask the applicant to fill it out	None	1 hour	Disaster Coordinator/Social Welfare Aide/Social Welfare Assistant
2. Hand over the accomplished application form	2.1. Received the accomplished application form and forward it to the Department Head for his recommending approval before it will be forwarded to the LCE for his final approval	None	5 minutes	MSWDO
	2.2. Process all documents for financial assistance and advise applicants that the process may take 4 to 8 days before the issuance of financial aid.	None	1 hour	Clerk
	2.3. Released the financial assistance	None	15 minutes	MSWDO/Municipal Mayor
	TOTAL:	None	7 hours & 10 minutes	
END OF TRANSACTION				



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Service Specifications:	ASSISTANCE TO INDIVIDUAL IN CRISIS SITUATION (AICS) <i>(Financial Assistance shall be confined only to the following Emergency Need: Food, medicine (not available in the RHU) Transportation, Clothing)</i>		
Office or Division:	Office of the Municipal Social Welfare and Development (OMSWD)		
Classification:	Simple		
Type of Transaction:	G2C		
Who may avail:	Individuals whose family income is below threshold and are:		
	a. Stranded due to natural and man-made disasters and other unforeseen incidents		
	b. In crisis due to absence of income brought about by sudden layoffs, illness, death of the breadwinner and etc.		
	c. Whose family member died and cannot afford burial and other incidental expenses.		
	d. Injected squatters and evacuees going back home to province and other areas		
	e. Disabled person needed transportation/food assistance while undergoing physical restoration		
	f. Individuals/families in crisis situation		
	g. Rebel returnee in need of immediate assistance		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Supporting documents for limited financial/			
materials shall consist of:			
1. Intake sheet			
2. Case Finding Report			
3. Certificate of Eligibility			
4. Death Certificate (in case of burial assistance for Christians), Brgy. Certificate in case Muslims.			
5. Certificate from RHU that medicine is not available to them			
6. Medical Certificate, Prescription of Medicines & Laboratory Requests in case of medical assistance			



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7. Referral letter, if available				
8. Brgy. Certificate (stating the resident/ indigent in crisis situation				
9. Valid ID's				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Office of the Municipal Social Welfare Development Officer to make clarificatory inquiries.	1.1. Assist the client and ask him to sign/register in the logbook.	None	10 minutes	Social Welfare Assistant/Social Welfare Aide
2. Submit all the requirements	2.1. Received the requirements and conduct interview to assess the problem and identify the primary needs of the client	None	40 minutes	Social Welfare Aide
	2.2. Conduct home visit to get more information of the client	None	2 hours	Social Welfare Aide
	2.3. Facilitate, prepare and process documents needed (Preparing AICS Kahilingan & Certificate of Indigency	None	1 hour	Social Welfare Aide Clerk
	2.4. Forward the documents to the OMSWD Head for signature	None	3 minutes	MSWDO
	2.5. Forward the documents to the Office of the Mayor for his approval and signature	None	10 minutes	Municipal Mayor
	2.6. Assist the client for the release of financial assistance at MTO	None	5 minutes	Social Welfare Aide/Clerk
3. Sign the acknowledgement receipt of the financial assistance		None	5 minutes	Social Welfare Aide/Municipal Treasurer
TOTAL:			4 hours and 3 minutes	
END OF TRANSACTION				



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Service Specifications:	ISSUANCE OF SOCIAL CASE STUDY REPORT (Certificate of Indigency and Referral)		
Office or Division:	Office of the Municipal Social Welfare and Development (OMSWD)		
Classification:	Simple		
Type of Transaction:	G2C		
Who may avail:	Individual/Family in Crisis Situation		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
A. For Social Case Study Report			
<i>For Hospital Bill:</i>			
1. Barangay Certificate			
2. Clinical Abstract/Doctor's Certificate			
3. Hospital Bill			
4. Valid ID			
<i>For outpatient for laboratory, CT Scan, chemotherapy, dialysis and other assistance:</i>			
1. Medical Certificate			
2. Request from physician			
3. Formal Costing			
4. Valid ID			
<i>For Government/Private Hospital:</i>			
1. Barangay Certificate (stating the residency and indigency of the client)			
2. Certification of non-property from Municipal Assessor's Office			
3. Medical Certificate/Referral of Doctor			
B. For Client of Indigency			
<i>For Public Attorney's Office (PAO):</i>			
1. Barangay certificate (stating the resi-			



dency and indigency of the client)				
For Educational Assistance:				
1. Barangay certificate (stating the resi-				
dency and indigency of the client)				
2. Form 138				
3. Recommendation letter from Muni-				
cipal Mayor				
C. Referral letter for confinement to hospital RHU/PNP/Private Clinic and other line Agencies:				
1. Barangay certificate (stating the resi-				
dency and indigency of the client)				
2. Medical Certificate				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Office of the Municipal Social Welfare and Development Office requesting for assistance/inquiries.	1.1. Assist the clients registering his/her name on the logbook and answer all queries.	None	15 minutes	Clerk
	1.2. Conduct Interview and Assessment	None	35 minutes	Clerk
	1.3. Conduct a home visit to gather additional information	None	3-4 hours	Social Welfare Assistant/Social Welfare Aide
	1.4. Prepare Social Case Study Report, Certificate of Indigency and referral	None	1 hr. 17 min. - 1 hr. 25 min.	Social Welfare Assistant/Social Welfare Aide/Clerk
	1.5. Review and approval of the SCSR, Certificate of Indigency and referral	None	5 minutes	MSWDO



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	1.6. Release of the approved SCSR, Certificate of Indigency and referral	None	2-3 minutes	MSWDO/Clerk
	TOTAL:	None	5 hr. 14 min. - 6 hr. 14 min.	
<i>END OF TRANSACTION</i>				



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Service Specifications:	ISSUANCE OF IDENTIFICATION CARD AND PURCHASED BOOKLET TO DIFFERENTLY ABLED PERSON			
Office or Division:	Office of the Municipal Social Welfare and Development (OMSWD)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Any bonafide PWD with permanent disabilities due to any one or more of the following conditions:			
	a) Speech and Hearing conditions			
	b) Persons suffering from disabling diseases resulting to limitations to do day-to-day activities as normally as possible such as but not limited to those;			
	i. undergoing dialysis			
	ii. heart disorders			
	iii. severe cancer cases and such other similar cases			
	c) Resulting to temporary or permanent disability			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Two 1x1 recent ID pictures with names, and signatures or thumb at the back of the picture.		Client		
2. One (1) valid ID				
3. Documents to confirm the medical or disability condition				
a) For clients with apparent-disability:				
i. Medical Certificate		Licensed/Private or Government Physician		
ii. School Assessment		Licensed Teacher duly signed by the School Principal		
iii. Certificate of Disability		Head of Business Establishment/NGO		
b) For clients with non-apparent disability:				
i. Medical Certificate		Licensed/Private or Government Physician		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



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1. Proceed to the Office of the Municipal Social Welfare and Development Office for inquiries.	1. Assist clients by answering inquiries and signing on the client logbook.	None	15 minutes	Clerk
	1.2. Advised clients of all the necessary requirements.	None	3-5 minutes	Clerk/Social Welfare Aide
2. Submit all requirements	2.1. Check the submitted documentary requirements	None	5 minutes	Clerk/Social Welfare Aide
	2.2. Conduct of interview	None	3 minutes	Clerk/Social Welfare Aide
	2.3. Have the client fill-out the Person with Disability Registration Form (PWD-RF) to gather information's and determine what type of disability the client have.	None	3 minutes	Clerk/Social Welfare Aide
	2.4. Preparation of PWD ID Card and purchase booklet	None	5 minutes	Clerk/Social Welfare Aide
	2.5. Signing of PWD ID Card	None		MSWDO
	2.6. Approval and signing of PWD	None	5 minutes	Municipal Mayor
	2.7. Release of PWD ID Card and Purchase Booklet	None	3 minutes	Clerk/Social Welfare Aide
TOTAL:		None	42 minutes - 44 minutes	
END OF TRANSACTION				



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Service Specifications:	ASSISTANCE TO PHYSICAL RESTORATION			
Office or Division:	Office of the Municipal Social Welfare and Development (OMSWD)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Person with Disability who:			
	a) are unable to provide themselves with devices and specialty services due to lack of financial resources;			
	b) are with psychological barriers or misconceptions about disability restorative procedures and assistive devices;			
	c) have impairment or disability which can improve by medical intervention and assistive devices;			
	d) elderly persons who can benefit from medical interventions such as: surgery (e.g., cataract extraction) or use of wheelchairs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certification from the Doctors or attending physician that the client needs assistant or restorative aid.		Physicians		
2. Barangay certificate (stating residency and indigency of client)		Barangay the client resides in		
3. Picture (Body Picture)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register and submit requirements	1.1. Assist clients in the registration	None	10 minutes	Clerk
	1.2. Interview the client to assess his/her needs	None	30 minutes	Social Welfare Aide/Social Welfare Assistant



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	1.3. Schedule and conduct home visit to further assess the problem presented by the client	None	1-2 hours	Social Welfare Aide
	1.4. Prepare SCSR, project proposal, purchase request of restorative aide device/s	None	3 days	Social Welfare Aide/Clerk
	1.5. Approval and signing of request	None	3 minutes	Clerk/MSWDO
	1.6. Processing of documents	None	1-2 days	Social Welfare Aide/Clerk
	1.7. Purchase of devices/gadgets	None	4 hours	Social Welfare Aide
	1.8. Inform the client of the schedule of release/issuance	None		
2. Sign the acknowledgement receipt	2.1. Assist the client in signing the acknowledgement receipt	None	1-2 hours	Social Welfare Aide/MSWDO/Municipal Mayor
	TOTAL:	None	1day 6 hrs. 43 mins. - 2 days 8 hrs. 43 mins.	
END OF TRANSACTION				



Office of the Municipal Agriculturist

REGISTRATION OF DOG/CAT AND ANTI-RABIES VACCINATION

Rabies cannot be cured but it is preventable through dog vaccination which can be availed at the Office of the Municipal Agriculturist in coordination with the Provincial Veterinarian.

Office or Division	Office of the Municipal Agriculturist			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may Avail	Pet Owners (Walk-in Clients)			
Checklist of Requirements		Where to Secure		
MAO AR Service Request Slip Official Receipt for Services		Municipal Treasury Office		
Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
Inquire and request for services at DA's Office	Check if patient is ready to receive vaccine, inform the handler/owner.	none	2 minutes	DA Livestock Technician
Proceed to the designated payment window of the Municipal Treasurer for payment	Received payment and issued official receipt	150.00/animal	5 minutes	Revenue Collector
Present official receipt	Administer Anti-rabies vaccine	none	2 minutes	DA Livestock Technician
Fill-up patient-client information form	Receive and review information form	none	3 minutes	DA Livestock Technician
Secure Vaccination card and Tag	Issue vaccination card and tag of duly vaccinated patient Clientele Education	none	2 minutes	DA Livestock Technician
Total:		150.00/animal	15 minutes/animal	
<i>END OF TRANSACTION</i>				



ANTI-RABIES MASS VACCINATION

Rabies cannot be cured but it is preventable through dog vaccination and public awareness on the importance of having pets vaccinated against rabies. This service is a form of anti-rabies campaign conducted by the Office of the Municipal Agriculturist in coordination with the Provincial Veterinary.

Office or Division	Office of the Municipal Agriculturist			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may Avail	Barangays / NGOs			
Checklist of Requirements		Where to Secure		
Request Letter		Client		
Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
Submit Letter Request to OMA office	Receive letter request	none	2 minutes	DA Livestock Technician
(If client will not provide vaccination supplies)	Check availability of vaccination supplies	none	2 minutes	DA Livestock Technician
In cases client will provide vaccines	Check record of last vaccination conducted in the barangay	none	2 minutes	DA Livestock Technician
Wait for the Schedule of Mass Vaccination	Set the schedule and station locations of the mass vaccination	none	10 minutes	DA Livestock Technician
Confirmation of Mass Anti-rabies Vaccination Activity	Furnish the client confirmation slip	none	4 minutes	Municipal Agriculturist
Total:		none	20 minutes	



Conduct of the Anti-rabies Mass Vaccination Service				
Register Dog and Cat at the Barangay	Conduct vaccination	none	3 minutes/ animal	Provincial Technician/ Veterinarian/ DA Livestock Technician
	Record Client and Pet information	none	2 minutes/ animal	DA Livestock Technician / AT
	Provide Technician advice	none	5 minutes	Provincial Technician/ Veterinarian/ DA Livestock Technician
Total:		none	10 minutes/ animal Processing time per activity depends on the number of pets to be vaccinated	
END OF TRANSACTION				



ANIMAL TREATMENT AND CHECK-UP

Veterinary services are rendered to ensure and promote animal health as well as the owner's welfare. These services include diagnosis and treatment of prevailing diseases, vitamins administration, iron injection, castration, and deworming. (In coordination with the Provincial Veterinary)

Office or Division	Office of the Municipal Agriculturist			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may Avail	Farmers/ Livestock Raisers			
Checklist of Requirements		Where to Secure		
Photo of animal (in some cases)		Client		
Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
Log-in to Animal Treatment Request and Provide information	Receive client's information, analyze the situation. Coordinate with Veterinarians of the Office of the Provincial Veterinarian Facilitate Travel Order and reserve service vehicle.	none	20 minutes	DA Livestock Technician
In cases of emergency, pick up DA Livestock Technician.	Respond to client's request Conduct animal treatment	none	20- 60 minutes	DA Livestock Technician
	Total:	none	20 - 60 minutes	
END TRANSACTION				



LARGE ANIMAL ARTIFICIAL INSEMINATION

Veterinary services are rendered in coordination with the Provincial Veterinary to promote Carabao Breed Upgrading in Cavinti.

Office or Division	Office of the Municipal Agriculturist			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may Avail	Barangays / NGOs			
Checklist of Requirements		Where to Secure		
Request Letter with Number of Animals		Client		
Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
Submit Letter Request to OMA office	Receive letter request	none	2 minutes	DA Livestock Technician
	Coordinate with Veterinarians of the Office of the Provincial Veterinarian Facilitate Travel Order and reserve service vehicle	none	20 minutes	DA Livestock Technician
Wait for the Schedule of Artificial Insemination	Set the schedule and station locations of the AI	none	10 minutes	DA Livestock Technician
Confirmation of Mass Artificial Insemination	Furnish the client confirmation slip	none	4 minutes	Municipal Agriculturist
Total:		none	20 minutes	
END OF TRANSACTION				



Conduct of the Artificial Insemination Service				
Register Large Animals	Conduct AI	none	15 minutes/ animal	Provincial Technician/ Veterinarian/ DA Livestock Technician
	Record Client information	none	2 minutes/ animal	DA Livestock Technician / AT
	Provide Technician advice	none	5 minutes	Provincial Technician/ Veterinarian/ DA Livestock Technician
Total:		None	20 minutes/ animal Processing time per activity depends on the number of pets to be vaccinated	
END OF TRANSACTION				



LIVESTOCK DEWORMING

One of the veterinary services that are rendered to ensure and promote animal health as well as the owner's welfare is livestock deworming. This is conducted in coordination with the Provincial Veterinarian.

Office or Division	Office of the Municipal Agriculturist			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may Avail	Barangays / NGOs			
Checklist of Requirements		Where to Secure		
Request Letter with Number of Animals		Client		
Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
Submit Letter Request to OMA office	Receive letter request	none	2 minutes	DA Livestock Technician
	Coordinate with Veterinarians of the Office of the Provincial Veterinarian Facilitate Travel Order and reserve service vehicle	none	20 minutes	DA Livestock Technician
Wait for the Schedule of Deworming	Set the schedule and station locations of the Deworming	none	10 minutes	DA Livestock Technician
Confirmation of Deworming	Furnish the client confirmation slip	none	4 minutes	Municipal Agriculturist
Total:		none	20 minutes	
END OF TRANSACTION				



Conduct of the Artificial Insemination Service				
Register Large Animals	Conduct Deworming	none	10 minutes/ animal	Provincial Technician/ Veterinarian/ DA Livestock Technician
	Record Client information	none	2 minutes/ animal	DA Livestock Technician / AT
	Provide Technician advice	none	3 minutes	Provincial Technician/ Veterinarian/ DA Livestock Technician
Total:		none	15 minutes/ animal	
END OF TRANSACTION				



LARGE ANIMAL BRANDING AND REGISTRATION

Large animals such as horse, cow and carabaos are registered in the Office of the Municipal Agriculturist. This is a way of inventory of large animals in Cavinti and provides identification and security to large animal owners.

Office or Division	Office of the Municipal Agriculturist			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may Avail	Farmers/ Large Animal Owners			
Checklist of Requirements		Where to Secure		
Animal Registration Form		Municipal Treasury Office		
Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
Inquire and request for services at DA's Office	Check if animal is ready for branding.	none	2 minutes	DA Livestock Technician
Proceed to the designated payment window of the Municipal Treasurer for payment	Received payment and issued official receipt.	50.00/animal	5 minutes	Revenue Collector
	Schedule Animal Branding			DA Livestock Technician/ Farm worker
Present official receipt	Administer Animal Branding	none	30 minutes	
Fill-out Animal information form	Receive and review information form	none	5 minutes	DA Livestock Technician/ Farm worker
Secure duly signed Animal Registration	Issue duly signed Animal Registration Form	none	3 minutes	MAO
Total:		200.00/animal	45 minutes/ animal	
END OF TRANSACTION				



VEGETABLE SEEDS DISTRIBUTION

The Municipal Agriculture Office provides packets and packs of vegetable seeds. The Agricultural Technologists assigned to the particular barangay may provide the information and conduct an ocular inspection to the area where the seeds are to be planted. Continuous monitoring will be done by the technician to assure that the given seeds were planted.

Office or Division	Office of the Municipal Agriculturist			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may Avail	Farmers Cooperatives Schools			
Checklist of Requirements		Where to Secure		
Seeds Request Form or Letter Request		Office of the Municipal Agriculturist Client		
Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
Submit Letter Request to OMA office/ Seeds Request Form	Receive letter request / Request Form	none	3 minutes	DA HVCDP Technician
In cases of large areas/ semi- commercial farmers	Conduct ocular inspection	none	1 hour	DA HVCDP Technician
Receive requested seeds.	Provide requested seeds (depends on availability)	none	2 minutes	DA HVCDP Technician/ MAO
Total		None	5 minutes to 1hr depending on the request	
END OF TRANSACTION				



VEGETABLE SEEDLINGS DISTRIBUTION

The Municipal Agriculture Office provides ready to plant seedlings to farmers, organizations, schools, puroks, and households to promote high value crop farming and food security.

Office or Division	Office of the Municipal Agriculturist			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may Avail	Farmers / Cooperatives/ Schools/ Puroks/ Households			
Checklist of Requirements		Where to Secure		
Seedlings Request Slip or Letter Request		Office of the Municipal Agriculturist Client		
Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
Submit Letter Request to OMA office/ Seeds Request Form	Receive letter request / Request Slip	none	2 minutes	DA HVCDP Technician/ DA staff
	Check availability of seeds/ inputs	None	3 minutes	DA HVCDP Technician/ DA Nursery staff
Receive and confirm approved request slip	Approve Request Slip/ Request Letter with schedule of release of seedlings at Municipal Nursery	none	5 minutes	MAO/ DA HVCDP Technician
Wait for Nursery staff SMS/CALL for release of seedlings	Propagate Seedlings requested at	None	10-20 days depending on the type of	DA Nursery Staff/ Farm worker



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	Municipal Nursery Nursery staff will call client if seedlings are available for release		crop and quantity	
Receive requested seedlings	Provide requested seedlings	none	5 minutes	DA Nursery Staff/ Farm worker
Total		None	10 minutes to confirm request; 10-20 days to obtain request depending on the quantity and type of crop	
END OF TRANSACTION				



AVAILMENT OF KNAPSACK SPRAYER / P.E. HOSE AND OTHER INTERVENTIONS & TECHNICAL ASSISTANCE

Various agricultural supplies are given to marginal farmers/ group of farmers in order for them to continue their farm activities and give them the chance to have a source of income.

Office or Division	Office of the Municipal Agriculturist			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may Avail	Farmers/ Organization/ Cooperatives			
Checklist of Requirements		Where to Secure		
Request Form		Office of the Municipal Agriculturist		
Letter Request		Client		
Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
Submit Letter Request to OMA office/ Seeds Request Form	Receive letter request / Request Form	none	3 minutes	DA Technician
	Record farmer's data and provide their requested item. Conduct on-site monitoring	none	5 minutes 30 minutes	DA Technician
Wait for availability of requested intervention	Inform farmer on the availability	none	1 hour	DA Technician
Receive requested intervention.	Provide requested intervention (depends on availability)	none	5 minutes	MAO/ DA Technician
Total		None	5 minutes to 1hr depending on the request	
END OF TRANSACTION				



VALUATION OF TREES

The Technologist assigned to a particular barangay together with the Department of Agrarian Reform (DAR) staff conducts an ocular inspection to the area being requested and validates the age and number of each fruit trees in the area. The Technologist will make a certificate of valuation with the corresponding amount of fruit trees based on the “valuation of trees table” from DA. PCA is also tapped for coconut trees valuation.

Office or Division	Office of the Municipal Agriculturist			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen G2G - Government to Government			
Who may Avail	Landlord / Owner/ Tenant			
Checklist of Requirements		Where to Secure		
Letter Request		Client Department of Agrarian Reform		
Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
Submit Letter Request to OMA office	Receive letter request. Inform the concern barangay regarding the matter	none	2 minutes 5 minutes	DA Technician
Wait for the Schedule of Valuation	Inform and confirm availability of PCA (if there are coconut trees on the site)	none	15 minutes	DA Technician/
Confirmation of Valuation	Furnish the client confirmation slip	none	3 minutes	Municipal Agriculturist
Total		none	25 minutes	



Conduct of Valuation				
Accompany DA/ DAR/ PCA technicians to site	Conduct on-site monitoring		45 minutes to 2 hours	
Pay for Valuation of Trees/ Certificate	Issue official receipt	150.00	10 minutes	Revenue Collector
Receive valuation of trees certificate	Issue valuation of trees certificate/ report	none	5 minutes	DA Technician/ Municipal Agriculturist
Total		150.00	1 - 2 hours	
END TRANSACTION				



PROVISION/ BORROWING OF AGRICULTURAL EQUIPMENT / MACHINERIES

The Municipal Agriculture Office provides information on the availability of the farm machineries and equipment. The Technologist assigned to a particular barangay may provide the information and conduct an ocular inspection to the area where the machineries are to be used. Continuous monitoring will be done by the technician to assure that the machineries are used in the proper way.

Office or Division	Office of the Municipal Agriculturist			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may Avail	Farmer / Organization/ Farmer-Member of Organization			
Checklist of Requirements		Where to Secure		
Agricultural Equipment Borrowing Form Letter Request		Office of the Municipal Agriculturist Client		
Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
Submit Letter Request to OMA office/ Borrowing Form	Receive letter request / Borrowing Form	none	3 minutes	DA Technician
	Record farmer's data and provide their requested item	none	5 minutes	DA Technician
Wait for availability of Equipment/ Machinery	Inform farmer on the availability	none	10 minutes	DA Technician
Present barrower's slip	Received barrower's slip. Indicate tentative date of return.	none	2 minutes	DA Technician/ Equipment Custodian
Check status of the equipment before receiving	Record farmer's data per organization/ location. Check soundness of the equipment Conduct on-site monitoring.	none	30 minutes	DA Technician/ Equipment Custodian



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Return equipment (any problem encountered by the farmer during usage, shall be shouldered by the farmer)	Inspection of equipment	none	30 minutes	DA Technician/ Equipment Custodian
Total		None	1hr and 20 minutes	
<i>END OF TRANSACTION</i>				



RENTAL OF 4-WHEEL TRACTOR

The Municipal Agriculture Office operates a four-wheel tractor to provide assistance to farmers on farm lot preparation. This service promotes a relatively larger scale of vegetable farming and use of modern technologies that increases crop production and farm income.

Office or Division	Office of the Municipal Agriculturist			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may Avail	Farmer/ Organization/ Farmer-Member of Organization			
Checklist of Requirements		Where to Secure		
Farm Tractor Rental Form RSBSA/ CTC Gasoline		Office of the Municipal Agriculturist Client		
Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
Inquire and fill-out Tractor Rental Form	Receive Accomplished Rental Form	none	3 minutes	DA Technician
	Conduct ocular inspection of the farm where tractor will be used	none	30 minutes	DA Technician/ Farm Worker
Wait for availability	Inform farmer on the availability	none	10 minutes	DA Technician
Proceed to the designated payment window of the Municipal Treasurer for payment	Received payment and issued official receipt	500.00/hr. Rental Fee (Gasoline not included)	5 minutes	Revenue Collector
Assist Farm worker on the Land Preparation/ Farm Activity	Farm Tractor Operation	none	2 hrs. or more depending on the farm tractor service applied for	DA Technician/ Equipment Custodian/ Farm worker
Total		None	50 mins. & 2 hrs. or more depending on the farm tractor service applied for	
END OF TRANSACTION				



ORGANIZING AND CAPABILITY BUILDING OF FARMERS ORGANIZATIONS/ COOPERATIVES

The Municipal Agriculture Office provides information on organizing and capability building of farmers/ women and youth associations and cooperatives so that they may have a legal personality and may transact business with government and private agencies/sectors.

Office or Division	Office of the Municipal Agriculturist			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may Avail	Farmers/Youth /Associations and Cooperatives			
Checklist of Requirements		Where to Secure		
Request Letter Membership to Farmers Organization		Client Farmers Organization Municipal Treasurer's Office		
Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
Submit Letter Request and list of organization members to OMA office	Receive letter request	none	3 minutes	DA Technician/
	Check Farmers Data/FA Officers Interview	none	10 minutes	DA Technician/
	Provide checklist of requirements for FA/Cooperative Organization	none	2 minutes	MAO/ DA Technician
Schedule Cooperative/ FA Orientation	If Cooperative: Schedule an orientation with CDA Conduct orientation. Help out in the formal organization of the group	none	2 hours	MAO/ DA Technician/
Present formal organization documents of the group	Check documents for submission to CDA/ DOLE/ SEC/ and Endorse FA Group/ if needed	none	10 minutes	MAO/ DA Technician/
Total		None	2hr and 25 minutes	
END OF TRANSACTION				



FARMER REGISTRATION TO RSBSA

This service aims to register farmers to Registry System of Basic Sectors of Agriculture

Office or Division	Office of the Municipal Agriculturist			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may Avail	Farmers			
Checklist of Requirements		Where to Secure		
Valid Identification Proof of land ownership 2x2 Picture of Farmer RSBSA Form		Client Office of the Municipal Agriculturist		
Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
Fill-out RSBSA form with the help of agriculture technician	Interview Farmer/ Assist Farmer in filling-out RSBSA Form	none	3 minutes	DA Technician/
Wait for RSBSA endorsement and approval from MAO, MAFC and Barangay Chair Concerned	Check Farmers Data and completion of requirements (ID, Photo, Copy of Land ownership)	none	10 minutes	MAO/ DA Technician/ MAFC/ Barangay Chairman
	Input/ Encode RSBSA Data to DA System	None	10 minutes	DA Technician/
Obtain RSBSA Slip with Reference Number	Provide Client with Duly signed RSBSA Slip with RSBSA Number	none	2 minutes	DA Technician/
Total		None	25 minutes	
END OF TRANSACTION				



CROP PEST SURVEILLANCE AND ANALYSIS

This service aims to provide crop pests and diseases analysis and provide information and technical advice for walk-in clients.

Office or Division	Office of the Municipal Agriculturist			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may Avail	Farmers			
Checklist of Requirements		Where to Secure		
Photo or sample of disease manifestation on crops		Client		
Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
Inform the Office on soil, crops, aquaculture problems or diseases thru verbal or request letter.	Conduct an initial interview and ocular inspection for evaluation if necessary	none	10 - 60 minutes	DA Technician/ MAO
Obtain Recommendation from DA Office	Provide Prescription of pest and disease control will be given after evaluation of reported problem	none	5 minutes	DA Technician/ MAO
Total		None	15-65 mins.	
END TRANSACTION				



FARMER REGISTRATION TO PCIC CROP INSURANCE / INSURANCE CLAIMS REPORTING

This service aims to aid farmers/fisherfolk/livestock raisers to register farms, animals, crops, and persons to Philippine Crop Insurance.

Office or Division	Office of the Municipal Agriculturist			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may Avail	Farmers			
Checklist of Requirements		Where to Secure		
Valid Identification Photo of livestock (if animal) RSBSA Slip PCIC Insurance Form		Client Office of the Municipal Agriculturist		
Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
Fill-out Insurance registration/ Loss/ indemnity claim form	Interview Farmer/ Assist Farmer in filling-out Insurance / Indemnity Form	none	10 minutes	DA Technician
Submit photos of damages/incidents (if applying for claims)	Check Farmers Data and completion of requirements. Endorse/ Provide Certification of Loss to PCIC	none	10 minutes	MOA/ DA Technician
Wait for Indemnity Claims Result	Update and assist client on the release of claims / status of claims	none	5 minutes	DA Technician
Total		None	25 minutes	
END OF TRANSACTION				



PROVIDE LIVESTOCK / FISHERIES CERTIFICATION FOR TRANSPORT

This service aims to monitor health of livestock and provide certification required by the Office of the Provincial Veterinarian to allow transport of livestock

Office or Division	Office of the Municipal Agriculturist				
Classification	Simple				
Type of Transaction	G2C - Government to Citizen				
Who may Avail	Farmers				
Checklist of Requirements		Where to Secure			
Veterinary Health Certificate		Client			
Barangay Certification (for large animals)		Barangay			
Animal Registration (for large animals)		Office of the Municipal Agriculturist			
Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible	
Fill-out Certification Request Form / Inform OMA of the Schedule of Transport	Interview Client	none	10 minutes	DA Livestock Technician	
Proceed to the designated payment window of the Municipal Treasurer for payment	Received payment and issued official receipt	none	5 minutes	Revenue Collector	
Present official receipt	Conduct ocular inspection.	none	30 minutes	DA Livestock Technician	
Wait for the release of certification	Issue certification	Poultry		5 minutes	MAO/ Livestock Technician
		No. of Heads	Fee (Php)		
		1-500	100.00		
		500-10,000	200.00		
		>10,000	300.00		



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		Swine and Ruminants		
		1-3	100.00	
		4-9	200.00	
		>10	300.00	
		Fisheries(kg)		
		500-2000	100.00	
		2001-5000	200.00	
		5001-10,000	300.00	
	Total	None		50 minutes
END OF TRANSACTION				



ENDORSEMENTS/ CERTIFICATION FOR ASSOCIATION/COOPERATIVES

This service aims to provide endorsements and assistance to farmer associations/ cooperatives to participate on various programs of Department of Agriculture and other related agencies

Office or Division	Office of the Municipal Agriculturist			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may Avail	Farmer / Fisher Organizations/ Cooperatives			
Checklist of Requirements		Where to Secure		
Letter Request		Client		
Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
Fill-out Certification Request Form and Submit copy of Letter Request	Interview Client	none	10 minutes	MAO
Wait for the release of certification	Issue certification	For marginalized farmers - none	5 minutes	MAO
	Forward endorsement to NGAs concern	None	5 minutes	MAO
Total		None	20 minutes	
END OF TRANSACTION				



CERTIFICATION FOR AGRICULTURE RELATED CONCERNS

This service aims to provide certifications for various transactions that involve agriculture sector/ agricultural activities.

Office or Division	Office of the Municipal Agriculturist			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may Avail	Farmer / Fisher Organizations/ Cooperatives			
Checklist of Requirements		Where to Secure		
Letter Request		Client		
Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
Fill-out Certification Request Form and Submit copy of Letter Request	Interview Client	none	10 minutes	MAO
Proceed to the designated payment window of the Municipal Treasurer for payment	Received payment and issued official receipt	120.00/ certification For marginalized farmers - none	10 minutes	Revenue Collector
Wait for the release of certification	Issue certification		5 minutes	MAO
Total		120.00	50 minutes	
END OF TRANSACTION				



Office of the Municipal Assessor

Service Specifications:	ISSUANCE OF NEW TAX DECLARATION	
Office or Division:	Office of the Municipal Assessor	
Classification:	Simple	
Type of Transaction:	G2C	
Who may avail:	All Individual	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. LAND DECLARED FOR THE FIRST TIME		Applicant
<i>For untitled property</i>		
1. Approved Survey Plan		
2. A&D Certification issued by DENR-CENRO		
3. Affidavit of ownership and/or sworn Statement of the owner/administrator		
4. Certification from the Punong Barangay		
<i>For Titled Property</i>		
1. A certified true copy of land titled		
2. Approved survey plan		
B. NEWLY CONSTRUCTED/RENOVATED BUILDING		
1. Approved Building Plan		
2. Building Cost Estimate		
C. NEWLY PURCHASED/INSTALLED EQUIPMENT		Applicant
1. Sworn Statement declaring the Market Value of Real Property filed by the owner/administrator		
2. Other related documents, ex. Official Receipt, Sales Invoice		
REMARKS: Fee(s): Real Property Tax subject to back taxes		



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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents	1.1. Review and assess the required documents		5-10 minutes	Receiving Clerk Assessor's Office
2. Inspection of Property (If necessary, accompany the assessor's personnel to the location of property)	2.1. Conduct ocular inspection, appraisal and assessment of property		7-14 Days	Assessor's Office Staff
	2.2. Prepare Field Appraisal and Assessment Sheet (FAAS), Tax Declaration and Notice of Assessment			Assessor's Office Staff
	2.3. Review and Approval of the FAAS and Tax Declaration			Provincial Assessor's Office (Sta. Cruz, Laguna)
3. Issuance of Tax Declaration (Receive the copy of the Tax Declaration and Notice of Assessment)	Issue the Owner's Copy of the Tax Declaration together with the Notice of Assessment		1-5 minutes	Assessor's Office Staff
TOTAL:			7 Days and 6 minutes - 14 Days and 15 minutes	
END OF TRANSACTION				



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Service Specifications:	ISSUANCE OF CERTIFICATIONS			
Office or Division:	Office of the Municipal Assessor			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All Individual			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<i>a. Certificate of No Improvement</i>				
<i>b. Certificate of No Property</i>				
<i>c. Certificate Landholdings</i>				
<i>d. Certified True Copy of Tax Declaration</i>				
<i>e. Other Assessor's Certifications</i>				
<i>Requirement(s):</i>				
1. Letter Request of the Owner/Authorization Letter		Applicant		
2. Copy of Valid ID		Applicant		
3. Copy of Titled or Owner's Copy of Tax Declaration or Deed of Conveyance		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request of Service Inform the personnel regarding the service being requested and present the required document/s	1.1. Review and assess the required documents and issue service slip/order of payment		5-10 minutes	Receiving Clerk Assessor's Office
2. Payment of Fees Pay the corresponding service fee/s	2.1. Receive the Payment Issuance of Official Receipt	Php150.00 per Certification Php120.00 per copy of Tax Dec.	5-10 minutes	Cashier/Collection Officer/Clerk Municipal Treasurer's Office
	2.2. Conduct research and verification. Prepare the certification/s		10-20 minutes	Assessor's Office Staff



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3. Issuance of Certifications (Receive the copy of the requested certification/s)	3.1. Issue the requested certification/s		1-5 minutes	Assessor's Office Staff
		TOTAL: Php150.00 per Certification Php120.00 per copy of Tax Dec.	21 - 45 minutes	
<i>END OF TRANSACTION</i>				



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Service Specifications:	TRANSFER OF OWNERSHIP			
Office or Division:	Office of the Municipal Assessor			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All Individual			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Deed of Conveyance duly registered with the register of Deeds				
2. Copy of Certificate of Land Title (if applicable)				
3. Copy of Survey/Consolidation/Sub-division Plan (if applicable)				
4. BIR Electronics Certificate Authorizing Registration (eCAR)		BIR		
5. Certificate of Payment of Transfer Tax or Receipt				
6. Tax Clearance/Real Property Tax Official Receipt				
REMARKS: Annotation Fee - based on the amount of sale				
First - Php 100,000.00 - Php 100.00				
For every Php 1,000.00 thereafter - Php 5.00				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requires documents	1.1. Review and assess the required documents		5-10 minutes	Receiving Clerk Assessor's Office
2. Payment of Fees Pay (Pay the corresponding service fee/s	2.1. Cashier/Collection Officer/Clerk		5-10 minutes	Cashier/Collection Officer/Clerk Municipal Treasurer's Office



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	2.2. Prepare Field Appraisal and Assessment Sheet (FAAS), Tax Declaration and Notice of Assessment		30-50 minutes	Assessor's Office Staff
3. Issuance of Tax Declaration (Receive the copy of the Tax Declaration and Notice of Assessment)	3.1 Issue the Owner's Copy of the Tax Declaration together with the Notice of Assessment		1-5 Minutes	Assessor's Office Staff
TOTAL:			41 - 75 minutes	
END OF TRANSACTION				
<p><i>Note: Transactions involving subdivision, conolisation, changes in location, classification, area and assessed value requires prior approval of the Provincial Assessor (7-14 days)</i></p>				



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Service Specifications:	ADJUSTMENT OF AREA		
	TRANSFER OF LOCATION (From one Barangay to another)		
	CONSOLIDATION/SUBDIVISION (Under the same name)		
Office or Division:	Office of the Municipal Assessor		
Classification:	Simple		
Type of Transaction:	G2C		
Who may avail:	All Individual		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
A. ADJUSTMENT OF AREA		Applicant	
1. Notarized Request of the Owner			
2. Certified True Copy of Title			
3. Real Property Tax Payment (Current Year)			
4. For Untitled Property			
a. Approved Survey Plan or Cadastral Survey			
b. Technical Description or Lot Data Computation			
c. Affidavit of Adjoining Owners			
B. TRANSFER OF LOCATION			Applicant
1. Notarized Request of the Owner			
2. Real Property Tax Payment (Current Year)			
3. Approved Survey Plan or Cadastral Survey			
4. Certification of Barangay Captain		Applicant	
C. CONSOLIDATION/SUBDIVISION			
1. Notarized Request of the Owner/s			
2. Real Property Tax Payment (Current Year)			
3. Survey Plan			



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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents	1.1. Review and assess the required documents	None	5-10 minutes	Receiving Clerk Assessor's Office
2. Inspection of Property (If necessary, accompany the assessor's personnel to the location of property)	2.1. Conduct ocular inspection, appraisal and assessment of property	None	7-14 days	Assigned Appraiser Assessor's Office
	2.2. Prepare Field Appraisal and Assessment Sheet (FAAS), tax Declaration and Notice of Assessment			Assessor's Office Staff
	2.3. Review and Approve the FAAS and Tax Declaration			Engr. Abel F. Arellano Provincial Assessor
3. Issuance of Tax Declaration (Receive the copy of the Tax Declaration and Notice of Assessment)	3.1. Issue the Owner's Copy of the Tax Declaration together with the Notice of Assessment	None	1-5 minutes	Assessor's Office Staff
TOTAL:			7 days and 6 minutes - 14 days 15 minutes	
END OF TRANSACTION				



Office of the Municipal Civil Registrar

Service Specifications:	REGISTRATION OF BIRTH			
	Timely Registration (Legitimate)			
Office or Division:	LOCAL CIVIL REGISTRY OFFICE (LCRO)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Form 102 (COLB) signed by the doctor/hilot/midwife, informant				
2. Marriage certificate of parents of newborn baby				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Certificate of Live Birth (COLB) duly signed by the doctor/midwife/hilot, informant for registration of birth and for review	1.1 Received and review the submitted certificate of live birth		10 mins.	All MCR Staff
	1.2 Issuance of the order of payment			All MCR Staff
2. Proceed to the Municipal Treasurer's Office (MTO) to pay the prescribed fees		Php 150.00	2 minutes	MTO (Cashier)
3. Proceed to the MCR and present the receipt	3.1 Issuance of Certificate of Live Birth (COLB) with Registry Number duly signed by the MCR or authorized representative		2 minutes	All MCR Staff
TOTAL:		Php 150.00	14 minutes	
END OF TRANSACTION				



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Service Specifications:	REGISTRATION OF BIRTH			
	Timely Registration (Illegitimate)			
Office or Division:	LOCAL CIVIL REGISTRY OFFICE (LCRO)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Form 102 (COLB) signed by the doctor/hilot/midwife, informant				
2. Acknowledgement/Admission of Paternity duly signed by the father				
3. Affidavit to use the surname of the father duly signed by the mother				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Certificate of Live Birth (COLB) duly signed by the doctor/midwife/hilot, informant for registration of birth and for review	1.1 Received and review the submitted certificate of live birth	Php 600.00	10 mins.	All MCR Staff
	1.2 Issuance of Certificate of Live Birth (COLB) with Registry Number duly signed by the MCR or authorized representative		2 minutes	All MCR Staff
TOTAL:		Php 600.00	12 minutes	
END OF TRANSACTION				



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Service Specifications:	REGISTRATION OF BIRTH			
	Late Registration (Illegitimate - below 0-6 years old) a report of vital event made beyond the reglementary period - 30 days upon birth			
Office or Division:	LOCAL CIVIL REGISTRY OFFICE (LCRO)			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Form 102 (COLB) signed by the doctor/hilot/midwife, informant				
2. Acknowledgement/Admission of Paternity duly signed by the father				
3. Affidavit to use the surname of the father duly signed by the mother				
4. PSA negative result of birth certificate				
5. Baptismal				
6. School Record				
7. Affidavit of two disinterested person				
<i>NOTE: Notarial Fee depends upon the notary public</i>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Certificate of Live Birth (COLB) duly signed by the doctor/midwife/hilot, informant for registration of birth and for review and all necessary requirements	1.1 Received and review all submitted requirements		10 mins.	All MCR Staff
	1.2 Issue the order of payment			All MCR Staff
2. Proceed to the Municipal Treasurer's Office (MTO) to pay prescribed fees		Php 600.00	2 minutes	MTO (Cashier)
	2.1 Advise the client to wait for 10 working days for the issuance of the document requested		10 days	
TOTAL:		Php 600.00	10 days & 12 minutes	
END OF TRANSACTION				



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Service Specifications:	REGISTRATION OF BIRTH			
	Late Registration (Legitimate - below 0-6 years old) a report of vital event made beyond the reglementary period - 30 days upon birth			
Office or Division:	LOCAL CIVIL REGISTRY OFFICE (LCRO)			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Form 102 (COLB) signed by the doctor/hilot/midwife, informant. At the back of the form is the affidavit for delayed registration of birth duly signed by the informant (parents/immediate family)				
2. PSA negative result of birth certificate				
3. Baptismal				
4. School Record				
5. Marriage contract of parents				
7. Affidavit of two disinterested person				
<i>NOTE: Notarial Fee depends upon the notary public</i>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Certificate of Live Birth (COLB) duly signed by the doctor/midwife/hilot, informant for registration of birth and for review and all necessary requirements	1.1 Received and review all submitted requirements		10 mins.	All MCR Staff
	1.2 Issue the order of payment			All MCR Staff
	2.1 Advise the client to wait for 10	Php 300.00	2 minutes	MTO (Cashier)



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2. Proceed to the Municipal Treasurer's Office (MTO) to pay prescribed fees	working days for the issuance of the document requested		10 days	
	2.2 Issuance of the Certificate of Live Birth (COLB) with registry number duly signed by the MCR or authorized representative		2 minutes	
TOTAL:		Php 300.00	10 days & 14 minutes	
<i>END OF TRANSACTION</i>				



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Service Specifications:	REGISTRATION OF DEATH			
	(TIMELY REGISTRATION) The death of a person must be registered within 30 days reglementary period of the Office of the Municipal Civil Registrar			
Office or Division:	LOCAL CIVIL REGISTRY OFFICE (LCRO)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filled-out Form 103				
2. Certificate of Death duly signed by the physician who last attended the deceased				
3. Order of payment				
4. Official receipt of payment				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the filled-out form, certificate of death for review and for registration of the Municipal Civil Registrar within 30 days from the time of death	1.1 Received and review all submitted requirements		10 mins.	All MCR Staff
	1.2 Issue the order of payment			All MCR Staff
2. Proceed to the Municipal Treasurer's Office (MTO) to pay prescribed fees		Php 150.00	2 minutes	MTO (Cashier)
	2.1 Issuance of the Certificate of Death with registry number duly signed by the MCR or authorized representative		2 minutes	
TOTAL:		Php 150.00	14 minutes	
END OF TRANSACTION				



Service Specifications:	REGISTRATION OF DEATH			
	(LATE REGISTRATION) a report of vital event made beyond the reglementary period - 30 days upon death			
Office or Division:	LOCAL CIVIL REGISTRY OFFICE (LCRO)			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filled-out Form 103				
2. Certificate of Death duly signed by the physician who last attended the deceased				
3. Burial Permit				
4. Negative Copy of Death Certificate				
5. Affidavit of the nearest kin explaining the circumstances of death and the reason of the delay				
6. Order of payment				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the filled-out form, certificate of death for review and for registration of the Municipal Civil Registrar within 30 days from the time of death	1.1 Received and review all submitted requirements		10 mins.	All MCR Staff
	1.2 Issue the order of payment			All MCR Staff
2. Proceed to the Municipal Treasurer's Office (MTO) to pay prescribed fees		Php 150.00	2 minutes	MTO (Cashier)



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3. Present the proof of payment (receipt to the MCR)	3.1 Advise the client to wait for 10 working days for the issuance of the requested documents		10 minutes	MCR Staff
	3.2 Issue the accomplished Certificate of Death with Registry Number duly signed by the MCR or authorized representative		2 minutes	
TOTAL:		Php 150.00	24 minutes	
<i>END OF TRANSACTION</i>				



Service Specifications:	APPLICATION FOR MARRIAGE LICENSE	
	A marriage certificate license is considered to be the most important document required for a couple to be allowed to marry in the Philippines. You can apply for a marriage license from the Local registry office from where one of you habitually resides. Marriage license are valid in any part of the Philippines for a period of 120 days from the date of issue. They are deemed automatically cancelled if the contracting parties have not yet gotten married within this period.	
Office or Division:	LOCAL CIVIL REGISTRY OFFICE (LCRO)	
Classification:	Simple	
Type of Transaction:	G2C	
Who may avail:	General Public	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Original Copy of certificate of no marriage (CENOMAR)		
2. Original or certified tru copy of birth certificate/baptismal		
3. ID/Cedula/Residence Certificate		
4. Parental Consent (for application 18-20 yrs. old) Municipal Form No. 92-Advised upon intended marriage		
5. Parental Advice (for applicant 21-24 yrs. old) Municipal Form No. 68-Advise upon intended marriage)		
6. Family Planning Certificate (Local - 150.00/Foreigner - 500.00)		PopCom
7. Pre-marriage conseling certificate (18-24 years old) (Local - 300.00/Foreigner - 1,000.00)		MSWD
8. Municipal Form No. 94-Notice		
9. Accountable Form No. 54-Marriage License		
FOR FOREIGNERS (Additional Documents)		
a. Passport (photocopy)		
b. Certificate of Legal capacity to contract marriage issued by their respective embassy or diplomatic consular official		



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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the filled-out form, certificate of death for review and for registration of the Municipal Civil Registrar within 30 days from the time of death	1.1 Received and review all submitted requirements		10 mins.	All MCR Staff
	1.2 Issue the order of payment			
2. Proceed to the Municipal Treasurer's Office (MTO) to pay prescribed fees - Application for marriage - License Fee - Solemnization Fee		Php 500.00/Php 150.00/Php 1,000.00/Php 3,000.00/Php 1,000/Php 1,000.00	2 minutes	MTO (Cashier)
	2.1 Advise the client to wait for 10 working days for the issuance of the requested documents		10 minutes	
	2.2 Issue the accomplished Certificate of Death with Registry Number duly signed by the MCR or authorized representative		2 minutes	All MCR Staff
TOTAL:		Php 6,650.00	10 days & 14 minutes	
END OF TRANSACTION				



Service Specifications:	REGISTRATION OF MARRIAGE	
	The solemnizing Officer has the duty to report the marriage to the Office of the Civil Registrar where the marriage was solemnized. In ordinary marriage, the time for submission of the Certificate of marriage is within 15 days following the solemnization of marriage while in marriage exempt from license requirement, the prescribed period is thirty (30) days, at the place where the marriage was solemnized.	
	<i>Exempted from license requirements:</i>	
	a. In case either or both of the contracting parties are at the point of death	
	b. If the residence of either party is so located that there is no means of transportation to enable such party to appear personally before the civil registrar	
	c. Marriages among Muslims or among members of ethnic cultural communities	
	d. A man and a woman who have live together as husband and wife for at least five years and without any legal impediment to marry each other	
Office or Division:	LOCAL CIVIL REGISTRY OFFICE (LCRO)	
Classification:	Complex	
Type of Transaction:	G2C	
Who may avail:	General Public	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	1. Municipal Form 97-Certificate of Marriage properly filled up and signed by the contracting parties, sponsors and solemnizing officer	Client
	2. Order of Payment	MCR
	3. Official Receipt	MTO
	4. PSA negative result of Marriage Certificate issued by the church or solemnizing officer indicating date of marriage, the facts and circumstances surrounding the marriage and the reason or cause of delay	



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5. Affidavit of two disinterested person				
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the required documents	1.1 Review all the submitted documents/requirements		20 mins.	All MCR Staff
	1.2 Issue order of payment			
2. Proceed to the Municipal Treasurer's Office (MTO) to pay the prescribed fees		Php 300.00	5 mins.	MTO/MCR
3. Present the original receipt to the MCR Staff	3.1 Advise the client to wait for 10 working days for the issuance of the document		5 mins.	MCR/MCR Staff
TOTAL:		Php 300.00	10 days & 30 mins.	
END OF TRANSACTION				



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Service Specifications:	REGISTRATION OF MARRIAGE (Late Registration)			
Office or Division:	LOCAL CIVIL REGISTRY OFFICE (LCRO)			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. PSA negative result of Marriage Certificate				
2. Copy of certificate of Marriage issued by the church or solemnizing officer indicating the date of marriage base on their record or logbook				
3. Affidavit of Husband/ Wife stating the exact date and place of marriage, the facts and circumstances surrounding the marriage and the reason or cause of delay				
4. Affidavit of two disinterested person				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements for review	1.1 Review all the submitted documents/requirements		20 mins.	All MCR Staff
	1.2 Issue order of payment			
2. Proceed to the Municipal Treasurer's Office (MTO) to pay the prescribed fees		Php 300.00	5 mins.	MTO/MCR
3. Present the original receipt to the MCR Staff	3.1 Advise the client to wait for 10 working days for the issuance of the document		11 days	MCR/MCR Staff
TOTAL:		Php 300.00	11 days & 25 mins.	
END OF TRANSACTION				



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Service Specifications:	OUT-OF-TOWN REGISTRATION			
	Out of town reporting of birth occurs when certificate of live birth is presented to the civil registrar of a city or municipality which is not the place of birth, not for the registration but to be forwarded to the civil registrar of the city/municipality where the birth occurred and where it should be registered.			
Office or Division:	LOCAL CIVIL REGISTRY OFFICE (LCRO)			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. PSA negative result of Marriage Certificate				
2. Copy of certificate of Marriage issued by the church or solemnizing officer indicating the date of marriage base on their record or logbook				
3. Affidavit of Husband/ Wife stating the exact date and place of marriage, the facts and circumstances surrounding the marriage and the reason or cause of delay				
4. Affidavit of two disinterested person				
<i>Fees:</i>				
<i>a. Out-of-Town registration (Php 300.00)</i>				
<i>b. Courier Fee (Php 200.00)</i>				
<i>c. Filing Fee (Php 500.00) "Payment should be sent through money transfer/LBC to a place where his vital event registered"</i>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements for review	1.1 Review all the submitted documents/requirements		20 mins.	All MCR Staff
	1.2 Issue order of payment			
2. Proceed to the Municipal Treasurer's Office (MTO) to pay the prescribed fees			5 mins.	MTO/MCR
3. Present the original receipt to the MCR Staff	3.1 Advice the client to wait for 10 working days for the issuance of the document		11 days	MCR/MCR Staff
TOTAL:			11 days & 25 mins.	
END OF TRANSACTION				



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Service Specifications:	ISSUANCE OF CERTIFIED TRUE/LOCAL COPY OF BIRTH, MARRIAGE, AND DEATH CERTIFICATE			
	Civil registry documents such as birth, marriage and death certificate may be availed by securing a certified transcript from the Municipal Civil Registry Office			
Office or Division:	LOCAL CIVIL REGISTRY OFFICE (LCRO)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID				
2. Authorization letter if not the document owner				
<i>Fees:</i>				
<i>a. Local Certificate (Php 150.00)</i>				
<i>b. Certified True Copy (Php 120.00/document)</i>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Office of the Municipal Registrar	1.1 Verify/check the availability of civil registry documents in the book of record		20 mins.	All MCR Staff
	1.2 Issue order of payment			
2. Proceed to the Municipal Treasurer's Office (MTO) to pay the prescribed fees			5 mins.	MTO/MCR
3. Present the original receipt to the MCR Staff	3.1 Prepare/sign the requested document before its issuance		15 minutes	MCR/MCR Staff
TOTAL:			40 minutes	
END OF TRANSACTION				



APPLICATION FOR RA 9048 - PETITION FOR THE CHANGE OF FIRST NAME OR NICKNAME AND CORRECTION OF CLERICAL OR TYPOGRAPHICAL ERROR AND RA 10172 - CORRECTION OF DATE, MONTH AND GENDER

Republic Act 9048 authorizes the Municipal Civil Registrar to correct clerical or typographical errors. Change of first name or nickname, day and month in the date of birth or sex or gender of a person in the civil registry without need of judicial order. However, any petition to correct errors that would subsequently change the nationality and year of birth not allowed and must be filed with the proper

Service Specifications:	CORRECTION OF CLERICAL OR TYPOGRAPHICAL ERROR AND RA 10172 - CORRECTION OF DATE, MONTH AND GENDER
Office or Division:	LOCAL CIVIL REGISTRY OFFICE (LCRO)
Classification:	Complex
Type of Transaction:	G2C
Who may avail:	General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Certificate of live birth/marriage/death in Security Paper (PSA Copy)	
2. Marriage certificate (if married)	
3. Baptismal certificate	
4. SSS/GSIS record	
5. Voters Affidavit Registration	
6. School Records (Elementary Permanent Record or Form 137), Elementary Report Card, TOR, Diploma, etc.)	
7. Any valid ID	
8. Others	
-Birth Certificate of Mother/Father	
-Marriage Certificate of Parents	
-Birth Certificate of Brother/Sister	
-Birth Certificate of son/daughter	
-Medical certification issued by an accredited government physician that the petitioner has not undergone sex change or sex transplant (additional requirements for GENDER CORRECTION)	
<i>Fees:</i>	
<i>a. Local Certificate (Php 150.00)</i>	



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<i>b. Certified True Copy (Php 120.00/document)</i>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Office of the Municipal Registrar	1.1 Verify/check the availability of civil registry documents in the book of record		20 mins.	All MCR Staff
	1.2 Issue order of payment			
2. Proceed to the Municipal Treasurer's Office (MTO) to pay the prescribed fees and present the receipt to the MCR	2.1 Ask the client to fill-up application form base on the petition and to be signed by the petitioner; a) RA 9048 Form No. 101 correction for NAME, b) RA 9048/10172 Form No. 4.1 correction for DATE & GENDER, c) RA 9048 Form No. 2.1 correction for CERTIFICATE OF MARRIAGE		5 mins.	MTO/MCR
	2.2 Prepare NOTICE for posting signed by the MCR and to be posted at the Bulletin Board for ten (10) consecutive days		5 minutes	MCR
	2.3 The MCR will either approve or deny the petition within five (5) working days after the completion of ten-day posting period		5 minutes	MCR
	2.4 After approval of the documents, it shall then be transmitted to the Office of the Civil Registrar General (OCRG) through LBC (wait for the decision of the OCRG if the petition is impugned or approve)		1 day	MCR
TOTAL:			16 day & 35 minutes	
END OF TRANSACTION				



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Service Specifications:	CHANGE OF FIRST NAME			
Office or Division:	LOCAL CIVIL REGISTRY OFFICE (LCRO)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of live birth/marriage/death in Security Paper (PSA Copy)				
2. Marriage certificate (if married)				
3. Baptismal certificate				
4. SSS/GSIS record				
5. Voters Affidavit Registration				
6. School Records (Elementary Permanent Record or Form 137), Elementary Report Card, TOR, Diploma, etc.)				
7. Any valid ID				
8. Others				
<i>Fees:</i>				
<i>a. Filing Fee (Php 3,000.00)</i>				
<i>b. Publication Fee (Php 2,000.00)</i>				
<i>c. Courier Fee (Php 150.00)</i>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Office of the Municipal Registrar to present case and all the requirements (NOTE: Present all original copy and 3 machine copy of each documents)	1.1 Verify/check the submitted documents		20 mins.	All MCR Staff
	1.2 Issue order of payment			
2. Proceed to the Municipal Treasurer's	2.1 Ask the client to fill-up application form base on		10 mins.	MTO/MCR



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Office (MTO) to pay the prescribed fees and present the receipt to the MCR	the petition and to be signed by the petitioner; a) RA 9048 Form No. 10.1 correction for NAME, b) RA 9048/10172 Form No. 4.1 correction for DATE & GENDER, c) RA 9048 Form No. 2.1 correction for CERTIFICATE OF MARRIAGE			
	2.2 Prepare NOTICE of publication (Form 10.1) and published in a newspaper of general circulation for 2 consecutive weeks		25 minutes	MCR
	2.3 Submit 3 copies of the affidavit of publisher and clippings of the newspaper showing the published petition			
	2.4 The MCR will either approve or deny the petition within five (5) working days after the completion of ten-day posting period		5 minutes	MCR
	2.5 After approval of the documents, it shall then be transmitted to the Office of the Civil Registrar General (OCRG) through LBC (wait for the decision of the OCRG if the petition is impugned or approve)		1 day	MCR
TOTAL:			19 days & 60 minutes	
END OF TRANSACTION				



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Service Specifications:	MIGRANT PETITION	
	When a person had already migrated to another place within the Philippines, and it would not be practical for such person, in terms of transportation cost, time and effort, to appear personally before the MCR of the place where his vital event registered, he may file his petition to the LCRO where of the place where he is presently residing.	
Office or Division:	LOCAL CIVIL REGISTRY OFFICE (LCRO)	
Classification:	Complex	
Type of Transaction:	G2C	
Who may avail:	General Public	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	1. Certificate of live birth/marriage/death in Security Paper (PSA Copy)	
	2. Marriage certificate (if married)	
	3. Baptismal certificate	
	4. SSS/GSIS record	
	5. Voters Affidavit Registration	
	6. School Records (Elementary Permanent Record or Form 137), Elementary Report Card, TOR, Diploma, etc.)	
	7. Any valid ID	
	8. Others	
	<i>Processing Fees:</i>	
	<i>Correction of the Following:</i>	
	<i>a. RA 9048 (Php 500.00)</i>	
	<i>b. RA 10172 (Php 1,000.00)</i>	
	<i>c. Change of Name (Php 1,000.00)</i>	
	<i>d. Publication (Php 3,500.00)</i>	
	<i>Filing Fee:</i>	
	<i>a. Change of Name (Php 3,000.00)</i>	
	<i>b. Correction of clerical error (Php 1,000.00)</i>	
	<i>(Payment should be sent through Money transfer/LBC to a place where his vital event is registered)</i>	



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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Office of the Municipal Registrar to present the case and all the supporting documents required for review (NOTE: Present all original copy and 3 machine copy of each document)	1.1 Verify/check the submitted documents		20 mins.	All MCR Staff
	1.2 Issue order of payment			
2. Proceed to the Municipal Treasurer's Office (MTO) to pay the prescribed fees and present the receipt to the MCR	2.1 Prepare NOTICE for publication (Form 10.1) and published in a newspaper of general circulation for 2 consecutive weeks		20 mins.	MTO/MCR
	2.3 The MCR will either approve or deny the petition within five (5) working days after the completion of ten-day posting period		5 minutes	MCR
	2.3 Submit 3 copies of the affidavit of publisher and clippings of the newspaper showing the published petition			
	2.4 After approval of the documents, it shall then be transmitted to the Office of the Civil Registrar General (OCRG) through LBC (wait for the decision of the OCRG if the petition is impugned or approve)		1 day	MCR
TOTAL:			19 days & 45 mins.	
END OF TRANSACTION				



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Service Specifications:	ISSUANCE OF CERTIFICATE OF FINALITY (RA 9048/10172)			
	The certificate of finality will be prepared upon receiving the affirmed petition from PSA Legal Division, Quezon City			
Office or Division:	LOCAL CIVIL REGISTRY OFFICE (LCRO)			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Finality				
2. Petition for correction of clerical error (certified photocopy)				
3. Action Taken by CRG (Certified Photocopy)				
4. Certified of Marriage/Birth/Death with annotation				
5. Certificate of Marriage/Birth/Death without annotation				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Preparation of documents and endorsement to PSA main office the whole set of documents to be annotated for its correction	Php 120.00/document	30 minutes	MCR/Staff
TOTAL:		Php 120.00/document	30 minutes	
END OF TRANSACTION				



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Service Specifications:	ISSUANCE OF SUPPLEMENTAL REPORT			
	A supplemental report of birth, marriage and death may be filed to supply information inadvertently omitted when the document was registered.			
Office or Division:	LOCAL CIVIL REGISTRY OFFICE (LCRO)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. PSA copy of the affected civil registry documents				
2. Affidavit for supplemental report				
3. Official Receipt				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Office of the Municipal Registrar and submit all the required documents for review	1.1 Verify/check the submitted documents		30 mins.	All MCR Staff
	1.2 Issue order of payment			
2. Proceed to the Municipal Treasurer's Office (MTO) to pay the prescribed fees	2.1 Prepare all the documents for the signature of the MCR to be submitted to PSA		13 mins.	MTO/MCR
TOTAL:			43 minutes	
END OF TRANSACTION				



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Service Specifications:	REQUEST FOR THE ISSUANCE OF PSA COPY OF BIRTH, MARRIAGE AND DEATH			
	The system is called BATCH REQUEST QUERY SYSTEM (BREQS). A person can avail copy of his/her document from PSA by requesting to the office of the LCRO, and the LCRO staff will be the one to request a copy to the PSA by simply paying the respective fees.			
Office or Division:	LOCAL CIVIL REGISTRY OFFICE (LCRO)			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filled out application form				
- Birth Certificate				
- Death Certificate				
- Marriage Certificate				
- CENOMAR				
2. Valid ID				
3. Authorization Letter (if not document owner)				
4. Proof of Payment				
<i>Processing Fees:</i>				
<i>a. BC (Php 155.00)</i>				
<i>b. DC (Php 155.00)</i>				
<i>c. MC (Php 155.00)</i>				
<i>d. CENOMAR (Php 210.00)</i>				
<i>e. PLUS Processing Fee (Php 100.00)</i>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Office of the Municipal Registrar to present all the requirements	1.1 Verify/check the submitted documents		5 mins.	All MCR Staff
	1.2 Issue order of payment			
2. Proceed to the Municipal Treasurer's Office (MTO) to pay the prescribed fees and present the receipt to the MCR	2.1 The requester will pick up the PSA copy at the Office of the Local Civil Registrar (LCRO)		2 weeks	MTO/MCR
TOTAL:			2 weeks & 5 mins.	
END OF TRANSACTION				



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Service Specifications:	REGISTRATION AND ANNOTATION OF COURT DECISION AND LEGAL INSTRUMENTS	
	Court Decision concerning the status of a person must be registered in the Municipal Civil Registry Office where the court is functioning within 30 days after the court decree/order has become final and executor.	
	<i>Court Decisions that must be registered are the following:</i>	
	1. Decree of Adoption	
	2. Decree of Nullity of Marriage/Declaration of Nullity of Marriage	
	3. Decree of Legal Separation	
	4. Court Decision Orders to correct, change, cancel or delete entries in	
	any certificate of birth, marriage or death	
	5. Declaration of presumptive death	
	6. Registration or voluntary renunciation of citizenship	
	7. Court decision recognizing or acknowledging natural children or impugning or denying such recognition of acknowledgement	
	8. Judicial determination of maternity affiliation	
	9. Aliases	
	<i>Legal instrument that have to be registered in the Registry Book:</i>	
	1. Affidavit of re-appearance	
	2. Marriage settlement	
	3. Admission of paternity and acknowledgement, legitimation, voluntary emancipation of minor, parental authorization or ratification nor artificial insemination	
	4. Acknowledgement	
	5. Acquisition of citizenship	
	6. Option to elect Philippine citizenship	
	7. Option to elect Philippines citizenship	
	8. Partition and distribution of properties of spouses and delivery of the children's legitimation	
	9. Waiver of rights' interest of absolute community	
Office or Division:	LOCAL CIVIL REGISTRY OFFICE (LCRO)	
Classification:	Complex	
Type of Transaction:	G2C	
Who may avail:	General Public	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	1. Certified true copy of decision and certificate of finality	



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2. Certificate of registration/authenticity issued by the concerned civil registrar where the court order was issued				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Office of the Municipal Registrar to present the case and all the supporting documents required for review (NOTE: Present all original copy and 3 machine copy of each document)	1.1 Verify/check the submitted documents		20 mins.	All MCR Staff
	1.2 Issue order of payment			
2. Proceed to the Municipal Treasurer's Office (MTO) to pay the prescribed fees and present the receipt to the MCR	2.1 Prepare NOTICE for publication (Form 10.1) and published in a newspaper of general circulation for 2 consecutive weeks	Php 2,000.00	20 mins.	MTO/MCR
	2.2 Preparation of requested documents/issuance of Legal Instrument		30 mins.	MCR
TOTAL:		Php 2,000.00	70 mins.	
END OF TRANSACTION				



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Service Specifications:	ENDORSEMENT OF REGISTRY RECORDS TO THE CIVIL REGISTRAR GENERAL (PSA)			
	There are instances when PSA does not have available records in their archives. If the documents is available, the Municipal Civil Registry Officer submits civil registry documents to the PSA			
Office or Division:	LOCAL CIVIL REGISTRY OFFICE (LCRO)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. PSA Negative Certification				
2. Proof of Payment (Official Receipt)				
<i>Processing Fees:</i>				
<i>a. BC (Php 155.00)</i>				
<i>b. DC (Php 155.00)</i>				
<i>c. MC (Php 155.00)</i>				
<i>d. CENOMAR (Php 210.00)</i>				
<i>e. PLUS Processing Fee (Php 100.00)</i>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Office of the Municipal Registrar to present all the requirements	1.1 Verify/check the submitted documents		5 mins.	All MCR Staff
	1.2 Issue order of payment			
2. Proceed to the Municipal Treasurer's Office (MTO) to pay the prescribed fees and present the receipt to the MCR	2.1 Prepare the documents for its submission to PSA	Php 150.00	20 minutes	MTO/MCR
TOTAL:		Php 150.00	25 minutes	
END OF TRANSACTION				



Human Resource Management Office

Service Specifications:	ISSUANCE OF SERVICE RECORD AND CERTIFICATIONS			
Office or Division:	HUMAN RESOURCE MANAGEMENT OFFICE (HRMO)			
Classification:	Simple			
Type of Transaction:	G2G, G2C			
Who may avail:	Municipal Employees and Retired/Resigned Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Customer Action Sheet		HRMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the Customer Action Sheet and present it to the receiving clerk	1.1. Received and processed the request	None	1 minute	HR Staff (Bookbinder III)
	1.2. Prepare the certificates/service record for the approval and signature of the HRMO Head	None	3 minutes	HR Staff (Bookbinder III)
	1.3. Approval and Signature of request	None	2 minutes	HRMO
	1.4. Issuance of the requested documents	None	1 minute	HR Staff (Bookbinder III)
TOTAL:			7 minutes	
END OF TRANSACTION				



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Service Specifications:	APPLICATION FOR LEAVE			
Office or Division:	HUMAN RESOURCE MANAGEMENT OFFICE (HRMO)			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Municipal Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. CSC Form No. 6 - duplicate copies		Client		
2. Medical Certificate - for sick leave exceeding 5 days				
3. Clearance from money and/or property responsibilities - if leave will last for 30 calendar days or more				
4. MOA (Sec. 68, Rule XVI, Omnibus Rules Implementing E.O. No. 292) - for Study Leave				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished CSC Form No. 6 duly approved by his/her Department Head	1.1. Acknowledge receipt of the leave application (stamp) and record it in the logbook	None	4 minutes	HR Staff (Diether M. Escote)
	1.2. Check if the supporting documents are in order, compute accrued leave credits, process application for leave form and encode and update leave records of the employees	None	3 minutes	HR Staff (Diether M. Escote)
	1.3. Approval of Leave Computation	None	2 minutes	HRMO (Larry T. Javier)
	1.4. Approval of the LCE and/or Vice Mayor in the case of the Sangguniang Bayan members and employees	None	2 minutes	Vice Mayor and LCE
TOTAL:			11 minutes	
END OF TRANSACTION				



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Service Specifications:	MONETIZATION/TERMINAL LEAVE BENEFITS			
Office or Division:	HUMAN RESOURCE MANAGEMENT OFFICE (HRMO)			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Municipal Officials and Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. CSC Form No. 7 s. 2017			Client	
2. CSC Form No. 6 revised 1984				
3. Letter of Intent for Monetization/Terminal Leave				
4. Clearance from Money and Property Accountability - Terminal Leave				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application letter and clearance and leave form for monetization/terminal pay signed by the LCE.	1.1. Compute and update accrued leave credits: process application for monetization/terminal pay.	None	4 minutes	HR Staff (Diether M. Escote)
	1.2. Approval of Monetization/Terminal Pay benefits	None	1 minute	Larry T. Javier (HRMO)
	1.3. Approval of Monetization Terminal Leave with the computation	None	1 minute	Municipal Mayor
TOTAL:			6 minutes	
END OF TRANSACTION				



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Service Specifications:	ISSUANCE OF TRAVEL ORDER			
Office or Division:	HUMAN RESOURCE MANAGEMENT OFFICE (HRMO)			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Municipal Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Invitation letter for the activity (if attending a seminar/convention/conference/meeting)		Client		
2. Approved letter of advice for travel by the Department Head, in case of the rank and file				
3. Approved letter of advise for travel by the Municipal Mayor or Municipal vice Mayor in the case of Department Heads				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present two (2) copies of approved letter of advice for travel to receiving clerk	1.1. Received letter and forward it to the HRMO for notation	None	3 minutes	HR Staff (Diether M. Escote)
	1.2. In charge HRMO staff will prepare the Travel Order in two (2) copies then return it to the requesting department for signature of the concerned Department Head	None	3 minutes	HR Staff (Diether M. Escote)
2. Forward the duly signed Travel Order to the Office of the Mayor for his approval	2.1. Release the travel order once approved	None	2 minutes	Municipal Mayor
TOTAL:			8 minutes	
END OF TRANSACTION				



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Service Specifications:	ISSUANCE OF PERSONNEL LOCATOR SLIP (Pass Slip)			
Office or Division:	HUMAN RESOURCE MANAGEMENT OFFICE (HRMO)			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Municipal Officials and Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Personnel Locator Slip (pass slip)			Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish (fill-up) two copies of the personnel locator slip and have it signed by the requesting authority and with the approval of the Department Head concerned. Then hand it over to the HR Office	1.1. Record the PLS and issue a copy to the personnel that he/she will bring while on official business	None	3 minutes	HR Staff (Diether M. Escote)
2. Upon his/her return to the office, a copy of the PLS form with the signed certificate of appearance to the HR Office for proper recording and filing	2.1. Received the documents for filing	None	2 minutes	HR Staff (Diether M. Escote)
TOTAL:			5 minutes	
END OF TRANSACTION				



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Service Specifications:	PAYROLL PREPARATION			
Office or Division:	HUMAN RESOURCE MANAGEMENT OFFICE (HRMO)			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Municipal Officials and Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Prepare payroll base on the collected wage information for each municipal employee		2 days before pay day	HR Staff (Mary Rose J. Ojascastro)
	1.2 Gather all the payroll information for each period, maintain updated payroll record for each employee and indicated in the records is each employee's current salary			
	1.3. Compute deductions such as retirement plan contributions, health insurance premiums and other loan deduction			
TOTAL:				
END OF TRANSACTION				



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Service Specifications:	PROGRAM FOR EMPLOYMENT OF STUDENT TRAINEES			
Office or Division:	HUMAN RESOURCE MANAGEMENT OFFICE (HRMO)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	College Students who will undergo their on-the-job training			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request Letter from school			Client	
2. Resume with latest picture				
3. Photocopy of enrollment form				
4. 1x1 ID picture				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements to the Human Resource Management Office	1.1. Evaluate the submitted documents	None	2 minutes	HR Staff (Russel V. Oliveros)
	1.2. Interview the applicant	None	5 minutes	Larry T. Javier (HRMO)
2. Attend the scheduled orientation on the basic information relative to the requirements for the job policies, procedures and regulations pertaining to discipline, hours of work and etc.	2.1. Conduct one-on-one interview	None	1 hour	Larry T. Javier (HRMO)
	2.2. Endorse the student to the Department he/she will be assigned to	None		HR Staff (Russel V. Oliveros)
TOTAL:			1 hour and 7 minutes	
END OF TRANSACTION				



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Service Specifications:	ISSUANCE OF CERTIFICATE OF TRAINING COMPLETION OF STUDENT TRAINEE			
Office or Division:	HUMAN RESOURCE MANAGEMENT OFFICE (HRMO)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	College Students who underwent their on-the-job training			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Accomplishment Report			Client	
2. Evaluation Sheet				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplishment report and evaluation sheet duly signed by the Department Head where the student trainee was assigned	1.1. Received the documents forwarded by the client and ask him/her to answer and accomplish the reaction sheet	None	5 minutes	HR Staff (Russel V. Oliveros)
2. Answer and accomplish the action sheet	2.1 While awaiting the accomplished reaction sheet, the HR personnel will prepare the requested certification and forward the same to the HRMO Head for his signature	None	5 minutes	HR Staff (Russel V. Oliveros)
	2.2. Signed the certification	None		Larry T. Javier (HRMO)
	2.2. Signed into the HRMO logbook before the release of the certificate	None	1 minute	HR Staff (Russel V. Oliveros)
TOTAL:			11 minutes	
END OF TRANSACTION				



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Service Specifications:	APPLYING FOR A JOB IN THE MUNICIPAL GOVERNMENT			
Office or Division:	HUMAN RESOURCE MANAGEMENT OFFICE (HRMO)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Letter		Client		
2. Resume with latest 2x2 picture				
3. Civil Service Eligibility, RA1080 (if any)				
4. Diploma, Transcript of Records				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check for Job Vacancy posted in three (3) conspicuous places within the vicinity of the Municipal Building, Sangguniang Bayan and Public Market. They may also check the CSC Bulletin of vacant positions at CSC Field Office Laguna.	1.1. Posts job vacancies to posted in three (3) conspicuous places within the vicinity of the Municipal Building, Sangguniang Bayan and Public Market. They may also check the CSC Bulletin of vacant positions at CSC Field Office Laguna.	None		
2. Submit application letter and requirements to the Head of the HRMO.	2.1. Schedule the applicants for preliminary interview and written examination	None	5 minutes	Larry T. Javier (HRMO)
3. Attend preliminary interview	3.1. Conduct preliminary interview	None	15 minutes	Larry T. Javier (HRMO)
4. Take written examination to determine the merit and fitness of the applicant to the position he/she is applying for	4.1. Administer written examination	None	1 hour	Larry T. Javier (HRMO)



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	4.2. Asks the applicants to wait for the result of their exam and interview	None	3 days to 1 week	Larry T. Javier (HRMO)
	4.3. Schedule all passers for Personnel Selection Board (PSB) interview	None		
5. Attend the schedule PSB interview	5.1. After all applicants were screened, interviewed and assessed, the selection board will select the top five (5) candidates for the position. Afterwards, their documents will then be forwarded to the appointing authority for final selection.	None	3 days to 1 week	Municipal Mayor
	5.2. Preparation of appointment to be signed by the appointing authority	None		
	5.3. Applicant will then be informed of their appointment	None		
	TOTAL:	None	6 days & 21 minutes to 2 weeks & 21 minutes	
<i>END OF TRANSACTION</i>				



Municipal Environment and Natural Resources Office

Service Specifications:	GARBAGE COLLECTION			
	Collection of garbage is done regularly and there is a specific type of garbage to be collected each day. Citizens are advised to segregate their wastes properly. "No Segregation, No Collection" Policy is being imposed. Due to the limited amount of wastes the garbage vehicle could accommodate, garbage collection only covers the 19 Barangays.			
Office or Division:	MUNICIPAL ENVIRONMENT AND NATURAL RESOURCES OFFICE			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All business owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None. They need only to segregate their wastes at the source and make sure to disinfect it before putting it in a secure container.		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Household should segregate the wastes	1.1. Provide fuel for the collection vehicle	None	5 minutes	Municipal Treasury Office
2. Assigned officials of the respective barangays will collect the wastes	2.1. Prepare the collection vehicle and necessary PPEs	None	3 hours	Garbage Collectors (MENRO)
3. Collected household wastes must be placed at the Barangay MRF	3.1. Collect the segregated household wastes from the 19 barangay MRS and Transport the collected wastes to the central MRF in barangay	None	3 hours	Garbage Collectors (MENRO)
TOTAL:		None	6 hours & 5 minutes	
END OF TRANSACTION				



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Service Specifications:	RESOLUTION OF ENVIRONMENTAL CONCERN/COMPLAINTS			
	Clients may settle their complaints regarding issues on environmental exploitation and other environmental concerns at the office of the municipal environment and natural resources.			
Office or Division:	MUNICIPAL ENVIRONMENT AND NATURAL RESOURCES OFFICE			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of complaint (if available)		Client		
2. Photo/Video evidences or any other documents that could support the complaint				
<i>NOTE: Clients may report a complaint without a letter but the photo/video and other evidences must be present</i>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report to the Office. Submit the letter of complaint (if available) (Clients are advised to wash and sanitize their hands before entering the office)	1.1. Receive the letter (if there is any). Ask the client to fill in their information in the logbook	None	5 minutes	MENRO Clerk/Staff
2. Provide further important details about the concern/issue reported to the office	2.1. Ask for an in-depth and detailed information about the concern/issue received from the client	None	1 hour	MENRO Head of Office/MENRO Clerk/Staff
	2.2. Conduct a site inspection for verification and further data gathering	None	1 day	MENRO Head of Office/MENRO Clerk/Staff



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	2.3. Issue a Notice of Violation, Cease and Desist Order, or warning or whichever is applicable for the certain concern/issue received by the office	None	1 hour	MENRO Clerk/Staff
	2.4. Monitor compliance of the person concerned after 3 days	None	3 days	MENRO Head of Office/MENRO Clerk/Staff
	2.5. For unresolved issues, endorse and coordinate with higher authorities for appropriate action	None	1 day	MENRO Head of Office
TOTAL:		None	5 days 2 hours & 5 minutes	
<i>END OF TRANSACTION</i>				



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Service Specifications:	ISSUANCE OF MUNICIPAL ENVIRONMENTAL CERTIFICATE	
	Municipal Environment Certificate is necessary for all commercial, institutional, industrial, and green infrastructure projects as well as business and commercial buildings. the Municipal Environmental Permit to Operate shall be awarded to existing businesses with Municipal Environmental Certificate (MEC) provided that said facility has complied with the provisions set-forth under the issued MEC. New establishments must get MEC prior to their construction.	
Office or Division:	MUNICIPAL ENVIRONMENT AND NATURAL RESOURCES OFFICE	
Classification:	Simple	
Type of Transaction:	G2C	
Who may avail:	All business owners	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	1. Environmental Clearance (varies depending on business type)	MENRO
	Photocopy of the following:	
	a. ECC or CNC (DENR) with attachment	DENR
	b. Discharge Permit (DENR_EMB)	DENR/LLDA
	c. Permit to Operate (DENR-EMB, Generator Set, Rice Mill, etc.)	DENR
	d. Hazardous Waste Generator ID No.	DENR-EMB
	e. Zoning Clearance/Locational Clearance	MPDO
	f. Barangay Clearance (Interposing No Objection to Business)	Barangay Hall
	g. Other Certificates (DTI, SEC)	DTI, SEC
	h. Orientation on relevant Solid Waste Management, Plastic	MENRO
	j. NWRB Water Permit	NWRB
	k. Photo or any documents showing practice of waste segregation	Client



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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client logbook	1.1. Assess the application for Business Permit and other supporting documents	None	5 minutes	MENRO Clerk/Staff
	1.2. Conduct briefing/orientation on sanitation and solid waste management	None	10 minutes	MENRO Head of Office/MENRO Clerk/Staff
	1.3. Sign the application form and release the same to the client	None	2 minutes	MENRO Head of Office/MENRO Staff
2. Make the payment for the permit		Php 100.00	2 minutes	Window 1 of the Municipal Treasury
	TOTAL:	Php 100.00	19 minutes	
END OF TRANSACTION				



Office of the Waterworks System

Service Specifications:	APPLICATION FOR WATER CONNECTION (NEW)			
Office or Division:	Cavinti Water Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All Individuals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Xerox Copy of Community Tax Certificate		Client		
<i>NOTE: Fees will be based on the Local Tax Code</i>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Coordinate with Cavinti Water Office	1.1. Inspection of Location		30 minutes	Cavinti Water Personnel
2. Submit requirements	2.1. Issue application form to the client		5 minutes	Applicant
3. Filled-out the application form	3.1. Prepare recommendation for the LCE's approval		1 day	Cavinti Water Supervisor/LCE
4. Payment of Materials and Water Permit	4.1. Received and Process Payment		15 minutes	MTO
	5.1 Install/Established new water connection		1 hour	Cavinti Water Personnel
TOTAL:			1 day, 1 hour & 50 minutes	
END OF TRANSACTION				



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Service Specifications:	BILLING AND PAYMENT			
Office or Division:	Cavinti Water Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All Individuals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Xerox Copy of Community Tax Certificate		Client		
<i>NOTE: Fees will be based on the Local Tax Code</i>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Read the Water Meter (as per schedule)		1 day	Cavinti Water (Meter Reader)
	1.2. Encoding and Printing of Bills		1 day	Cavinti Water Office Clerk
	1.3. Distribution of water bill (as per schedule)		1 day	Cavinti Water (Meter Reader)
1. Payment of Water Bill			15 minutes	MTO (Cashier)
	TOTAL:		3 days and 15 minutes	
END OF TRANSACTION				



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Service Specifications:	RECONNECTION OF PIPELINE			
Office or Division:	Cavinti Water Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All Individuals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Xerox Copy of Community Tax Certificate		Client		
<i>NOTE: Fees will be based on the Local Tax Code</i>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Coordinate with Cavinti Water Office and submit requirements	1.1 Process requests and issue order of payment		5 minutes	Cavinti Water Office Clerk
2. Payment of arrears	2.1. Process the payment and issue the receipt		15 minutes	MTO Staff (Cashier)
	2.2. Issuance of Job Order/Approval		5 minutes	Cavinti Water Office Clerk/Supervisor
	2.3. Inspection and Reconnection of Water Meter		30 minutes	Cavinti Water Personnel
TOTAL:			55 minutes	
END OF TRANSACTION				



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Service Specifications: REPAIR OF SUPPLY PIPELINE				
Office or Division:	Cavinti Water Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All Individuals			
CHECKLIST OF REQUIREMENTS				
WHERE TO SECURE				
1. Xerox Copy of Community Tax Certificate	Client			
<i>NOTE: Fees will be based on the Local Tax Code</i>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Coordinate and report the leaking pipes..etc.	1.1. Collect Consumer's Data		5 minutes	Cavinti Water Personnel
	1.2. Issuance of Job Order		5 minutes	Cavinti Water Office Clerk
	1.3. Supervisor's Approval		5 minutes	Cavinti Water Office Clerk
	1.4. Estimate materials needed and fixing of reported leaks		30 minutes	Cavinti Water Personnel
TOTAL:			45 minutes	
END OF TRANSACTION				



TOURISM OFFICE

Service Specifications:	PROMOTION/ADVERTISEMENT OF DIFFERENT TOURISM SITES, PRODUCTS AND ANSWER INQUIRIES THRU CALL, SOCIAL MEDIA., ETC.			
Office or Division:	CAVINTI CULTURE, HISTORY, ARTS, TRADE AND TOURISM OFFICE			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Tourist/Guest/Travel Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Reached out to the CAVINTI CULTURE, HISTORY, ARTS, TRADE AND TOURISM OFFICE for any inquiries in relation to the local tourist destinations and products.	1.1. Answer inquiries of the client	None	3 minutes	Tourism Staff
TOTAL:		None	3 minutes	
END OF TRANSACTION				



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Service Specifications:	ASSISTING TOURIST DURING THEIR VISIT ON LOCAL TOURSIM SITES (CURCC/CAVINTI FALLS/ECO-PARK)			
Office or Division:	CAVINTI CULTURE, HISTORY, ARTS, TRADE AND TOURISM OFFICE			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All Individual			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
<i>NOTE: Corresponding Fee(s) per tourism site</i>				
<i>CURCC - Php 650.00/pax</i>				
<i>Cavinti Falls - Php 350.00/pax</i>				
<i>Eco-Park - Php 50.00/pax</i>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Pueblo El Salvador prior to their visit on the tourism site they planned to go to and pay the corresponding payment	1.1. Assists tourists and received payment		5 minutes	Tourism Staff
	1.2. Brief the tourists of the Do's and Don'ts during their visit at the site		10 minutes	Tourism Staff
	1.3. Accompany/guide the tourist to ensure their safety		2 hours	Tourism Staff
TOTAL:			2 hours & 15 minutes	
END OF TRANSACTION				



Feedback and Complaint Mechanism

How to send feedback	<p>Answer the client feedback form and drop it at the designated drop boxes across the vicinity of the Municipal Building or you may contact us through the following to send in any suggestions, compliments and/or complaints.</p> <p>cavintimunicipalgovernment@gmail.com Telephone No. 523-0129 local 100</p>
How feedbacks are processed	<p>Every last working day of the week, the assigned personnel will open the drop box and compiles and records all the feedback submitted.</p> <p>Feedbacks requiring answers will be forwarded to the relevant offices and they will be required to provide an answer within three (3) days upon receipt of the feedback.</p> <p>The response will then be forwarded/relayed to the citizen if applicable.</p>
How to file a complaint	<p>Answer the client complaint form and drop it at the designated drop boxes across the vicinity of the Municipal Building.</p> <p>Make sure to provide the following information:</p> <ul style="list-style-type: none"> - Name of person being complained - Incident - Evidence
How complaints are processed	<p>The responsible/assigned personnel will open the complaint drop box on a daily basis and evaluate each complaint.</p> <p>After thorough review of the complaint, an investigation will commence and require the personnel concerned for their explanation.</p> <p>A report containing all the details of the incident and the findings shall be submitted to the head of agency for appropriate action.</p> <p>Afterwards, feedback will be given to the client (complainant).</p>



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Contact Information of ARTA	email address: info@arta.gov.ph contact nos. PLDT - 1-ARTA (12782) Smart 0920-925-3078 0998-856-8338
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