



LOCAL GOVERNMENT UNIT OF KAPALONG

CITIZEN'S CHARTER

2020 (1st Edition)



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I. Mandate:

The LGU's mandate is enshrined in Section 16 of RA 7160 also known as the Local Government Code which states that every local government unit shall exercise the powers expressly granted, those necessarily implied therefrom, as well as powers necessary, appropriate, or incidental for its efficient and effective governance, and those which are essential to the promotion of the general welfare. Within their respective territorial jurisdictions, local government units shall ensure and support, among other things, the preservation and enrichment of culture, promote health and safety, enhance the right of the people to a balanced ecology, encourage and support the development of appropriate and self-reliant scientific and technological capabilities, improve public morals, enhance economic prosperity and social justice, promote full employment among their residents, maintain peace and order, and preserve the comfort and convenience of their inhabitants.

II. Vision:

To envision a vibrant Kapalong, an economic hub of God-fearing people who enjoy quality of life, thrived in a peaceful, sustainable environment propelled by proactive governance with highly capacitated human resource.

III. Mission:

To provide quality and reliable services, facilities and opportunities towards the promotion of the well-being of the populace as accountable stewards of the present and future generation.

IV. Service Pledge:

K- aming mga opisyal at kawani ng pamahalaan ng KAPALONG

A- linsunod sa aming mga sinumpaang tungkulin at Citizen's Charter ay sumusumpa ng katapatang

P- agbibigay ng taos pusong paglilingkod sa mamamayan tungo sa kaunlaran ng

A- ming bayan, sa pamamagitan ng mabilis na pagtugon sa pangangailangan ng bawat isa

L- along-lalo na sa kapakanan ng sambayanan na walang pinipiling

O- ras o pagkakataong makatulong sa kapwa at kaagapay nito ang taong puso



N- aming pananalig na umunlad and aming pamayanan at maibalik ang tiwala sa ating pamahalaan
G- aling mo.... KAPALONG”



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OFFICE OF THE MAYOR

External Services



1. Requests, Solicitations and other Financial Assistance

This assistance is given to the people who are indigent that needs medicines or hospitalization.

Office or Division:	Mayor's Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Indigent constituent			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request or Solicitation letter (1 Original, 1 Photocopy)		Transacting client/public		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter of request or solicitation letter for a brief interview.	1. Affix receive stamp on both original and receiving copy of the letter request or solicitation letter. 1.2. Entry document/s in logbook of official received documents. 1.3 Interview the client for the purpose/s of the letter request or solicitation letter. 1.4 Prepares the request for the releasing of the assistance and inform the client to return on the scheduled date of the release of the assistance.	None	6 Days	<i>Juliet J. Carbonell Administrative Aide I Maria Corina R. Timbol Private Secretary I</i>
2. Claim the approved request/solicitation	2. Releases the approved amount for the assistance.	None	2 minutes	<i>Juliet J. Carbonell Administrative Aide I Maria Corina R. Timbol Private Secretary</i>
		Total payment fee: None	Total processing time: 6 days, 2 minutes	



2. Medical Referral

The office provides medicines to individuals/residents of the Municipality who have inadequate resources to purchase medicines prescribed for their medication.

Office or Division:	Mayor's Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Doctor's Prescription (1 Original)		Hospital where the sick person was confined/checked up		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents doctor's prescription or to the Office of the Mayor	1. Receive the doctor's prescription, interview the client and check for the availability of the medicine prescribed by the doctor.	None	5 minutes	<i>Teresita D. Capoy Administrative Aide</i>
2. Receive the medicine	2. Give the available medicine to the client/patient	None	5 minutes	<i>Teresita D. Capoy Administrative Aide</i>
		Total payment fee: None	Total processing time: 10 minutes	



3. Burial Assistance

This service aids the needs of the families/individual who are in crisis situation and comes to the office or referred to avail for assistance in order to cope up with his present problems due to socio-economic difficulties and eventually to attain normal functioning.

Office or Division:	Mayor's Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certified True Copy of Death Certificate (1 Original, 3 Certified True Copies)		Local Civil Registrar		
Statement of Account (2 photocopies)		Attending Funeral Home		
Barangay Certificate of Indigence (1 Original, 1 Photocopy)		Barangay where the client resides		
Valid I.D. (1 Photocopy)		Transacting client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signs logbook and presents documents/requirement for a brief interview and	1. Hand-in logbook and check the completeness and validity of the documents/requirements 1.2 Refer to MSWD Office	None	5 minutes	<i>Helen B. Camile Local Legislative Assistant II Mayor's Office Staff</i>
2. Proceed to MSWDO Front desk Officer to sign up the client's logbook and submit all documentary requirements & appear for interview	2.1 Facilitate client in signing the Logbook 2.2 Review all the submitted documentary requirements and Interview client for the preparation of Social Case Summary.	None	2 minutes	<i>Marjun S. Portes Admin Aide IV</i> <i>Ernest Gerer P. Fernandez Social Welfare Assistant</i>
			10 minutes	
3. Affix Signature as conformity to the accomplished social case summary.	3. Signs the social case summary	None	5 minutes	<i>Ernest Gerer P. Fernandez Social Welfare Assistant</i> <i>Mary Grace L. Abuda MGDH I-MSWDO</i>
4. Receive the documents & proceed to Mayor's Office for the release of the claims.	4. Release documents for client's claim.	None	3 minutes	<i>Ernest Gerer Fernandez Social Welfare Assistant</i>



5. Proceed to Office of the Mayor and present the Social Case Summary and Disbursement voucher	5. Check the Social Case Summary and disbursement voucher and prepare the assistance	None	5 minutes	<i>Helen B. Camile Mayor's Office Staff</i>
6. Signs the Disbursement voucher and receives the Burial Assistance	6. Releases the approved amount of the assistance and log-in entry to cashbook	None	5 minutes	<i>Helen B. Camile Mayor's Office Staff</i>
		Total payment fee: None	Total processing time: 35 minutes	



4. Civil Wedding to be Officiated by the Mayor

The office personnel schedule the preferred date of wedding ceremony of the would-be couples to be officiated by the Municipal Mayor.

Office or Division:	Mayor's Office				
Classification:	Simple				
Type of Transaction:	Government to Citizen				
Who may avail:	All				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Complete Requirements of Marriage Application (please refer to the Office of the Municipal Civil Registrar for the requirements on Marriage Application)			Office of the Municipal Civil Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Present the completed requirements to the Office of the Mayor	1.1 Check the completeness and validity of the requirements	None	3 minutes	<i>Clyne D. Espinili Administrative Aide I</i>	
2. Inquire for the availability of your preferred marriage ceremony schedule	2.1 Give the available schedule 2.2 Finalize the time, date and venue of the marriage ceremony (subject for deliberation depending on the Mayor's availability); 2.3 Give instructions to client on what to bring during the marriage ceremony	None	10 minutes	<i>Clyne D. Espinili Administrative Aide I</i>	
		Total payment fee: None	Total processing time: 13 minutes		



5. Blood Request

The Office facilitates blood request from individuals and families who are residents of the Municipality who wish to avail of the assistance.

Office or Division:	Mayor's Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Blood Request Form (1 Original, 1 Photocopy)		Hospital		
Barangay Certificate of Indigence (1 Original, 1 Photocopy)		Barangay where the client/patient resides		
Valid I.D. (1 Photocopy)		Transacting client		
Blood Withdrawal Slip duly signed by the blood donor and Barangay Blood Coordinator (1 Original and 1 photocopy)		Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Complete the requirements needed for Blood Request	1. Check the completeness of the requirements	None	15 minutes	<i>Elecita Sabijon Administrative Aide</i>
2. Receives the certification	2.1 Prepares the certification and in case the LGU has no available, advice client to proceed to his/her respective barangay	None	5 minutes	<i>Elecita Sabijon Administrative Aide</i>
3. In case blood assistance is not available in the LGU, go to your respective Barangay to secure the blood donor's name (Barangay Blood Coordinator)	3.1 Give the blood donor's name to the eligible recipient	None	10 minutes	<i>Barangay Blood Coordinator</i>
4. Present the Blood Withdrawal slip duly signed by the Blood Donor and Barangay Blood Coordinator	4.1 Present the requirements from Barangay 4.2 Notify the client of the approval of the assistance and release the approved amount or the Blood Withdrawal Slip to be withdrawn from	None	10 minutes	<i>Elecita Sabijon Administrative Aide</i>



	Bloodbank/ PEEDO, Provincial Capitol, Tagum City.			
5. Receives original copy of the documents presented	5.1 Logs name of client and releases client's personal copy of the documents.	None	5 minutes	<i>Elecita Sabijon Administrative Aide</i>
		Total payment fee: None	Total processing time: 45 minutes	



6. Financial Assistance (Medical Assistance)

This assistance is given to the people who are indigent that needs medicines or hospitalization

Office or Division:	Mayor's Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Indigent constituent			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Medical Certificate / Medical Abstract / Certificate of Confinement (1 original copy)		Hospital where admitted / checked-up		
Barangay Certificate of Indigence (1 original copy)		Barangay		
Valid ID (1 photocopy)		Claimant / Recipient		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements/documents	1.1 Verify/checks the completeness of the documents and refer to MSWDO	None	20 minutes	<i>Cynthia G. Sismar Assessment Clerk I</i>
2. Proceed to Municipal Social Welfare Development Office	1.2 Conducts Interview and make case summary	None	20 minutes	<i>Ernest Gerer P. Fernandez Social Welfare Assistant</i>
3. Go back to Mayor's/ Admin. Office present the case summary	3.1 Checks the case summary and prepare the assistance	None	15 minutes	<i>Cynthia G. Sismar Assessment Clerk I</i>
4. Sign the logbook and received the assistance	4.1 Releases assistance	None	10 minutes	<i>Cynthia G. Sismar Assessment Clerk I</i>
		Total payment fee: None	Total processing time: 1 hour & 5 minutes	



7. Financial Assistance (ESA) Emergency Shelter Assistance

This assistance is given to the people who are indigent that needs medicines or hospitalization

Office or Division:	Mayor's Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Indigent constituent			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Report of MDRRMC (1 original copy)		MDRRM Office		
Barangay Certificate of Indigence (1 original copy)		Office of the Punong Barangay		
Report of BFP (if cause of fire) (1 original)		BFP Station		
Photos of the damage property (1 colored copy)		BFP / MDRRMO		
Valid ID (1 photocopy)		Claimant / Recipient		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements /documents	1.1 Verify/check the completeness of the documents and refer to MSWDO	None	20 minutes	<i>Cynthia G. Sismar Assessment Clerk I</i>
2. Proceed to Municipal Social Welfare Development Office	2.2 Conduct Interview and make case summary	None	20 minutes	<i>Ernest Gerer P. Fernandez Social Welfare Assistance</i>
3. Go back to Mayor's / Admin Office present the case summary	3.1 Check the case summary and prepare the assistance	None	15 minutes	<i>Cynthia G. Sismar Assessment Clerk</i>
4. Sign the logbook and received the assistance	4.1 Release the assistance	None	10 minutes	<i>Cynthia G. Sismar Assessment Clerk</i>
		Total payment fee: None	Total processing time: 1 hour & 5 minutes	



8. Mayor's Clearance

Mayor's clearance is issued for jobseekers, applicant for AFP/PNP/BFP/BJMP

Office or Division:	Mayor's Office				
Classification:	Simple				
Type of Transaction:	Government to Business				
Who may avail:	Jobseekers, other applicants but not limited to AFP/PNP/BFP/BJMP (Residents of Municipality of Kapalong only)				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
PNP Clearance, or			PNP Kapalong Office		
NBI Clearance – Photocopy			NBI Tagum Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submits Requirements	1.1 Verifies completeness of requirements, issues order of payment and advice applicant to pay at treasurer's office	None	1 minute	<i>Maria Jesusa F. Mendoza License Inspector I</i>	
2. Proceeds to Treasurer's Office to pay clearance fee	2.1 Accepts payment of clearance fee and issues official receipt, advice applicant to proceed back to BPLS after paying	P 50.00	5 minutes	<i>Richie Joy B. Balabat Revenue Collection Clerk I Rose N. Dianco Revenue Collection Clerk I Cherry Duque Revenue Collection Clerk I</i>	
3. Submits Official Receipt of Clearance	3.1 Process the requested clearance and advice the client to wait for the release of approved Mayor's clearance	None	10 minutes	<i>Maria Jesusa F. Mendoza License Inspector I</i>	
4. Signs logbook and receives the requested mayor's clearance	4.1 Hands in logbook and releases the Mayor's clearance	None	2 minutes	<i>Maria Jesusa F. Mendoza License Inspector I</i>	
		Total payment P 50.00	Total processing time 18 minutes		



9. Occupational Permit

Occupational permit is issued for every person who shall engage in the practice of occupation or calling not requiring government examination

Office or Division:	Mayor's Office- Business Permits & License Section				
Classification:	Simple				
Type of Transaction:	Government to Citizen				
Who may avail:	All workers or employees of privately owned business establishment whether working on temporary or permanent basis except all professionals who are subject to the provincial tax imposition pursuant to Section 139 of the Local Government Code and government employees				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
PNP Clearance, or			PNP Kapalong Office		
NBI Clearance – Photocopy			NBI Tagum Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submits Requirements	1.1 Verifies completeness of requirements, issues order of payment and advice applicant to pay at the Municipal Treasurer's office	None	1 minute	<i>Maria Jesusa F. Mendoza License Inspector I</i>	
2. Proceeds to Treasurer's Office to pay clearance fee	2.1 Accepts payment of clearance fee and issues official receipt, advice applicant to proceed back to BPLS after paying	PHP300.00 PHP200.00	5 minutes	<i>Richie Joy B. Balabat Revenue Collection Clerk I Rose N. Dianco Revenue Collection Clerk I Cherry Duque Revenue Collection Clerk I</i>	
3. Submits official receipt of occupational permit	3.1 Process the requested clearance and advice the client to wait for the release of approved occupational permit	None	10 minutes	<i>Maria Jesusa F. Mendoza License Inspector I</i>	
4. Signs logbook and receives the requested occupational permit	4.1 Hands in logbook and releases the occupational permit	None	2 minutes	<i>Maria Jesusa F. Mendoza License Inspector I</i>	
		Total payment fee: P300.00 P200.00	Total processing time: 18 minutes		



10. Certificate of no business/has business

A certification required in the application for scholarship, and SPES workers

Office or Division:	Mayor's Office- Business Permits & License Section				
Classification:	Simple				
Type of Transaction:	Government to Citizen				
Who may avail:	Scholarship and SPES Worker Applicants, All Other Applicants				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Certificate of No Landholding			Municipal Assessor's Office		
Official receipt indicating payment of P50.00			Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submits Requirements	1.1 Verifies completeness of requirements, issues order of payment and advice applicant to pay at Municipal Treasurer's Office	None	1 minute	<i>Maria Jesusa F. Mendoza License Inspector I</i>	
2. Proceeds to treasurer's office to pay certification fee (if not yet paid)	2.1 Accepts payment of certification fee and issue official receipt, advice applicant to proceed back to BPLS after paying	P 50.00	5 minutes	<i>Richie Joy B. Balabat Revenue Collection Clerk I Rose N. Dianco Revenue Collection Clerk I Cherry Duque Revenue Collection Clerk I</i>	
3. Submits official receipt of occupational permit	3.1 Process the requested clearance and advice the client to wait for the release of approved occupational permit	None	10 minutes	<i>Maria Jesusa F. Mendoza License Inspector I</i>	
4. Signs logbook and receives the requested occupational permit	4.1 Hands in logbook and releases the certificate of no business/has business	None	2 minutes	<i>Maria Jesusa F. Mendoza License Inspector I</i>	
		Total payment fee: P 50.00	Total processing time 18 minutes		



11. Special Permit-Retailers (Sari-Sari Store)

A permit issued to owners of sari-sari store whose annual gross sales is P30,000.00 and below

Office or Division:	Mayor's Office- Business Permits & License Section			
Classification:	Simple			
Type of Transaction:	Government to Business			
Who may avail:	Sari-sari store owners whose annual gross sales is P30,000.00 and below			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to business assessor for personal interview	1.1 Interviews applicant, issues order of payment and advice to proceed to Municipal Treasurer's Office to pay permit fee	None	5 minutes	<i>Ramil G. Demerin Administrative Aide I</i>
2. Proceeds to Municipal Treasurer's Office to pay permit fee	21. Accepts payment of permit fee and issues official receipt, advice applicant to proceed back to BPLS after paying	P 400.00	5 minutes	<i>Richie Joy B. Balabat Revenue Collection Clerk I Rose N. Dianco Revenue Collection Clerk I Cherry Duque Revenue Collection Clerk I</i>
3. Submits official receipt of special permit fee	31. Processes the special permit and advice the client to wait for the release of approved special permit	None	10 minutes	<i>Ramil G. Demerin Administrative Aide I</i>
4. Signs at logbook and receives the special permit	4.1 Hands in logbook and releases special permit for retailer (sari-sari store)	None	2 minutes	<i>Maria Jesusa F. Mendoza License Inspector I</i>
		Total payment fee: P 400.00	Total processing time: 22 minutes	



12. Special Permit for Cockfights

A permit issued to authorized cockpit owner for conducting derby, special cockfights other than regular cockfight.

Office or Division:	Mayor's Office- Business Permits & License Section			
Classification:	Simple			
Type of Transaction:	Government to Business			
Who may avail:	Authorized and permitted cockpit owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to business assessor for personal interview	1.1 Interviews applicant, issues order of payment and advice to proceed to Municipal Treasurer's Office to pay permit fee	None	5 minutes	<i>Ramil G. Demerin Administrative Aide I</i>
2. Proceeds to Municipal Treasurer's Office to pay permit fee	2.1 Accepts payment of permit fee, issues official receipt, advice applicant to proceed back to BPLS after paying	(see payment matrix)	5 minutes	<i>Richie Joy B. Balabat Revenue Collection Clerk I Rose N. Dianco Revenue Collection Clerk I Cherry Duque Revenue Collection Clerk I</i>
3. Submits official receipt of special permit fee	3.1. Processes and advice the client to wait for the release of approved special permit	None	10 minutes	<i>Ramil G. Demerin Administrative Aide I</i>
4. Signs at logbook and receives the special permit	4.1 Hands in logbook and releases special permit for cockfights	None	2 minutes	<i>Ramil G. Demerin Administrative Aide I</i>
		Total Payment fee: (see payment matrix)	Total Processing Time: 22 minutes	



Payment Matrix for Special Permit for Cockfights

A. Special Cockfights		P500.00
B. Special Derby		
Two cock derby		P 2,000.00
Three cock derby		P 3,500.00
Four cock derby		P 4,000.00
Five cock derby		P 5,500.00
C. SULATADA FEE	PER SULTADA	
Ordinary		P 50.00
Derby		P 80.00



13. Motorized Tricycle Operator's Permit (MTOP)

A document granting franchise or license to operate issued to a person, natural or juridical, allowing such person to operate motorized tricycle for hire over specified zones within the municipality of Kapalong.

Office or Division:	Mayor's Office- Business Permits & License Section			
Classification:	Simple			
Type of Transaction:	Government to Business			
Who may avail:	Any person of legal age, natural or juridical and not contrary to existing laws			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<i>New</i>				
Community tax certificate (cedula)		Municipal Treasurer's Office		
Birth certificate of applicant		Municipal Local Civil Registrar's Office		
Insurance policy of unit		Any vehicle insurance company		
Certification from existing T.O.D.A.		Existing tricycle operator and driver's association per zone		
Inspection report		Municipal Traffic Officer – PNP Kapalong		
Picture of the unit- back, front, side		Personal copy		
Photocopy - unit's certificate of registration - unit's official receipt of registration		Personal copy file Personal copy file		
Official receipt with amount p630.00		Municipal Treasurer's office		
<i>Renew</i>				
Community tax certificate (cedula)		Municipal Treasurer's Office		
Inspection report		Municipal traffic officer – PNP Kapalong		
Previous MTOP		Personal copy file		
Previous official receipt		Personal copy file		
Official receipt with amount P430.00		Municipal Treasurer's office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits requirements	1.1 Verifies the completeness of requirements, process the requested MTOP and advice the applicant to wait for the release of approved permit	None	20 minutes	<i>Ramil G. Demerin Administrative Aide I</i>
2. Signs at logbook and receive the motorized tricycle operator's permit	2.1. Hands in logbook and release the permit	NONE	2 minutes	<i>Ramil G. Demerin Administrative Aide I</i>
		Total payment fee: None	Total processing time 22 minutes	



14. Municipal Permit for Motorized Tricycle for Hire (MTH/MCH)

A permit issued to a person whose MTOP is granted from other municipality allowing him to enter in the municipal jurisdiction of Kapalong

Office or Division:	Mayor's Office- Business Permits & License Section			
Classification:	Simple			
Type of Transaction:	Government to Business			
Who may avail:	Any person of legal age, with current MTOP issued from other Municipality			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
New/ Renew				
1. Current MTOP from other municipality		From other LGU's municipal permits and licensing section		
2. Official receipt with amount of P350.00		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits requirements	1.1 Verifies the completeness of requirements, process the requested permit and advice the applicant to wait for the release of approved permit	None	20 minutes	<i>Ramil G. Demerin Administrative Aide I</i>
2. Signs at logbook and receive the permit	2.1 Hands in logbook and releases approved permit	NONE	2 minutes	<i>Ramil G. Demerin Administrative Aide I</i>
		Total payment fee: None	Total processing time: 22 minutes	



15. Special Permit to Drive Trisikad

A Permit issued to the driver of registered pedaled tricycle for hire

Office or Division:	Mayor's Office- Business Permits & License Section				
Classification:	Simple				
Type of Transaction:	Government to Citizen				
Who may avail:	Any person of legal age				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
New/ Renew					
Police clearance			Kapalong PNP office		
Official receipt with amount of P 350.00			Municipal Treasurer's Office of Kapalong		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submits requirements	1.1 Verifies the completeness of requirements, process the requested permit and advice the applicant to wait for the release of approved permit	None	20 minutes	<i>Ramil G. Demerin Administrative Aide I</i>	
2. Signs at logbook and receive the permit	2.1 Hands in logbook and releases approved permit	None	2 minutes	<i>Ramil G. Demerin Administrative Aide</i>	
		Total payment fee: None	Total processing time: 22 minutes		



16. Special Permit-Ambulant and Itinerant Amusement Operator

A Permit issued to ambulant and itinerant amusement operator during fiestas and fairs

Office or Division:	Mayor's Office- Business Permits & License Section			
Classification:	Simple			
Type of Transaction:	Government to Business			
Who may avail:	Ambulant and itinerant amusement operator			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to business assessor for interview	1.1 Interviews applicant and assess taxes depending on type of amusement and other game machine, issues order of payment and advice to proceed to Municipal Treasurer's Office to pay permit fee and taxes	None	5 minutes	<i>Ramil G. Demerin Administrative Aide I</i>
2. Proceeds to Treasurer's office to pay permit fee and taxes	2.1. Accepts payment of permit fee, taxes and issues official receipt, advice applicant to proceed back to BPLS after paying	P 400.00	5 minutes	<i>Richie Joy B. Balabat Revenue Collection Clerk I Rose N. Dianco Revenue Collection Clerk I Cherry Duque Revenue Collection Clerk I</i>
3. Submits official receipt of tax and special permit fee	3.1 Processes and advice the client to wait for the release of approved permit	None	10 minutes	<i>Ramil G. Demerin Administrative Aide I</i>
4. Signs at logbook and receive the permit	4.1 Hands in logbook and releases approved permit	None	2 minutes	<i>Ramil G. Demerin Administrative Aide I</i>
		Total payment fee: P 400.00	Total processing time 22 minutes	



17. Business Clearance for Government Workers & Employees

A clearance issued to all government workers indicating therein that the applicant has no business payment overdue.

Office or Division:	Mayor's Office- Business Permits & License Section			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All government workers and employees for purpose of retiring, travel abroad, transfer of location/assignment			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to business assessor for interview	1.1 Interview applicant, search the account record at databank. If found with business delinquency the applicant is advised to pay first the delinquent amount before a clearance is to be issued. If cleared, an order of payment is issued and advice to pay at Municipal Treasurer's Office	None	5 minutes	<i>Ramil G. Demerin Administrative Aide I</i>
2. Proceeds to treasurer's office to pay clearance fee	2.1 Accepts payment of clearance fee and issue official receipt, advice applicant to proceed back to BPLS after paying	If with delinquent – pay the amount found in databank plus clearance fee P50.00, if cleared from delinquency, pay only P50.00	5 minutes	<i>Richie Joy B. Balabat Revenue Collection Clerk I Rose N. Dianco Revenue Collection Clerk I Cherry Duque Revenue Collection Clerk I</i>
3. Submits official receipt of business clearance fee	3.1 Processes and advice the client to wait for the release of approved	None	10 minutes	<i>Ramil G. Demerin Administrative Aide I</i>



	clearance			
4. Signs at logbook and receive the clearance	4.1 Hands in logbook and releases approved clearance	None	2 minutes	<i>Ramil G. Demerin Administrative Aide I</i>
		Total payment fee: P 50.00 if no delinquency	Total processing time: 22 minutes	



18. Mayor's Permit to Conduct Caravan Sale

A permit issued to individual or juridical business entity for the purpose of selling merchandise outside of their business location.

Office or Division:	Mayor's Office- Business Permits & License Section			
Classification:	Simple			
Type of Transaction:	Government to Business			
Who may avail:	All individuals or juridical business entities selling merchandise outside of their business location			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to receiving clerk	1.1 Issues order of payment and advice client to proceed to Municipal Treasurer's Office to pay permit fee	None	1 Minutes	<i>Ramil G. Demerin Administrative Aide I</i>
2. Proceeds to treasurer's office to pay permit fee	2.1 Accept payment of permit fee and issue official receipt, advice applicant to proceed back to BPLS after paying	P200.00 per day permit fee, and garbage fee P60.00	5 Minutes	<i>Richie Joy B. Balabat Revenue Collection Clerk I Rose N. Dianco Revenue Collection Clerk I Cherry Duque Revenue Collection Clerk I</i>
3. Submits official receipt of permit fee	3.1 Processes advice the client to wait for the release of approved permit	None	10 Minutes	<i>Ramil G. Demerin Administrative Aide I</i>
4. Signs at logbook and receive the permit	4.1 Hands in logbook and releases approved permit	None	2 Minutes	<i>Ramil G. Demerin Administrative Aide I</i>
		Total payment fee: P 200.00 per day and P 60.00 garbage fee	Total processing time: 19 minutes	



19. Certificate of Good Moral

A certificate issued to individuals for the purpose of taking board examination as required by professional regulation commission (PRC).

Office or Division:	Mayor's Office- Business Permits & License Section				
Classification:	Simple				
Type of Transaction:	Government to Business				
Who may avail:	All individuals or juridical business entities selling merchandise outside of their business location				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
PNP Clearance, or			PNP Kapalong Office		
NBI Clearance – Photocopy			NBI Tagum City Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submits requirements	1.1 Verifies completeness of requirements, issues order of payment and advice applicant to pay at Municipal Treasurer's Office	None	1 Minute	<i>Maria Jesusa F. Mendoza License Inspector I</i>	
2. Proceeds to Municipal Treasurer's Office to pay certification fee	2.1 Accepts payment and issues official receipt, advice applicant to proceed back to BPLS after paying	P50.00	5 Minutes	<i>Richie Joy B. Balabat Revenue Collection Clerk I Rose N. Dianco Revenue Collection Clerk I Cherry Duque Revenue Collection Clerk I</i>	
3. Submits official receipt	3.1 Processes and advice the client to wait for the release of approved certificate	None	20 Minutes	<i>Maria Jesusa F. Mendoza License Inspector I</i>	
4. Signs at logbook and receive the certificate	4.1. Hands in logbook and releases approved certificate	None	2 Minutes	<i>Maria Jesusa F. Mendoza License Inspector I</i>	
		Total payment fee: P 50.00	Total processing time: 28 minutes		



20. Certification – Change Business Name

A certificate issued to individual or juridical business entity certifying that business trade name has been changed

Office or Division:	Mayor's Office- Business Permits & License Section			
Classification:	Simple			
Type of Transaction:	Government to Business			
Who may avail:	Business establishment owner			
CHECKLIST OF REQUIREMENTS		Where to secure		
Business Tradename Registration		Department of Trade and Industry – Prov'l Capitol or at Negosyo Center, Kapalong		
Current Business Permit		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds and submits requirements to business assessor for interview	1.1 Verifies completeness of requirements, interviews and issues order of payment and advice applicant to pay at Municipal Treasurer's Office	None	2 Minutes	<i>Ramil G. Demerin Administrative Aide I</i>
2. Proceeds to Municipal Treasurer's Office to pay certification fee	2.1 Accepts payment of certification fee and issues official receipt, advice applicant to proceed back to BPLS after paying	PHP50.00	5 Minutes	<i>Richie Joy B. Balabat Revenue Collection Clerk I Rose N. Dianco Revenue Collection Clerk I Cherry Duque Revenue Collection Clerk I</i>
3. Submits official receipt of certification fee	3.1 Processes and advice the client to wait for the release of approved new business permit and certification	None	20 Minutes	<i>Ramil G. Demerin Administrative Aide I</i>
4. Signs at logbook and receive the certificate	4.1 Hands in logbook and releases approved certificate	None	2 Minutes	<i>Maria Jesusa F. Mendoza License Inspector I</i>
		Total payment fee: P 50.00	Total processing time 29 minutes	



21. Mayor's Permit on Business – New

A license or permit for the privilege of conducting business within the municipality

Office or Division:	Mayor's Office- Business Permits & License Section			
Classification:	Simple			
Type of Transaction:	Government to Business			
Who may avail:	All persons, juridical entities who conduct or engage in any business trade within the territorial jurisdiction of the municipality			
CHECKLIST OF REQUIREMENTS		Where to secure		
PER JMC 01-2016 NEW				
Proof of business registration, incorporation or legal personality (i.e. DTI/SEC/CDA Registration)		DTI registration – Negosyo Center, Kapalong SEC registration – Regional Office – Davao city CDA registration – CDA Regional Office- Davao city		
Basis for computing taxes, fees and charges		Sworn Statement of Capitalization For corporation – submit SEC Article of incorporation		
Occupancy Permit, if required by national laws		Municipal Engineering Office		
Contract of Lease (if lessee)		Property Owner (land, building, stall or spaces)		
Barangay Clearance (for business which are not required occupancy permit)		Business Permit and License Office (per DILG MC 2019-177 dated October 17, 2019)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits requirements	1.1. Verifies completeness of requirements, encoder creates account at ETRACS system, assesses payment of taxes, regulatory fees and charges. Submit on-line the encoded account and assessment to the BPLO for final assessment and approval (thru ETRACS system) 1.2. Reviews the submitted (on-line) unified form of personal data encoded and approves the assessment. If not approve, the unified form shall be returned (on-line) to the encoder for re-encoding of data needed or re	None	10 Minutes	<i>Ramil G. Demerin Administrative Aide I</i>
			3 Minutes	<i>Joel P. Rivera Administrative Aide VI</i>



	<p>assessment. If approved, the BPLO shall change the status (on-line) to for payment</p> <p>1.3. The encoder prints the unified form and require the client to affix its signature on the space provided, advise the client to pay fire safety inspection certificate (FSIC) fee at the co-located BFP collector and proceed to Municipal Treasurer's Office to pay taxes, fee and charges as computed and printed at the unified form</p>		2 Minutes	<i>Ramil G. Demerin Administrative Aide I</i>
2. Pays FSIC fee at co-located BFP collector and proceed to Municipal Treasurer's Office to pay taxes, fees and charges, as computed	2.1 Accepts payment of FSIC fee and issue official receipt and advice to proceed to Municipal Treasurer's Office to pay taxes, fees and charges	(see payment matrix)	5 Minutes	<i>Ruel Dugal Senior Fire Inspector 1 co- located at BPLS</i>
		Total payment fee: (see payment matrix)	Total processing time: 30 minutes	



MATRIX FOR FIRE SAFETY INSPECTION CERTIFICATE FEE AND STORAGE FEE OF LPG RETAILERS AND OTHER FLAMMABLE GASES TO BE COLLECTED BY BUREAU OF FIRE PROTECTION COLLECTOR

2.1.1 FOR FIRE SAFETY INSPECTION CERTIFICATE FEE (FSIC FEE) 15% OF TOTAL AMOUNT OF REGULATORY FEES BUT IN NO CASE SHALL BE LOWER THAN P500.00

2.1.2 PAY STORAGE FEE (FOR RETAILERS OF FLAMMABLE GAS ONLY) (PER R.A. 9514)

LPG RETAILERS		
	STORAGE CAPACITY (IN LTRS)	ANNUAL FEES
	200 AND BELOW	₱ 70.00
	OVER 200 TO 2,000	₱ 140.00
	OVER 2,000 TO 8,000	₱ 280.00
	OVER 8,000 TO 20,000	₱ 699.00
	OVER 20,000 TO 200,000	₱ 1,398.00
	OVER 200,000 TO 400,000	₱ 5,592.00
	FOR EVERY ADDITIONAL 4,000 LTS OR FRACTION THEREOF, IN EXCESS OF 400,000	₱ 35.00
OTHER FLAMMABLE GASES		
	STORAGE CAPACITY (IN LTRS)	ANNUAL FEES
	FROM 20 TO 100	₱ 21.00
	OVER 100 TO 400	₱ 42.00
	OVER 400 TO 2,000	₱ 126.00
	OVER 2,000 TO 8,000	₱ 252.00
	OVER 8,000 TO 40,000	₱ 630.00
	OVER 40,000 TO 200,000	₱ 1,259.00
	OVER 200,000 TO 400,000	₱ 1,888.00
	OVER 400,000	₱ 3,146.00



MATRIX FOR REGULATORY FEES FOR NEW BUSINESS PERMIT REGISTRATION TO BE COLLECTED BY MUNICIPAL TREASURER'S OFFICE COLLECTOR		
2.2.2 PERMIT FEE		
PHILIPPINE BUSINESS ASSET SIZE AS BASIS FOR COMPUTING BUSINESS PERMIT FEES		
		FEE
MICRO	P3,000,000.00 AND BELOW	
SMALL	P3,000,001.00 TO 15,000,000.00	
MEDIUM	P15,000,001.00 TO 100,000,000.00	
LARGE	P100,000,001.00 OVER	
ON MANUFACTURERS/PRODUCERS		
MICRO		₱ 300.00
SMALL		₱ 600.00
MEDIUM		₱ 1,500.00
LARGE		₱ 2,500.00
ON IMPORTERS/EXPORTERS		
MICRO		₱ 1,000.00
SMALL		₱ 2,000.00
MEDIUM		₱ 3,000.00
LARGE		₱ 4,000.00
ON BANKS		
RURAL, THRIFT, SAVINGS		₱ 2,000.00
COML, INDL, DEVT BANK		₱ 4,000.00
UNIVERSAL BANK		₱ 6,000.00
ON OTHER FINANCIAL INSTITUTIONS		
SMALL		₱ 2,000.00
MEDIUM		₱ 4,000.00
LARGE		₱ 6,000.00
ON CONTRACTORS/SERVICES ESTAB.		
MICRO		₱ 200.00
SMALL		₱ 500.00
MEDIUM		₱ 1,000.00
LARGE		₱ 2,000.00
ON WHOLESALE, RETAILERS, DEALERS OR DISTRIBUTORS		
MICRO		₱ 400.00
SMALL		₱ 600.00
MEDIUM		₱ 1,000.00
LARGE		₱ 2,000.00
ON TRANSLOADING OPERATION		
MEDIUM		₱ 2,000.00
LARGE		₱ 4,000.00
ON OTHER SERVICES		
MICRO		₱ 300.00



SMALL		₱	500.00
MEDIUM		₱	1,000.00
LARGE		₱	2,000.00
OTHER REGULATORY FEES			
SEPARATE PERMIT FEE ON "SIN GOODS"			
RETAIL, DEALERS OF FOREIGN LIQUOR		₱	1,000.00
RETAIL, DEALERS OF DOMESTIC LIQUOR		₱	700.00
RETAILERS OF DISTILLED SPIRITS		₱	500.00
RETAILERS OF FERMENTED LIQUORS		₱	700.00
DEALERS OF MANUFACTURED TOBACCO		₱	1,000.00
RETAILERS OF MANUFACTURED TOBACCO		₱	500.00
TOBACCO DEALERS		₱	300.00
AMUSEMENT PLACES		₱	500.00
GOLF COURSES, ETC.		₱	1,000.00
ON PACKING FACILITY USED FOR AGICULTURAL PRODUCTS FOR EXPORT			
300 SQ. M – BELOW			P1,000.00/P. PLANT
301 SQ. M – 500 SQ. M.			P2,000.00/P. PLANT
501 SQ. M -700 SQ. M.			P3,000.00/P. PLANT
701 SQ. M – ABOVE			P4,000.00/P. PLANT
WEIGHTS & MEASURES SEALING FEE			
LINEAR METRIC MEASUREMENT			
NOT OVER 1 MTR		₱	50.00
MEASURE OVER 1 MTR.		₱	70.00
METRIC MEASURES ON CAPACITY			
NOT OVER 10 LTRS		₱	50.00
OVER 10 LTRS		₱	70.00
METRIC INSTRUMENTS OF WEIGHTS			
NOT MORE THAN 30 KGS		₱	80.00
30 KGS – 300 KGS		₱	100.00
301 KGS – 3,000 KGS		₱	120.00
3,001 ABOVE		₱	150.00
APOTHECARY BALANCE OF PRECISION	P120.00		
BALANCE W/ COMPLETE SET OF WEIGHTS			
BALANCE WITH COMPLETE SET OF WEIGHTS		₱	120.00
FOR EACH EXTRA WEIGHT		₱	150.00
SANITARY INSPECTION FEE			
A. FOR HOUSE FOR RENT, BOARDING HOUSE, INN, APARTELE		₱	200.00
B. FOR EACH BUSINESS, INDUSTRIAL, AGRL. ESTABLISHMENT			
	AREA IS 20 SQ.M. BELOW	₱	150.00
	21 SQ.M.- 50 SQ.M.	₱	200.00
	51 SQ.M. – 100 SQ.M.	₱	300.00
	101 SQ.M. – 200 SQ.M.	₱	400.00
	201 SQ.M. – 500 SQ.M.	₱	600.00
	501 SQ.M. – 1000	₱	700.00



	SQ.M.		
	1000 SQ.M. OR MORE	₱	800.00
SANITARY PERMIT FEE		₱	50.00
OCCUPATIONAL FEE-FOR WORKERS			
	FOR HAZARDOUS, or	₱	300.00
	ALL OTHER WORKS	₱	250.00
STORAGE FEE-FOR GAS. STATION			
	500 – 2,000 LTRS	₱	200.00
	2,001 – 5,000 LTRS	₱	500.00
	5,001 – 20,000 LTRS	₱	2,000.00
	20,001 – 50,000 LTRS	₱	5,000.00
COMBUSTIBLE, FLAMMABLE OR EXPLOSIVE – LPG RETAILERS		₱	5,000.00
PERMIT FEE FOR INTERNET CAFÉ OPERATIONS			
	PER UNIT	₱	250.00
	ADD'L UNIT THEREAFTER	₱	150.00
REGISTRATION FEE FOR AGR'L. MACHINERY AND OTHER HEAVY EQUIPMENTS			
			FEE PER ANNUM
	HAND TRACTORS	₱	250.00
	LIGHT TRACTORS	₱	300.00
	HEAVY TRACTORS	₱	500.00
	BULLDOZER	₱	1,000.00
	FORKLIFT	₱	500.00
	HEAVY GRADERS	₱	500.00
	LIGHT GRADERS	₱	400.00
	MECHANIZED THRESHER	₱	300.00
	MANUAL THRESHER	₱	200.00
	CARGO TRUCK	₱	500.00
	DUMP TRUCK	₱	1,000.00
	ROAD ROLLERS	₱	500.00
	PAYLOADER	₱	1,000.00
	PRIME MOVER/FLATBED	₱	500.00
	BACKHOE	₱	1,000.00
	ROCK CRUSHER	₱	1,000.00
	BATCHING PLANT	₱	1,000.00
	TRANSIT/MIXER TRUCK	₱	1,000.00
	CRANE	₱	1,000.00
	ALL OTHER NOT ENUMERATED	₱	500.00
PERMIT FEE FOR INSPECTION OF MACHINERIES AND ENGINES – ANNUAL			
INTERNAL COMBUSTION ENGINES, GENERATORS & OTHER MACHINES PROPELLED BY ELECTRIC MOTORS			



	2HP – BELOW	₱	100.00
	5HP – 3HP	₱	200.00
	10 HP – 6HP	₱	300.00
	14HP – 11HP	₱	400.00
	15 HP – ABOVE	₱	500.00
OTHER STATIONARY ENGINES OR MACHINES			
	3HP – BELOW	₱	200.00
	5HP – 3HP	₱	300.00
	10 HP – 6HP	₱	400.00
	14HP – 11HP	₱	500.00
	ABOVE 14HP	₱	600.00
PERMIT FEE FOR COCKPITS OWNERS/OPERATORS/LICENSEES/PROMOTERS AND COCKPIT PERSONNEL			
FROM OWNER/OPERATOR/LICENSEES OF THE COCKPIT			
	APPLICATION FILING FEE	₱	700.00
	ANNUAL COCKPIT PERMIT FEE	₱	12,000.00
FROM COCKPIT PERSONNEL			
	PROMOTERS/HOST	₱	700.00
	PIT MANAGER	₱	500.00
	REFEREE	₱	500.00
	BET TAKER (KRISTO/LLAMADOR)	₱	500.00
	BET MANAGER (MACIADOR/KASADOR)	₱	500.00
	GAFFER “MANANARI”	₱	500.00
	CASHIER	₱	500.00
	DERBY MATCHMAKER	₱	500.00
BUSINESS PLATE FEE		₱	150.00
GARBAGE FEE			
	BUSINESS ESTABLISHMENT AREA AS BASIS		
	20 SQ. M – BELOW	₱	360.00
	21 SQ. M – 50 SQ. M.	₱	420.00
	51 SQ. M – 100 SQ. M.	₱	480.00
	101 SQ. M – ABOVE	₱	500.00



	advise the client to pay fire safety inspection certificate (FSIC) fee at the co-located BFP collector and proceed to Municipal Treasurer's Office to pay taxes, fee and charges as computed			
2. Pays FSIC fee at co-located BFP collector and proceed to Municipal Treasurer's Office to pay taxes, fees and charges, as computed	2.1 Accept payment of FSIC fee and issue official receipt and advise client to proceed to Municipal Treasurer's Office	(see payment matrix)	5 Minutes	<i>Ruel Digal Senior Fire Inspector 1 co- located at BPLS</i>
3. Submit unified form with official receipt of mayor's permit fee, FSIC and community tax certificate tax (cedula) attached and signs in at logbook indicating receipt of the approved business permit, sticker and occupational i.d. card for workers.	3.1 Process and release the approved mayor's business permit and advise the client that the inspection from regulatory offices will follow	None	6 Minutes	<i>Ramil G. Demerin Administrative Aide I</i>
		Total payment fee: (see payment matrix)	Total processing time: 30 minutes	



MATRIX FOR FIRE SAFETY INSPECTION CERTIFICATE FEE AND STORAGE FEE OF LPG RETAILERS AND OTHER FLAMMABLE GASES TO BE COLLECTED BY BUREAU OF FIRE PROTECTION COLLECTOR

2.1.1 FOR FIRE SAFETY INSPECTION CERTIFICATE FEE (FSIC FEE) 15% OF TOTAL AMOUNT OF REGULATORY FEES BUT IN NO CASE SHALL BE LOWER THAN P500.00

2.1.2 PAY STORAGE FEE (FOR RETAILERS OF FLAMMABLE GAS ONLY) (PER R.A. 9514)

LPG RETAILERS		ANNUAL FEES
STORAGE CAPACITY (IN LTRS)		
200 AND BELOW	₱	70.00
OVER 200 TO 2,000	₱	140.00
OVER 2,000 TO 8,000	₱	280.00
OVER 8,000 TO 20,000	₱	699.00
OVER 20,000 TO 200,000	₱	1,398.00
OVER 200,000 TO 400,000	₱	5,592.00
FOR EVERY ADDITIONAL 4,000 LTRS OR FRACTION THEREOF, IN EXCESS OF 400,000	₱	35.00

OTHER FLAMMABLE GASES		ANNUAL FEES
STORAGE CAPACITY (IN LTRS)		
FROM 20 TO 100	₱	21.00
OVER 100 TO 400	₱	42.00
OVER 400 TO 2,000	₱	126.00
OVER 2,000 TO 8,000	₱	252.00
OVER 8,000 TO 40,000	₱	630.00
OVER 40,000 TO 200,000	₱	1,259.00
OVER 200,000 TO 400,000	₱	1,888.00
OVER 400,000	₱	3,146.00

MATRIX FOR GRADUATED TAX FOR RENEW BUSINESS PERMIT TO BE COLLECTED BY MUNICIPAL TREASURER'S OFFICE COLLECTOR

2.2.1 TAX - A GRADUATED TAX SHALL BE PAID FOR EVERY CLASSIFICATION OF BUSINESS LISTED HEREUNDER

a. ON MANUFACTURERS, ASSEMBLERS, REPACKERS, PROCESSORS, BREWERS, DISTILLERS, RECTIFIERS, AND COMPOUNDERS OF LIQUOR, DISTILLED SPIRITS, AND WINES OR MANUFACTURERS OF ANY ARTICLE OF COMMERCE OF WHATEVER KIND OR NATURE IN ACCORDANCE WITH THE FOLLOWING SCHEDULES:

AMOUNT OF GROSS SALES/RECIPTS FOR THE PRECEDING CALENDAR YEAR (PHP)		TAX PER ANNUM (PHP)
LESS THAN 10,000.00	₱	214.50
10,000.00 OR MORE BUT LESS THAN 15,000.00	₱	286.00
15,000.00 OR MORE BUT LESS THAN 20,000.00	₱	392.40
20,000.00 OR MORE BUT LESS THAN 30,000.00	₱	572.00
30,000.00 OR MORE BUT LESS THAN 40,000.00	₱	858.00



40,000.00 OR MORE BUT LESS THAN 50,000.00	₱	1,072.50
50,000.00 OR MORE BUT LESS THAN 75,000.00	₱	1,716.00
75,000.00 OR MORE BUT LESS THAN 100,000.00	₱	2,145.00
100,000.00 OR MORE BUT LESS THAN 150,000.00	₱	2,860.00
150,000.00 OR MORE BUT LESS THAN 200,000.00	₱	3,575.00
200,000.00 OR MORE BUT LESS THAN 300,000.00	₱	5,005.00
300,000.00 OR MORE BUT LESS THAN 500,000.00	₱	7,150.00
500,000.00 OR MORE BUT LESS THAN 750,000.00	₱	10,400.00
750,000.00 OR MORE BUT LESS THAN 1,000,000.00	₱	13,000.00
1,000,000.00 OR MORE BUT LESS THAN 2,000,000.00	₱	17,875.00
2,000,000.00 OR MORE BUT LESS THAN 3,000,000.00	₱	21,450.00
3,000,000.00 OR MORE BUT LESS THAN 4,000,000.00	₱	25,740.00
4,000,000.00 OR MORE BUT LESS THAN 5,000,000.00	₱	30,030.00
1,000,000.00 OR MORE BUT LESS THAN 2,000,000.00	₱	31,687.50
6,500,000.00 OR MORE		AT A RATE NOT EXCEEDING FORTY - EIGHT AND SEVENTY FIVE PERCENT (48.75% OF ONE PERCENT (1% IN EXCESS OF P6,500,000.00
b. ON WHOLESALERS, DISTRIBUTORS, EXPORTERS, IMPORTERS, PRODUCERS OR DEALERS IN ANY ARTICLE OF COMMERCE OF WHATEVER KIND OR NATURE IN ACCORDANCE WITH THE FOLLOWING SCHEDULES:		
AMOUNT OF GROSS SALES/RECIPTS FOR THE PRECEDING CALENDAR YEAR (PHP)		TAX PER ANNUM (PHP)
LESS THAN 1,000.00	₱	23.40
1,000.00 OR MORE BUT LESS THAN 2,000.00	₱	42.90
2,000.00 OR MORE BUT LESS THAN 3,000.00	₱	65.00
3,000.00 OR MORE BUT LESS THAN 4,000.00	₱	96.60
4,000.00 OR MORE BUT LESS THAN 5,000.00	₱	130.00
5,000.00 OR MORE BUT LESS THAN 6,000.00	₱	157.30
6,000.00 OR MORE BUT LESS THAN 7,000.00	₱	185.90
7,000.00 OR MORE BUT LESS THAN 8,000.00	₱	214.50



8,000.00 OR MORE BUT LESS THAN 10,000.00	₱	243.10
10,000.00 OR MORE BUT LESS THAN 15,000.00	₱	286.00
15,000.00 OR MORE BUT LESS THAN 20,000.00	₱	357.50
20,000.00 OR MORE BUT LESS THAN 30,000.00	₱	429.00
30,000.00 OR MORE BUT LESS THAN 40,000.00	₱	572.00
40,000.00 OR MORE BUT LESS THAN 50,000.00	₱	858.00
50,000.00 OR MORE BUT LESS THAN 75,000.00	₱	1,287.00
75,000.00 OR MORE BUT LESS THAN 100,000.00	₱	1,716.00
100,000.00 OR MORE BUT LESS THAN 150,000.00	₱	2,431.00
150,000.00 OR MORE BUT LESS THAN 200,000.00	₱	3,213.60
200,000.00 OR MORE BUT LESS THAN 300,000.00	₱	4,290.00
300,000.00 OR MORE BUT LESS THAN 500,000.00	₱	5,720.00
500,000.00 OR MORE BUT LESS THAN 750,000.00	₱	8,580.00
750,000.00 OR MORE BUT LESS THAN 1,000,000.00	₱	11,440.00
1,000,000.00 OR MORE BUT LESS THAN 2,000,000.00	₱	13,000.00
2,000,000.00 OR MORE		AT A RATE NOT EXCEEDING SIXTY FIVE PERCENT (65%) OF ONE PERCENT (1%) IN EXCESS OF P2,000,000.00
<p>c. ON EXPORTERS, AND ON MANUFACTURERS, MILLERS, PRODUCERS, WHOLESALERS, DISTRIBUTORS, DEALERS OR RETAILERS OF ESSENTIAL COMMODITIES ENUMERATED HEREUNDER AT A RATE NOT EXCEEDING ONE-HALF (1/2) OF THE RATES PRESCRIBED UNDER SUBSECTION (a), (b) AND (d)</p> <p>1. RICE, CORN;</p> <p>2. WHEAT, BANANA FLOUR OR CASSAVA FLOUR, MEAT, DAIRY PRODUCTS, LOCALLY MANUFACTURED, PROCESSED OR PRESERVED FOOD, SUGAR, SALT AND AGRICULTURAL MARINE, AND FRESH WATER PRODUCTS, WHETHER IN THEIR ORIGINAL STATE OR NOT,</p> <p>3. COOKING OIL AND COOKING GAS;</p> <p>4. LAUNDRY SOAP, DETERGENTS AND MEDICINE;</p> <p>5. AGRICULTURAL IMPLEMENTS, EQUIPMENT AND POST-HARVEST FACILITIES, FERTILIZERS, PESTICIDES, INSECTICIDES, HERBICIDES AND OTHER FARM INPUTS;</p> <p>6. POULTRY FEEDS AND OTHER ANIMAL FEEDS;</p>		
7, SCHOOL SUPPLIES; AND		
8. CEMENT		



d. ON RETAILERS

AMOUNT OF GROSS SALES/RECIPTS FOR THE PRECEDING CALENDAR YEAR (PHP)	RATE OF TAX PER ANNUM (PHP)
400,000 OR LESS	2.6%
MORE THAN 400,000.00	1.3%

THE RATE OF TWO POINT SIX PERCENT (2.6%) PER ANNUM SHALL BE IMPOSED ON SALES NOT EXCEEDING FOUR HUNDRED THOUSAND PESOS (P400,000.00) WHILE THE RATE OF ONE POINT THREE PERCENT (1.3%) PER ANNUM SHALL BE IMPOSED ON SALES IN EXCESS OF THE FIRST FOUR HUNDRED THOUSAND PESOS (P400,000.00)

e) ON CONTRACTORS AND OTHER INDEPENDENT CONTRACTORS IN ACCORDANCE WITH THE FOLLOWING SCHEDULE:

LESS THAN 5,000.00	₱	35.75
5,000.00 OR MORE BUT LESS THAN 10,000.00	₱	80.08
10,000.00 OR MORE BUT LESS THAN 15,000.00	₱	135.85
15,000.00 OR MORE BUT LESS THAN 20,000.00	₱	214.50
20,000.00 OR MORE BUT LESS THAN 30,000.00	₱	357.50
30,000.00 OR MORE BUT LESS THAN 40,000.00	₱	500.50
40,000.00 OR MORE BUT LESS THAN 50,000.00	₱	715.00
50,000.00 OR MORE BUT LESS THAN 75,000.00	₱	1,144.00
75,000.00 OR MORE BUT LESS THAN 100,000.00	₱	1,716.00
100,000.00 OR MORE BUT LESS THAN 150,000.00	₱	2,574.00
150,000.00 OR MORE BUT LESS THAN 200,000.00	₱	3,432.00
200,000.00 OR MORE BUT LESS THAN 250,000.00	₱	4,719.00
250,000.00 OR MORE BUT LESS THAN 300,000.00	₱	6,006.00
300,000.00 OR MORE BUT LESS THAN 400,000.00	₱	8,008.00
400,000.00 OR MORE BUT LESS THAN 500,000.00	₱	10,725.00
500,000.00 OR MORE BUT LESS THAN 750,000.00	₱	12,025.00
750,000.00 OR MORE BUT LESS THAN 1,000,000.00	₱	13,325.00
1,000,000.00 OR MORE BUT LESS THAN 2,000,000.00	₱	14,950.00

2,000,000.00 OR MORE

AT RATE NOT EXCEEDING SIXTY FIVE PERCENT (65%) OF ONE PERCENT (1%) IN EXCESS OF P2,000,000.00

PROVIDED THAT IN NO CASE SHALL THE TAX ON GROSS SALE OF P2,000,000.00 OR MORE BE LESS THAN P14,950.00.



f) ON BANKS AND OTHER FINANCIAL INSTITUTIONS, AT THE RATE OF SIXTY FIVE PERCENT OF ONE PERCENT (65% OF 1%) OF THE GROSS RECEIPTS OF THE PRECEDING CALENDAR YEAR DERIVED FROM INTEREST, COMMISSIONS AND DISCOUNTS FROM LENDING ACTIVITIES, INCOME FROM FINANCIAL LEASING, DIVIDENDS, RENTALS ON PROPERTY, AND PROFIT FROM EXCHANGE OR SALE OF PROPERTY, INSURANCE PREMIUM. ALL OTHER INCOME AND RECEIPTS NOT HEREIN ENUMERATED SHALL BE EXCLUDED IN THE COMPUTATION OF THE TAX

g) ALL ACTIVITIES CONSISTING ESSENTIALLY OF THE SALES OF SERVICES FOR A FEE

LESS THAN 5,000.00	₱	35.75
5,000.00 OR MORE BUT LESS THAN 10,000.00	₱	79.95
10,000.00 OR MORE BUT LESS THAN 15,000.00	₱	135.85
15,000.00 OR MORE BUT LESS THAN 20,000.00	₱	214.50
20,000.00 OR MORE BUT LESS THAN 30,000.00	₱	357.50
30,000.00 OR MORE BUT LESS THAN 40,000.00	₱	500.50
40,000.00 OR MORE BUT LESS THAN 50,000.00	₱	715.00
50,000.00 OR MORE BUT LESS THAN 75,000.00	₱	1,144.00
75,000.00 OR MORE BUT LESS THAN 100,000.00	₱	1,716.00
100,000.00 OR MORE BUT LESS THAN 150,000.00	₱	2,574.00
150,000.00 OR MORE BUT LESS THAN 200,000.00	₱	3,432.00
200,000.00 OR MORE BUT LESS THAN 250,000.00	₱	4,719.00
250,000.00 OR MORE BUT LESS THAN 300,000.00	₱	6,006.00
300,000.00 OR MORE BUT LESS THAN 400,000.00	₱	8,008.00
400,000.00 OR MORE BUT LESS THAN 500,000.00	₱	10,725.00
500,000.00 OR MORE BUT LESS THAN 750,000.00	₱	12,025.00
750,000.00 OR MORE BUT LESS THAN 1,000,000.00	₱	13,325.00
1,000,000.00 OR MORE BUT LESS THAN 2,000,000.00	₱	14,950.00
2,000,000.00 OR MORE		AT RATE NOT EXCEEDING SIXTY FIVE PERCENT (65%) OF ONE PERCENT (1%) IN EXCESS OF P2,000,000.00

PROVIDED THAT IN NO CASE SHALL THE TAX ON GROSS SALE OF P2,000,000.00 OR MORE BE LESS THAN P14,950.00.



h) PEDDLERS TAX		P50.00 ANNUALLY
2.2.2 PERMIT FEE		
PHILIPPINE BUSINESS ASSET SIZE AS BASIS FOR COMPUTING BUSINESS PERMIT FEES		
MICRO	P3,000,000.00 AND BELOW	
SMALL	P3,000,001.00 TO 15,000,000.00	
MEDIUM	P15,000,001.00 TO 100,000,000.00	
LARGE	P100,000,001.00 OVER	
		FEE
ON MANUFACTURERS/PRODUCERS		
MICRO		₱ 300.00
SMALL		₱ 600.00
MEDIUM		₱ 1,500.00
LARGE		₱ 2,500.00
ON IMPORTERS/EXPORTERS		
MICRO		₱ 1,000.00
SMALL		₱ 2,000.00
MEDIUM		₱ 3,000.00
LARGE		₱ 4,000.00
ON BANKS		
RURAL, THRIFT, SAVINGS		₱ 2,000.00
COML, INDL, DEVT BANK		₱ 4,000.00
UNIVERSAL BANK		₱ 6,000.00
ON OTHER FINANCIAL INSTITUTIONS		
SMALL		₱ 2,000.00
MEDIUM		₱ 4,000.00
LARGE		₱ 6,000.00
ON CONTRACTORS/SERVICES ESTAB.		
MICRO		₱ 200.00
SMALL		₱ 500.00
MEDIUM		₱ 1,000.00
LARGE		₱ 2,000.00
ON WHOLESALERS, RETAILERS, DEALERS OR DISTRIBUTORS		
MICRO		₱ 400.00
SMALL		₱ 600.00
MEDIUM		₱ 1,000.00
LARGE		₱ 2,000.00
ON TRANSLOADING OPERATION		
MEDIUM		₱ 2,000.00
LARGE		₱ 4,000.00
ON OTHER SERVICES		
MICRO		₱ 300.00
SMALL		₱ 500.00
MEDIUM		₱ 1,000.00
LARGE		₱ 2,000.00



OTHER REGULATORY FEES

SEPARATE PERMIT FEE ON "SIN GOODS"

RETAIL, DEALERS OF FOREIGN LIQUOR	₱	1,000.00
RETAIL, DEALERS OF DOMESTIC LIQUOR	₱	700.00
RETAILERS OF DISTILLED SPIRITS	₱	500.00
RETAILERS OF FERMENTED LIQUORS	₱	700.00
DEALERS OF MANUFACTURED TOBACCO	₱	1,000.00
RETAILERS OF MANUFACTURED TOBACCO	₱	500.00
TOBACCO DEALERS	₱	300.00
AMUSEMENT PLACES	₱	500.00
GOLF COURSES, ETC.	₱	1,000.00

ON PACKING FACILITY USED FOR AGICULTURAL PRODUCTS FOR EXPORT

300 SQ. M – BELOW	P1,000.00/P. PLANT
301 SQ. M – 500 SQ. M.	P2,000.00/P. PLANT
501 SQ. M -700 SQ. M.	P3,000.00/P. PLANT
701 SQ. M – ABOVE	P4,000.00/P. PLANT

WEIGHTS & MEASURES SEALING FEE

LINEAR METRIC MEASUREMENT

NOT OVER 1 MTR	₱	50.00
MEASURE OVER 1 MTR.	₱	70.00

METRIC MEASURES ON CAPACITY

NOT OVER 10 LTRS	₱	50.00
OVER 10 LTRS	₱	70.00

METRIC INSTRUMENTS OF WEIGHTS

NOT MORE THAN 30 KGS	₱	80.00
30 KGS – 300 KGS	₱	100.00
301 KGS – 3,000 KGS	₱	120.00
3,001 ABOVE	₱	150.00

APOTHECARY BALANCE OF PRECISION P120.00

BALANCE W/ COMPLETE SET OF WEIGHTS

₱ 120.00

BALANCE WITH COMPLETE SET OF WEIGHTS

FOR EACH EXTRA WEIGHT ₱ 150.00

SANITARY INSPECTION FEE

A. FOR HOUSE FOR RENT, BOARDING HOUSE, INN, APARTELE ₱ 200.00

B. FOR EACH BUSINESS, INDUSTRIAL, AGRL. ESTABLISHMENT

AREA IS 20 SQ.M. BELOW ₱ 150.00

21 SQ.M.- 50 SQ.M. ₱ 200.00

51 SQ.M. – 100 SQ.M. ₱ 300.00

101 SQ.M. – 200 SQ.M. ₱ 400.00

201 SQ.M. – 500 SQ.M. ₱ 600.00

501 SQ.M. – 1000 SQ.M. ₱ 700.00

1000 SQ.M. OR MORE ₱ 800.00

SANITARY PERMIT FEE ₱ 50.00



OCCUPATIONAL FEE-FOR WORKERS

FOR HAZARDOUS, or	₱	300.00
ALL OTHER WORKS	₱	250.00

STORAGE FEE-FOR GAS. STATION

500 – 2,000 LTRS	₱	200.00
2,001 – 5,000 LTRS	₱	500.00
5,001 – 20,000 LTRS	₱	2,000.00
20,001 – 50,000 LTRS	₱	5,000.00
50,001 – OVER 100,000 L	₱	10,000.00
COMBUSTIBLE, FLAMMABLE OR EXPLOSIVE – LPG RETAILERS	₱	5,000.00

PERMIT FEE FOR INTERNET CAFÉ OPERATIONS

PER UNIT	₱	250.00
ADD'L UNIT THEREAFTER	₱	150.00

REGISTRATION FEE FOR AGR'L. MACHINERY AND OTHER HEAVY EQUIPMENTS

	FEE PER ANNUM	
HAND TRACTORS	₱	250.00
LIGHT TRACTORS	₱	300.00
HEAVY TRACTORS	₱	500.00
BULLDOZER	₱	1,000.00
FORKLIFT	₱	500.00
HEAVY GRADERS	₱	500.00
LIGHT GRADERS	₱	400.00
MECHANIZED THRESHER	₱	300.00
MANUAL THRESHER	₱	200.00
CARGO TRUCK	₱	500.00
DUMP TRUCK	₱	1,000.00
ROAD ROLLERS	₱	500.00
PAYLOADER	₱	1,000.00
PRIME MOVER/FLATBED	₱	500.00
BACKHOE	₱	1,000.00
ROCK CRUSHER	₱	1,000.00
BATCHING PLANT	₱	1,000.00
TRANSIT/MIXER TRUCK	₱	1,000.00
CRANE	₱	1,000.00
ALL OTHER NOT ENUMERATED	₱	500.00

PERMIT FEE FOR INSPECTION OF MACHINERIES AND ENGINES – ANNUAL

INTERNAL COMBUSTION ENGINES, GENERATORS & OTHER MACHINES PROPELLED BY ELECTRIC MOTORS

2HP – BELOW	₱	100.00
5HP – 3HP	₱	200.00
10 HP – 6HP	₱	300.00
14HP – 11HP	₱	400.00
15 HP – ABOVE	₱	500.00



OTHER STATIONARY ENGINES OR MACHINES			
3HP – BELOW	₱		200.00
5HP – 3HP	₱		300.00
10 HP – 6HP	₱		400.00
14HP – 11HP	₱		500.00
ABOVE 14HP	₱		600.00
PERMIT FEE FOR COCKPITS OWNERS/OPERATORS/LICENSEES/PROMOTERS AND COCKPIT PERSONNEL			
FROM OWNER/OPERATOR/LICENSEES OF THE COCKPIT			
APPLICATION FILING FEE	₱		700.00
ANNUAL COCKPIT PERMIT FEE	₱		12,000.00
FROM COCKPIT PERSONNEL			
PROMOTERS/HOST	₱		700.00
PIT MANAGER	₱		500.00
REFEREE	₱		500.00
BET TAKER (KRISTO/LLAMADOR)	₱		500.00
BET MANAGER (MACIADOR/KASADOR)	₱		500.00
GAFFER “MANANARI”	₱		500.00
CASHIER	₱		500.00
DERBY MATCHMAKER	₱		500.00
BUSINESS PLATE FEE	₱		150.00
GARBAGE FEE			
BUSINESS ESTABLISHMENT AREA AS BASIS			
20 SQ. M – BELOW	₱		360.00
21 SQ. M – 50 SQ. M.	₱		420.00
51 SQ. M – 100 SQ. M.	₱		480.00
101 SQ. M – ABOVE	₱		500.00



23. Retirement of Business and Issuance of Certification for Retirement

For the purpose, this means that the business operations are stopped completely

Office or Division:	Mayor's Office- Business Permits and Licensing Section			
Classification:	Simple			
Type of Transaction:	Government to Business			
Who may avail:	All persons, juridical entities who conduct or engage in any business trade within the territorial jurisdiction of the municipality			
CHECKLIST OF REQUIREMENTS		Where to secure		
Sworn Statement of gross sales of the current year		Applicant		
Current/latest business permit		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Requirements	1.1. Verifies completeness of requirements, assess payment of taxes and charges. Submit on-line the assessment to the BPLO for final assessment and approval (thru ETRACS system)	None	10 minutes	<i>Ramil G. Demerin Administrative Aide I</i>
	1.2 Reviews the submitted (on-line) unified form and approval of assessment. If not approved, the unified form shall be returned (on-line) to the business assessor for re-assessment. If approved, The BPLO shall change the status (on-line) to for payment	None	2 minutes	<i>Joel P. Rivera Administrative Aide VI</i>
	1.3 The business assessor prints the unified form and require the client to affix its signature on the space provided,	None	2 minutes	<i>Ramil G. Demerin Administrative Aide I</i>



	advise the client to proceed to Municipal Treasurer's Office to pay taxes and charges as computed			
2. Proceeds to Treasurer's Office to pay taxes and charges, as computed	2.1 Accepts payment of business tax and charges and advice to proceed back to BPLS to claim certification for business retirement	(refer to payment matrix)	5 minutes	<i>Richie Joy B. Balabat Revenue Collection Clerk I Rose N. Dianco Revenue Collection Clerk I Cherry Duque Revenue Collection Clerk I</i>
3. Submit unified form with official receipt and sign at logbook indicating receipt of retirement of business certification	3.1 Process and release the approved certification for retirement of business	None	5 Minutes	<i>Ramil G. Demerin Administrative Aide I</i>
		Total payment fee: (see payment matrix) and certification fee P 50.00	Total processing time: 24 Minutes	



**MATRIX FOR GRADUATED TAX FOR RETIREMENT OF BUSINESS PERMIT TO BE COLLECTED
BY MUNICIPAL TREASURER'S OFFICE COLLECTOR**

2.2.1 TAX - A GRADUATED TAX SHALL BE PAID FOR EVERY CLASSIFICATION OF BUSINESS LISTED HEREUNDER

a. ON MANUFACTURERS, ASSEMBLERS, REPACKERS, PROCESSORS, BREWERS, DISTILLERS, RECTIFIERS, AND COMPOUNDERS OF LIQUOR, DISTILLED SPIRITS, AND WINES OR MANUFACTURERS OF ANY ARTICLE OF COMMERCE OF WHATEVER KIND OR NATURE IN ACCORDANCE WITH THE FOLLOWING SCHEDULES:

AMOUNT OF GROSS SALES/RECIPTS FOR THE PRECEDING CALENDAR YEAR (PHP)	TAX PER ANNUM (PHP)
LESS THAN 10,000.00	₱ 214.50
10,000.00 OR MORE BUT LESS THAN 15,000.00	₱ 286.00
15,000.00 OR MORE BUT LESS THAN 20,000.00	₱ 392.40
20,000.00 OR MORE BUT LESS THAN 30,000.00	₱ 572.00
30,000.00 OR MORE BUT LESS THAN 40,000.00	₱ 858.00
40,000.00 OR MORE BUT LESS THAN 50,000.00	₱ 1,072.50
50,000.00 OR MORE BUT LESS THAN 75,000.00	₱ 1,716.00
75,000.00 OR MORE BUT LESS THAN 100,000.00	₱ 2,145.00
100,000.00 OR MORE BUT LESS THAN 150,000.00	₱ 2,860.00
150,000.00 OR MORE BUT LESS THAN 200,000.00	₱ 3,575.00
200,000.00 OR MORE BUT LESS THAN 300,000.00	₱ 5,005.00
300,000.00 OR MORE BUT LESS THAN 500,000.00	₱ 7,150.00
500,000.00 OR MORE BUT LESS THAN 750,000.00	₱ 10,400.00
750,000.00 OR MORE BUT LESS THAN 1,000,000.00	₱ 13,000.00
1,000,000.00 OR MORE BUT LESS THAN 2,000,000.00	₱ 17,875.00
2,000,000.00 OR MORE BUT LESS THAN 3,000,000.00	₱ 21,450.00
3,000,000.00 OR MORE BUT LESS THAN 4,000,000.00	₱ 25,740.00
4,000,000.00 OR MORE BUT LESS THAN 5,000,000.00	₱ 30,030.00
1,000,000.00 OR MORE BUT LESS THAN 2,000,000.00	₱ 31,687.50
6,500,000.00 OR MORE	AT A RATE NOT EXCEEDING FORTY-EIGHT AND SEVENTY FIVE PERCENT (48.75% OF ONE PERCENT (1% IN EXCESS OF P6,500,000.00



b. ON WHOLESALERS, DISTRIBUTORS, EXPORTERS, IMPORTERS, PRODUCERS OR DEALERS IN ANY ARTICLE OF COMMERCE OF WHATEVER KIND OR NATURE IN ACCORDANCE WITH THE FOLLOWING SCHEDULES:

AMOUNT OF GROSS SALES/RECIPTS FOR THE PRECEDING CALENDAR YEAR (PHP)	TAX PER ANNUM (PHP)
LESS THAN 1,000.00	₱ 23.40
1,000.00 OR MORE BUT LESS THAN 2,000.00	₱ 42.90
2,000.00 OR MORE BUT LESS THAN 3,000.00	₱ 65.00
3,000.00 OR MORE BUT LESS THAN 4,000.00	₱ 96.60
4,000.00 OR MORE BUT LESS THAN 5,000.00	₱ 130.00
5,000.00 OR MORE BUT LESS THAN 6,000.00	₱ 157.30
6,000.00 OR MORE BUT LESS THAN 7,000.00	₱ 185.90
7,000.00 OR MORE BUT LESS THAN 8,000.00	₱ 214.50
8,000.00 OR MORE BUT LESS THAN 10,000.00	₱ 243.10
10,000.00 OR MORE BUT LESS THAN 15,000.00	₱ 286.00
15,000.00 OR MORE BUT LESS THAN 20,000.00	₱ 357.50
20,000.00 OR MORE BUT LESS THAN 30,000.00	₱ 429.00
30,000.00 OR MORE BUT LESS THAN 40,000.00	₱ 572.00
40,000.00 OR MORE BUT LESS THAN 50,000.00	₱ 858.00
50,000.00 OR MORE BUT LESS THAN 75,000.00	₱ 1,287.00
75,000.00 OR MORE BUT LESS THAN 100,000.00	₱ 1,716.00
100,000.00 OR MORE BUT LESS THAN 150,000.00	₱ 2,431.00
150,000.00 OR MORE BUT LESS THAN 200,000.00	₱ 3,213.60
200,000.00 OR MORE BUT LESS THAN 300,000.00	₱ 4,290.00
300,000.00 OR MORE BUT LESS THAN 500,000.00	₱ 5,720.00
500,000.00 OR MORE BUT LESS THAN 750,000.00	₱ 8,580.00
750,000.00 OR MORE BUT LESS THAN 1,000,000.00	₱ 11,440.00
1,000,000.00 OR MORE BUT LESS THAN 2,000,000.00	₱ 13,000.00
2,000,000.00 OR MORE	AT A RATE NOT EXCEEDING SIXTY FIVE PERCENT (65%) OF ONE PERCENT (1%) IN EXCESS OF P2,000,000.00



c. ON EXPORTERS, AND ON MANUFACTURERS, MILLERS, PRODUCERS, WHOLESALERS, DISTRIBUTORS, DEALERS OR RETAILERS OF ESSENTIAL COMMODITIES ENUMERATED HEREUNDER AT A RATE NOT EXCEEDING ONE-HALF (1/2) OF THE RATES PRESCRIBED UNDER SUBSECTION (a), (b) AND (d)

1. RICE, CORN;
2. WHEAT, BANANA FLOUR OR CASSAVA FLOUR, MEAT, DAIRY PRODUCTS, LOCALLY MANUFACTURED, PROCESSED OR PRESERVED FOOD, SUGAR, SALT AND AGRICULTURAL MARINE, AND FRESH WATER PRODUCTS, WHETHER IN THEIR ORIGINAL STATE OR NOT,
3. COOKING OIL AND COOKING GAS;
4. LAUNDRY SOAP, DETERGENTS AND MEDICINE;
5. AGRICULTURAL IMPLEMENTS, EQUIPMENT AND POST-HARVEST FACILITIES, FERTILIZERS, PESTICIDES, INSECTICIDES, HERBICIDES AND OTHER FARM INPUTS;
6. POULTRY FEEDS AND OTHER ANIMAL FEEDS;
7. SCHOOL SUPPLIES; AND
8. CEMENT

d. ON RETAILERS

AMOUNT OF GROSS SALES/RECIPTS FOR THE PRECEDING CALENDAR YEAR (PHP)	RATE OF TAX PER ANNUM (PHP)
400,000 OR LESS	2.6%
MORE THAN 400,000.00	1.3%

THE RATE OF TWO POINT SIX PERCENT (2.6%) PER ANNUM SHALL BE IMPOSED ON SALES NOT EXCEEDING FOUR HUNDRED THOUSAND PESOS (P400,000.00) WHILE THE RATE OF ONE POINT THREE PERCENT (1.3%) PER ANNUM SHALL BE IMPOSED ON SALES IN EXCESS OF THE FIRST FOUR HUNDRED THOUSAND PESOS (P400,000.00)



e) ON CONTRACTORS AND OTHER INDEPENDENT CONTRACTORS IN ACCORDANCE WITH THE FOLLOWING SCHEDULE:

LESS THAN 5,000.00	₱	35.75
5,000.00 OR MORE BUT LESS THAN 10,000.00	₱	80.08
10,000.00 OR MORE BUT LESS THAN 15,000.00	₱	135.85
15,000.00 OR MORE BUT LESS THAN 20,000.00	₱	214.50
20,000.00 OR MORE BUT LESS THAN 30,000.00	₱	357.50
30,000.00 OR MORE BUT LESS THAN 40,000.00	₱	500.50
40,000.00 OR MORE BUT LESS THAN 50,000.00	₱	715.00
50,000.00 OR MORE BUT LESS THAN 75,000.00	₱	1,144.00
75,000.00 OR MORE BUT LESS THAN 100,000.00	₱	1,716.00
100,000.00 OR MORE BUT LESS THAN 150,000.00	₱	2,574.00
150,000.00 OR MORE BUT LESS THAN 200,000.00	₱	3,432.00
200,000.00 OR MORE BUT LESS THAN 250,000.00	₱	4,719.00
250,000.00 OR MORE BUT LESS THAN 300,000.00	₱	6,006.00
300,000.00 OR MORE BUT LESS THAN 400,000.00	₱	8,008.00
400,000.00 OR MORE BUT LESS THAN 500,000.00	₱	10,725.00
500,000.00 OR MORE BUT LESS THAN 750,000.00	₱	12,025.00
750,000.00 OR MORE BUT LESS THAN 1,000,000.00	₱	13,325.00
1,000,000.00 OR MORE BUT LESS THAN 2,000,000.00	₱	14,950.00

AT RATE NOT EXCEEDING SIXTY FIVE PERCENT (65%) OF ONE PERCENT (1%) IN EXCESS OF P2,000,000.00

PROVIDED THAT IN NO CASE SHALL THE TAX ON GROSS SALE OF P2,000,000.00 OR MORE BE LESS THAN P14,950.00.

f) ON BANKS AND OTHER FINANCIAL INSTITUTIONS, AT THE RATE OF SIXTY FIVE PERCENT OF ONE PERCENT (65% OF 1%) OF THE GROSS RECEIPTS OF THE PRECEDING CALENDARYEAR DERIVED FROM INTEREST, COMMISSIONS AND DISCOUNTS FROM LENDING ACTIVITIES, INCOME FROM FINANCIAL LEASING, DIVIDENDS, RENTALS ON PROPERTY, AND PROFIT FROM EXCHANGE OR SALE OF PROPERTY, INSURANCE PREMIUM. ALL OTHER INCOME AND RECEIPTS NOT HEREIN ENUMERATED SHALL BE EXCLUDED IN THE COMPUTATION OF THE TAX



g) ALL ACTIVITIES CONSISTING ESSENTIALLY OF THE SALES OF SERVICES FOR A FEE

LESS THAN 5,000.00	₱	35.75
5,000.00 OR MORE BUT LESS THAN 10,000.00	₱	79.95
10,000.00 OR MORE BUT LESS THAN 15,000.00	₱	135.85
15,000.00 OR MORE BUT LESS THAN 20,000.00	₱	214.50
20,000.00 OR MORE BUT LESS THAN 30,000.00	₱	357.50
30,000.00 OR MORE BUT LESS THAN 40,000.00	₱	500.50
40,000.00 OR MORE BUT LESS THAN 50,000.00	₱	715.00
50,000.00 OR MORE BUT LESS THAN 75,000.00	₱	1,144.00
75,000.00 OR MORE BUT LESS THAN 100,000.00	₱	1,716.00
100,000.00 OR MORE BUT LESS THAN 150,000.00	₱	2,574.00
150,000.00 OR MORE BUT LESS THAN 200,000.00	₱	3,432.00
200,000.00 OR MORE BUT LESS THAN 250,000.00	₱	4,719.00
250,000.00 OR MORE BUT LESS THAN 300,000.00	₱	6,006.00
300,000.00 OR MORE BUT LESS THAN 400,000.00	₱	8,008.00
400,000.00 OR MORE BUT LESS THAN 500,000.00	₱	10,725.00
500,000.00 OR MORE BUT LESS THAN 750,000.00	₱	12,025.00
750,000.00 OR MORE BUT LESS THAN 1,000,000.00	₱	13,325.00
1,000,000.00 OR MORE BUT LESS THAN 2,000,000.00	₱	14,950.00
2,000,000.00 OR MORE		

AT RATE NOT EXCEEDING SIXTY FIVE PERCENT (65%) OF ONE PERCENT (1%) IN EXCESS OF P2,000,000.00

PROVIDED THAT IN NO CASE SHALL THE TAX ON GROSS SALE OF P2,000,000.00 OR MORE BE LESS THAN P14,950.00.



24. Issuance of Bidding Documents

Document issued to suppliers, contractors and consultants in order to participate in the bidding.

Office or Division:	Mayor's Office- Supply Office			
Classification:	Simple			
Type of Transaction:	Government to Business			
Who may avail:	All Suppliers, Contractors and Consultants			
CHECKLIST OF REQUIREMENTS		Where to secure		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request Availability of Bidding Documents	1.1. Issues Payment Order Slip and advise to proceed to Municipal Treasurer's Office	None	5 minutes	<i>Danilo P. Polestico Administrative Officer I</i> <i>Estrella G. Verzosa Administrative Aide VI</i>
2. Proceed to Municipal Treasurer's Office to pay the bidding document fee	2.1 Receives payment and issue official receipt	(refer to payment matrix)	5 Minutes	<i>Richie Joy B. Balabat Revenue Collection Clerk I</i> <i>Rose N. Dianco Revenue Collection Clerk I</i> <i>Cherry Duque Revenue Collection Clerk I</i>
3. Presents official receipt to BAC-Secretariat and receives Bid Doc's	3.1 Checks official receipt and issue bidding document	None	3 Minutes	<i>Danilo P. Polestico Administrative Officer I</i> <i>Estrella G. Verzosa Administrative Aide VI</i>
		Total payment fee: (see payment matrix)	Total processing time: 13 minutes	



BIDDING DOCUMENTS FEE

Approve Budget for the Contract	Maximum Cost of Bidding Documents (In Philippine Peso)
500,000 and below	500.00
More than 500,000 up to 1 Million	1,000.00
More than 1 Million up to 5 Million	5,000.00
More than 5 Million up to 10 Million	10,000.00
More than 10 Million up to 50 Million	25,000.00
More than 50 Million up to 500 Million	50,000.00
More than 500 Million	75,000.00
Special Permit (Valid for One (1) year	1,200.00 (Public Bidding) 400.00 (RFQ's)



25. Submission/ Receipt Opening of Bid and Bid Evaluation

Dropping of bid documents/ legal, financial and technical for the bid and awards committee for checking and evaluation.

Office or Division:	Mayor's Office- Supply Office			
Classification:	Simple			
Type of Transaction:	Government to Business			
Who may avail:	All Suppliers, Contractors and Consultants			
CHECKLIST OF REQUIREMENTS		Where to secure		
Eligibility Documents (3 copies- original, copy 1, copy 2)		Applicant/ Supplier		
Financial Proposal: 3 copies –original, copy 1, copy 2		Applicant/ Supplier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to BAC-Secretariat Office and signs attendance	1.1 Hands-in attendance sheets.	None	1 minute	<i>Danilo P. Polestico Administrative Officer I</i>
	1.2 Receive the Clients Bid Proposal (Legal, Financial, Technical and Bid Proposal	None	4 minutes	<i>Estrella G. Verzosa Administrative Aide VI</i>
2. Witness the Opening of Bid	2.1 Conduct Opening of Bid and Bid Evaluation	None	3 hours	<i>Danilo P. Polestico Administrative Officer I Estrella G. Verzosa Administrative Aide VI I</i>
3. Presents official receipt to BAC-Secretariat and receives Bid Doc's	3.1 Checks official receipt and issue bidding document	None	3 minutes	<i>Danilo P. Polestico Administrative Officer I Estrella G. Verzosa Administrative Aide VI</i>
		Total Payment: None	Total Processing Time: 3 hours & 8 minutes	



26. Acceptance & Inspection of Office Supplies/Other Supplies from Suppliers

To receive delivery of all office supplies/ other supplies from suppliers.

Office or Division:	Mayor's Office- Stockroom			
Classification:	Simple			
Type of Transaction:	Government to Business			
Who may avail:	Suppliers			
CHECKLIST OF REQUIREMENTS		Where to secure		
Purchase Order		Supplier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Purchase Order	1.1 Checks and Receives Purchase Order and items delivered	None	25 minutes	<i>Jerus E. Ganiera Administrative Aide III</i>
	1.2 Signs Delivery Receipt	None	1 minute	<i>Jerus E. Ganiera Administrative Aide III</i>
		Total Payment fee: None	Total Processing Time: 26 minutes	



27. Screening, Matching & Issuance of Referral Letter

The PESO provides employment assistance to job seekers through referral. Career guidance and counseling are also offered to assist the applicants in going about the recruitment process in different companies.

Office or Division:	Mayor's Office- Public Employment Service Office (PESO)			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Business, Government to Government			
Who may avail:	Jobseekers			
CHECKLIST OF REQUIREMENTS		Where to secure		
Resume with 2"x2" picture (1 copy)		Personal		
Photocopy of Transcript of Record or Diploma (1 copy)		Personal		
Photocopy of Form 138 for High School Graduate		Personal		
Training Certificate, if any		Training Provider (if any)		
Employment Certificate, if any		Previous Employer (in any)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out referral letter and National Skills Registration Program form	1.1 Release National Skills Registration Program form to be filled out by jobseekers.	None	2 Minutes	<i>Delia R. Pernites</i> CAO II/PESO Manager
2. Submit the National Skills Registration Program form and other documents required for validation	2.1 Receive the NSRP (National Skills Registration Program) form and encode in the PEIS (PESO Employment Information System)	None	10 Minutes	<i>Delia R. Pernites</i> CAO II/ PESO Manager
	2.2 PESO offers interview tips and guides on writing resume and applications letter		5 Minutes	
	2.3 Assist the clients in choosing the position /job that will match their educational qualification and skills			<i>Delia R. Pernites</i> CAO II/PESO Manager
3. Receives the Referral Letter	3. Issuance of Referral letter	None	2 Minutes	<i>Delia R. Pernites</i> CAO II/PESO Manager
		Total Payment: None	Total Processing Time: 19 minutes	



28. Special Program for Employment of Students (SPES)

To develop the intellectual capacities of children of poor families and harness their potentials for the country's well-being; specifically, the Program aims to help poor but deserving students, OSY, and dependents of displaced workers to pursue their education by providing income or augment their income through encouraging their employment.

Office or Division:	Mayor's Office- Public Employment Service Office (PESO)			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen, Government to Business, Government to Government			
Who may avail:	Students, Out-of-School Youth (OSY) and Dependents of Displaced or would be Displaced Workers and Private Establishment			
CHECKLIST OF REQUIREMENTS		Where to secure		
Filled out SPES application form (spes.dole11.net) (3 copies)		Personal		
Birth certificate/ NSO/PSA (1 copy Photocopy)		Personal		
School Report Card (Average passing grade of the last enrollment or a copy of the original class card/Form 138) (1copy)		School last attended		
Additional requirement for OSY, Certificate of Out-of-School-Youth issued by the authorized barangay official where the OSY resides		Barangay		
Barangay Clearance (1 original copy)		Barangay		
BIR Certification (1 original copy) <i>Requirements for BIR Certification:</i> Certificate of No Land Holding – Parents Certificate of No Business Permit – Parents Barangay Certificate of Low Income – Parents		BIR (Bureau of Internal Revenue) Municipal Assessor's Office Business Permit and Licensing Office Barangay		
For any of the parent/guardian employed: <i>Certified Photocopy of BIR Certification/ ITR with not exceeding the required income of NEDA</i>		Employer and Bureau of Internal Revenue		
2 x 2 ID picture (2 pieces)		Personal		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Screening of applicants 1. Fills out NSRP Form	1. Requires SPES Applicant to fill out the NSRP (National Skills Registration Program) form	None	2 Minutes	<i>Delia R. Pernites CAO II/PESO Manager</i>
2. Submits the NSRP form for validation	2.1 Pre-oriens the SPES applicant about the program, its purpose and the supporting documents required to avail the program 2.2 Sets schedule of	None	10 Minutes	<i>Delia R. Pernites CAO II/PESO Manager</i>



	PESLA, EXAM and Interview			
3. Receives Notification on the Sched. Of Examination	3. Inform SPES applicant of the Schedule of SPES, Exam and Interview	None	5 Minutes	<i>Delia R. Pernites CAO II/PESO Manager</i>
4. Attends PESLA, EXAM and Interview	4. Facilitates the conduct of PESLA, EXAM and Interview		2 Days	<i>Delia R. Pernites CAO II/PESO Manage & DOLE Personnel</i>
5. Receives Notification of Examination Result	5. Informs Qualified SPES applicant 5.1 Sets schedule of SPES Orientation and Contract Signing	None	20 Days	<i>Delia R. Pernites CAO II/PESO Manage</i>
6. Attends SPES Orientation and Contract Signing	6. Facilitates the conduct of SPES orientation and contract signing	None	4 Hours	<i>Delia R. Pernites CAO II/PESO Manager</i>
7. Reports to Office of Assignment	7. Facilitate the conduct of work of assignment	None	30 Minutes	<i>Delia R. Pernites CAO II/PESO Manager</i>
B. POST-EMPLOYMENT				
1. Submits Daily Time Record	1.1 Monitoring of Attendance, performance & behavior 1.2 Facilitates the preparation of Payroll for the 60% salary share from LGU	None	5 Days	<i>Delia R. Pernites CAO II/PESO Manager & MACCO Personnel</i>
2. Release of salary	2. MTO facilitates the release of SPES salary	None	5 Minutes	<i>Rosalie T. Juanillo Administrative Officer III</i>
3. Signs Termination Report	3. Facilitates the conduct of Signing of Termination report	None	1 Minute	<i>Delia R. Pernites CAO II/PESO Manager</i>
4. Participates in Culmination Program	4. Facilitates the conduct of Culmination Program	None	5 Hours	<i>Delia R. Pernites CAO II/PESO Manager</i>
		Total payment fee: None	Total processing time: 27 days, 9 hours & 53 minutes	



29. Emergency Employment Program or Tulong Panghanap-Buhay sa ating Displaced/Disadvantaged Workers (Tupad)

TUPAD or Tulong Panghanapbuhay sa ating Disadvantaged/Displaced Workers is a community-based package of assistance that provides emergency employment for displaced workers, underemployed and seasonal workers, for a minimum period of 10 days, but not to exceed a maximum of 30 days, depending on the nature of work to be performed.

Office or Division:	Public Employment Service Office (PESO)			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen, Government to Business, Government to Government			
Who may avail:	Displaced Workers, Target Beneficiaries			
CHECKLIST OF REQUIREMENTS		Where to secure		
1x1 or 2x2 latest photo		Personal		
Any Gov't issued ID (1 photocopy)		Personal		
Personal/ Group Accident Insurance (can be acquired at any remittance centers) (1 photocopy)		Palawan, Mihuiller, Cebuana Lhuiller, RD Pawnshop		
1 Fill out NSRP form (National Skills Registration Program)		PESO Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out National Skills Registration Program (NSRP) Form	1. Requires applicant to fill out the NSRP (National Skills Registration Program) form and the Individual Profile Form	None	2 Minutes	<i>Delia R. Pernites</i> CAO II/PESO Manager
2. Submit the NSRP form, Individual form and other required documents for validation	2.1 Receives the NSRP form, Individual form and other required documents for validation	None	30 Minutes	<i>Delia R. Pernites</i> CAO II/PESO Manager
	2.2 Schedule TUPAD Orientation and Contract Signing	None	3 Minutes	<i>Delia R. Pernites</i> CAO II/PESO Manager
3. Receives Notification of TUPAD Orientation	3. Informs applicant of the schedule of	None	2 Minutes	<i>Delia R. Pernites</i> CAO II/PESO Manager



	TUPAD Orientation and Contract Signing			
4. Attends TUPAD Orientation	4. Facilitates the conduct of TUPAD Orientation and Contract Signing	None	3 Hours	<i>Delia R. Pernites CAO II/PESO Manager & DOLE Personnel</i>
5. Reports to area of assignments	5.1 Facilitates area of work assignment 5.2 Monitoring of attendance, performance & behavior	None	10 Days	Delia R. Pernites PESO Manager
6. Submits DTR and accomplishment report	6.1 Prepares DTR and accomplishment reports and other documents for submission to DOLE field office 6.2 Submits documents to DOLE (Department of Labor and Employment) office 6.3 DOLE schedules the date of release for the TUPAD salary	None	2 Days	<i>Delia R. Pernites CAO II/PESO Manager</i> DOLE Personnel
7. Receives Notification and Reference Number for payment of salary	Facilitate the releasing of reference number	None	2 Minutes	<i>Delia R. Pernites CAO II/PESO Manager</i>
		Total payment fee: None	Total processing time: 12 days 3 hours and 39 minutes	



30. Issuance of No Objection Certificate for Special Recruitment Activity (SRA)

One of the major roles of PESO is to guide & assist Employers concerning their recruitment activities and this is being done through the conduct of Job Fair & provincial/Special Recruitment Activity (PRA/SRA). Issuance of No Objection Certificate is pre-requisite prior to conduct of the said activities.

Office or Division:	Public Employment Service Office (PESO)			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Business, Government to Government			
Who may avail:	Agencies			
CHECKLIST OF REQUIREMENTS		Where to secure		
Original copies of Letter of Intent (2 copies)		Agency		
Photocopy of Business Permit (1 copy)		Agency		
Photocopy Authority to Operate Branch (1 copy)		POEA (Philippine Overseas Employment Administration)		
Updated/latest Job Order (1 copy)		POEA (Philippine Overseas Employment Administration)		
Photocopy of Certificate of Renewal of POEA Permit (1 copy)		POEA (Philippine Overseas Employment Administration)		
Original Copy of Affidavit of Undertaking (1 copy)		POEA (Philippine Overseas Employment Administration)		
Photocopy of PHILJOBNET Certificate (For Skilled) (1 copy)		DOLE (Department of labor and Employment)		
Original copy of Deployment Report (1 copy)		Agency		
Original copy of SRA Authority		POEA (Philippine Overseas Employment Administration)		
Photocopy of Special Permit/Special Permit (1 copy)		BPLS (Business Permits and Licensing Section)		
Photocopy of Valid Id (Agency Representatives) (1 copy)		Agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Letter of Intent indicating preferred dates of schedule to conduct Special Recruitment Activity (SRA) & submit required documents	1.1 Receives Letter of Intent & documents. 1.2 Evaluates documents submitted by agency 1.3 Checks availability of schedule of SRA Activity	None	10 Minutes	<i>Delia R. Pernites CAO II/PESO Manager</i>
2. Receives No Objection Certificate (NOC)	2. Issue No Objection Certificate (NOC) to agency representative (for	None	15 Minutes	<i>Delia R. Pernites CAO II/PESO Manager</i>



	those with complete documents) and advise them to pay SRA Fee at MTO			
3. Pay SRA Fee	3. Received payment and Issue official receipt	P500.00 – SRA Permit P 60.00 – Tarpaulin Special Permit	5 Minutes	<i>Richie Joy B. Balabat Revenue Collection Clerk I Rose N. Dianco Revenue Collection Clerk I Cherry Duque Revenue Collection Clerk I</i>
4. Present Official Receipt to BPLO and Receives SRA Permit	4. Prepares and Issue SRA Permit	None	5 Minutes	<i>Maria Jesusa Mendoza License Inspector I</i>
5. Conducts Special Recruitment Activity (SRA)	5.1 Provide area for SRA 5.2 Provide NSRP form to agency	None	1 Minute	<i>Delia R. Pernites CAO II/PESO Manager</i>
6. Submits Terminal Report and NSRP Form	6. Get terminal Report from Agency 6.1 Collect filled out NSRP Form	None	2 Minutes	<i>Delia R. Pernites CAO II/PESO Manager</i>
		Total payment fee: P 560.00	Total processing time: 38 minutes	



31. Registration of Workers Association

Under PD 442 of the Labor Code of the Philippines, as amended, the DOLE is mandated to process the application for registration of workers' association organized for the mutual aid and protection of its member or for other legitimate purposes except collective bargaining in order for them to acquire legal personality.

Office or Division:	Public Employment Service Office (PESO)			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen, Government to Business, Government to Government			
Who may avail:	Associations			
CHECKLIST OF REQUIREMENTS		Where to secure		
Application Form		PESO		
Name of the association officers and their addresses (1 original and 6 photocopies)		Association		
Minutes of Organizational Meeting (1 original and 6 photocopies)		Association		
List of members (1 original and 6 photocopies)		Association		
Financial Report if in existence for at least one (1) year (1 original and 6 photocopies)		Association		
If less than 1 year, and has not collected any amount, a certification to this effect		Association		
Minutes of Organizational Meeting (1 original and 6 photocopies)		Association		
Constitution and by-laws accompanied by the names and signature of ratifying members (1 original and 6 photocopies)		Association		
Minutes of adoption or ratification of the constitution and by-laws, date/s when ratification was made and list of ratifying members (1 original and 6 photocopies)		Association		
Minutes of adoption or ratification (1 original and 6 photocopies) NOTE: Not required if it's done simultaneously with the organizational meeting and the same is reflected in the minutes of the organizational meeting including the date/s when ratification was made and list of ratifying members.		Association		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to PESO and signs in the logbook	1.1 Hands in logbook and Issue Guideline/Checklist for registration to DOLE 1.2 Schedules date for consultation with organization officers & members	None	5 Minutes	<i>Delia R. Pernites</i> CAO II/PESO Manager



2. Receives Consultation Services	2.1 Schedule date for consultation 2.2 Conducts Consultation with members of association	None	30 Minutes	<i>Delia R. Pernites CAO II/PESO Manager</i>
3. Submits documents for registration	2.1 Receive, evaluate documents for registration 2.2 Submits documents and pay registration fee at DOLE 2.3 Follow up Certificate of Registration at DOLE	None P70.00	20 Days	<i>Delia R. Pernites CAO II/PESO Manager DOLE Collector</i>
4. Receives Certificate	3. Releases Certificate of Registration to Organization	None	3 Minutes	<i>Delia R. Pernites CAO II/PESO Manager</i>
		Total payment fee: P 70.00	Total processing time: 20 days & 38 minutes	



32. OFW Help Desk

The communities of OFWs will be economically and socially developed through investment of migrant earning in productive and viable economic activities that would stimulate the local economy and provide jobs and alternative sources of income for OFWs, their families and the entire community.

This help desks are established at the local level to attend the problems and concerns of the OFWs and their families and to provide information on all aspect of overseas employment.

Office or Division:	Public Employment Service Office (PESO)			
Classification:	Complex			
Type of Transaction:	Government to Citizen, Government to Government, Government to Business			
Who may avail:	OFW, OFW Family			
CHECKLIST OF REQUIREMENTS		Where to secure		
Government Issued ID (1 photocopy)		Personal		
OFW Travel documents (if any) (1 photocopy)		OFW or agency (if any)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signs logbook and fills out assistance form	1.1 Issue request assistance form to applicants to be filled out 1.2 Conduct interview 1.3 Receives documents 1.4 Give initial report to OWWA (Overseas Workers Welfare Administration) , POEA (Philippines Overseas Employment Administration)	None	2 Hours	<i>Delia R. Pernites CAO II/PESO Manager OWWA AND POEA</i>
2. Submit required documents	2.1 Receive submitted documents 2.2 Evaluate documents 2.3 Scan and email the documents to OWWA (Overseas Workers Welfare Administration) 2.4 Advice client to follow-up the case after 3 days	None	3 Days	<i>Delia R. Pernites CAO II/PESO Manager</i>



3. Receives updates	3.1 Informs the client about the case base on the updates provided by OWWA and other related agencies	None	1 Hour	<i>Delia R. Pernites CAO II/PESO Manager</i>
		Total payment fee: None	Total processing time: 3 days & 3 hours	



33. Micro Loan for Livelihood Program

This program undertaken jointly by the Department of Labor and Employment Region XI and the Local Government Unit of Kapalong strengthened by both parties in the memorandum of Agreement, designed to help the Informal Sector Workers access to financial assistance and capability trainings to augment their existing business capitalization and harness entrepreneurial capabilities. It is aimed at reducing poverty and creating employment opportunities for the Informal Sector Workers for the attainment of economic empowerment for both male and female and the Lesbian, Gay by sexual Transgender (LGBT) for economic and entrepreneurial development.

Office or Division:	Mayor's Office- PESO			
Classification:	Complex			
Type of Transaction:	Government to Citizen, Government to Business			
Who may avail:	Informal Sector Workers			
CHECKLIST OF REQUIREMENTS		Where to secure		
Barangay Clearance with Dry Seal (1 original copy)		Respective Barangay		
Latest Cedula (3 photocopies)		Respective Barangay or MTO		
Philhealth ID/MDR (3 pcs photocopy)		Applicant		
Certificate of Low-Income Statement (1 original copy)		MSWD Office		
1x 1 ID picture (1 pc.)		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signs logbook and fill out application form	1.1 Provide application form to applicant 1.2 Interview and orientation for new and renewal applicants	None	3 Minutes	<i>Delia R. Pernites</i> CAO II/PESO Manager
2. Submits filled out application form together with requirements	2.1 Receives application form and evaluate documents submitted by applicants 2.2 Assessment with TWG and LCE approval 2.3 Preparation of OBR and voucher for processing of Check	None	3 Days	<i>Delia R. Pernites</i> CAO II/PESO Manager
3. Claim Loan Proceeds	4.1 Releases checks	None	3 Minutes	<i>Delia R. Pernites</i> CAO II/PESO Manager
		Total payment: None	Total processing Time: 3 days & 6 minutes	



34. Cooperative Management Enhancement Program

Cooperative is a duly registered association of persons with a common bond of interest, who have voluntarily joined together to achieve a lawful common social or economic end, making equitable contributions to the capital required and accepting a fair share of the risks and benefits of the undertaking in accordance with universally accepted cooperative principles.

Office or Division:	Mayor's Office- Cooperative Section			
Classification:	Complex			
Type of Transaction:	Government to Citizen, Government to Business			
Who may avail:	Cooperative Officers			
CHECKLIST OF REQUIREMENTS		Where to secure		
Letter Request- 2 copies (1 original, 1 duplicate)		Municipal Cooperative Development Council		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for the conduct of training/seminar	1.1 Receives letter request and sets schedule of training	None	1 Hour	<i>Erwin L. Duque Community Affairs Officer II</i>
2. Receives invitation on the scheduled training	2.1 Issues Invitation to cooperatives on the schedule of training/seminar	None	1 Day	<i>Erwin L. Duque Community Affairs Officer II</i>
3. Attends training/seminar	3.1 Facilitate the conduct of training/seminar	None	3 Days	<i>Erwin L. Duque Community Affairs Officer II</i>
		Total payment fee: None	Total processing time: 4 days & 1 hour	



35. Informal Settler Household Resettlement

To respond to the increasing number of housing demand most especially in the highly urbanized cities and municipalities, the Urban Development and Housing Act and the Local government Code has devolved the role of housing provision from the national housing agencies to the local government units. LGUs can become more responsive to the housing needs of their respective localities. It is therefore imperative for LGUs to maintain data bank of this families.

Office or Division:	Mayor's Office- Housing Resettlement Program			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	Housing Beneficiaries			
CHECKLIST OF REQUIREMENTS		Where to secure		
2x2 ID picture (1 copy)		Beneficiary/ Personal		
Cedula (1 copy)		Municipal Treasurer's Office/ Personal		
Marriage contract/ affidavit of cohabitation (1 photocopy)		NSO/PSA/LCR/Personal		
Barangay Clearance (1 original copy)		Barangay		
Voter's ID/Certification (1 photocopy)		COMELEC/Personal		
Birth Certification of beneficiaries (1 photocopy)		NSO/PSA/LCR/Personal		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out MOA and requirements	1.1 Provides MOA to beneficiary 1.2 Evaluate completeness and appropriateness of documents 1.3 Orient the beneficiary on the contract of MOA 1.4 Have the MOA signed by the beneficiary and LGU representative and a witness 1.5 Have the MOA notarized by a lawyer	None P 300.00	10 days	<i>Erwin L. Duque</i> <i>Community Affairs Officer II</i>
2. Receive MOA	2.1 Issues MOA to beneficiary	None	3 minutes	<i>Erwin L. Duque</i> <i>Community Affairs Officer II</i>
		Total payment fee: P 300.00	Total Processing Time: 10 days & 3 minutes	



36. Informal Settler Household Data Banking

As urbanization in the Philippines advances, highly urbanized cities and municipalities find themselves in situation wherein they have to deal with the overwhelming problem of housing demand in their respective localities. Though urbanization can generate opportunities, there is a need to recognize that it also creates a problem relative to displacement of families. It may pose several problems due to lack of needed resources, relocation sites and rapid growth in population.

Office or Division:	Mayor's Office- Housing Section			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen, Government to Government			
Who may avail:	Informal Settlers, Shelter Partners, DPWH			
CHECKLIST OF REQUIREMENTS		Where to secure		
Letter Request (1 original copy and 1 duplicate copy)		Municipal Cooperative Development		
Barangay Certification (1 original and 1 duplicate)		Respective Barangay/ Personal		
Court Order (for those affected with judicial proceedings) (1 photocopy)		Personal		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter request for the issuance of certification and profiling of families affected by government infrastructure projects, families living in hazardous areas and those affected by court orders	1.1 Receives letter request for issuance of certification 1.2 Validates request by coordinating with concern barangay or agency 1.3 Coordinates with DSWD for profiling of affected families 1.4 Encoding in the data bank of informal settlers	None	20 Days	<i>Erwin L. Duque Community Affairs Officer II</i>
2. Receives Certification	2.1 Issue Certification	None	1 Day	<i>Erwin L. Duque Community Affairs Officer II</i>
		Total Payment: None	Total Processing Time: 21 days	



37. Kalikhaan Summer Workshop

The Municipality of Kapalong in its continued endeavor to promote health and wellness among its constituents is devising under sports and cultural development program training, workshops and activities that is anchored upon the purpose.

Office or Division:	Mayor's Office- Sports Section			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	Summer Workshop Participants			
CHECKLIST OF REQUIREMENTS		Where to secure		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signs logbook & proceed to sports section	1.1 Instruct/inform client where & whom to approach and show clients list of available events for summer workshop	None	1 Minute	<i>Delia R. Pernites Community Affairs Officer II</i>
2. Fill out registration form	2.1 Check/verify for completeness of information			
3. Submits the registration form to the sports staff assigned	3.1 Encodes the filled out registration to sports database 3.2 Check/verify correctness & legitimacy of the data 3.3 Inform clients of the schedule of the conduct of summer workshop			
4. Attend summer workshop	4.1 Facilitate the conduct of summer workshop 4.2 Monitor daily activities per event	None	20 Days	<i>Delia R. Pernites Community Affairs Officer II</i>
		Total Payment: None	Total Processing Time: 20 days & 13 minutes	



38. Caving Activity

To cater tourists/ guests who wants to explore the caves of the Municipality.

Office or Division:		Mayor's Office- Tourism Section		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		Where to secure		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out registration form at Tourism Office	1.1 Issue registration form 1.2 Conduct documentation 1.3 Conduct orientation	None	25 Minutes	<i>Roderick C. Parcon Tourism Coordinator</i>
2. Pay caving fee	2.1 Compute payment for caving & issue acknowledgement Receipt 2.2 Forward payment to the MTO 2.3 Issue official receipt	(refer to payment matrix)	10 Minutes	<i>Roderick C. Parcon Tourism Coordinator Roderick C. Parcon Tourism Coordinator Berlita T. Basa Municipal Treasurer-Acting</i>
3. Travel to Sua-on Natures Park	3.1 Guides and turn over tourists to the local guide and signs logbook	None	45 Minutes	<i>Roderick C. Parcon Tourism Coordinator</i>
		Total Payment: (see payment matrix)	Total Processing Time: 1 hour & 20 minutes	

MATRIX FOR CAVING FEE

Reg. fee (Adult)	P 50.00
Booking fee (Per 5 persons)	P 50.00
Equipment rental (Per person)	P 50.00
Certificate (Per person)	P 10.00
Fees to be paid at the site	
Entrance fee	P 20.00
Guide fee (1 guide/guest)	P 30.00



39. Canyoneering Activity

To cater tourists/ guests who wants to experience canyoneering activity.

Office or Division:	Mayor's Office- Tourism Section			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		Where to secure		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill out registration form at Tourism Office	1.1 Issues registration form 1.2 Conducts documentation 1.3 Conducts orientation	None	25 minutes	<i>Roderick C. Parcon Tourism Coordinator</i>
2. Pays caving fee	2.1 Computes payment for caving & Issues acknowledgement receipt 2.2 Forwards payment to the MTO 2.3 Issues official receipt	(refer to payment matrix)	10 minutes	<i>Roderick C. Parcon Tourism Coordinator Roderick C. Parcon Tourism Coordinator BERLITA T. BASA Municipal Treasurer</i>
3. Travel to Gupitan Natural Landscape	3.1 Guides and turn over tourists to the local guide and signs logbook	None	1hour & 45 minutes	<i>Eco Guides</i>
4. Trekking to Canyoneering site	4.1 Guides guests on the trekking activity	None	30 minutes	<i>Eco Guides</i>
5. Canyoneering Activity	4.1 Guides guests on the canyoneering activity	None	4 hours	<i>Eco Guides</i>
		Total payment fee: (see payment matrix)	Total processing time: 6 hrs. & 50minutes	



MATRIX FOR CANYONEERING FEE

Reg. fee (Adult)	P 50.00
Booking fee (Per 5 persons)	P 50.00
Equipment rental (Per activity)	P 3,500.00
Certificate (Per person)	P 10.00
<i>Fees to be paid at the site</i>	
Entrance fee	P 20.00
Guide fee (3 guides per activity)	P 900.00
Technical Group (5 person)	P 2,500.00



40. Application for Investment Incentive

For investors who wants to avail investment incentives

Office or Division:	Mayor's Office- Investment & Promotion Office			
Classification:	Highly Technical			
Type of Transaction:	Government to Business			
Who may avail:	Investors			
CHECKLIST OF REQUIREMENTS		Where to secure		
For Single Proprietorship				
Form A-01 (3 copies)	Local Economic Investment and Promotions Office- Investment Promotion & Enterprise Development Unit			
Project feasibility study/report of the proposed investment indicating the financial viability and socio-economic impact of the project (2 copies)	Applicant			
Certified True Copy of Business Name Registration Certificate from DTI	Department of Trade and Industry			
Mayor's Permit and Barangay Clearance	Business Permit & Licensing Office/ Barangay where the business is located.			
Company Profile	Applicant			
Marketing Brochure (if any)	Applicant			
2x2 picture of Investor and Representative	Applicant			
For Cooperatives				
Form A-01 (3 copies)	Local Economic Investment and Promotions Office- Investment Promotion & Enterprise Development Unit			
Project feasibility study/report of the proposed investment indicating the financial viability and socio-economic impact of the project (2 copies)	Applicant			
Certified True Copy of the Certificate of Registration issued by CDA	Cooperative Development Authority (CDA)			
Authorization from the Partners or Board Directors (if applicable)	Applicant			
Copy of the company's Articles of Partnership/Incorporation and By-Laws approved by the CDA	Applicant			
Mayor's Permit and Barangay. Clearance	Business Permit & Licensing Office/ Barangay where the business is located.			
Company profile	Applicant			
Marketing Brochure (if any)	Applicant			
2x2 picture of Investor and Representative	Applicant			
Official Receipt of Application Fee (1 copy)	Applicant			
Proof of application with other concerned agency (1 copy)	DENR			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Application and Requirements	1.1 Receives and Verifies the completeness of the forms & requirements	None	10 Minutes	<i>Arnel L. Panimbo Data Controller III/ LEIPO In-charge</i>
2. Fill out Form A-01	2.1 Checks Form A-01 and Issue order of payment	None	5 Minutes	<i>Arnel L. Panimbo Data Controller III/ LEIPO In-charge</i>
3. Pays Filing Fee at	3.1 Issues Official	Refer to	5 Minutes	<i>Richie Joy B. Balabat</i>



Municipal Office	Treasurers	Receipt	payment matrix		Revenue Collection Clerk I Rose N. Dianco Revenue Collection Clerk I Cherry Duque Revenue Collection Clerk I
4. Presents Receipt	Official	4.1 Checks Official Receipt 4.2 Evaluates and validates the submitted requirements by the IPO for acceptance 4.3 Issues Letter of Acceptance for the applicant and endorses to the Board for evaluation and approval	None None None	5 Minutes 3 days 3 days (issuance of letter) (1 Week endorsement to the Board)	Arnel L. Panimbo Data Controller III/ LEIPO In-charge Arnel L. Panimbo Private Secretary I/ LEIPO In-charge Engr. Emmanuel Fernandez Municipal Engineer Engr. Arnel A. Daquiz-Project Development Officer II Joel Rivera Administrative Aide VI Arnel L. Panimbo Data Controller III/ LEIPO In-charge
5. Receives Approval	Notice of	5.1 Approval and Order of Payment	None	10 minutes	IPO Secretariat
6. Pays Registration Fee at the Municipal Treasurers Office		6.2 Issues Official Receipt at the Municipal Treasurers Office	1/150 of the 1% of the total capitalization	5 minutes	Richie Joy B. Balabat Revenue Collection Clerk I
7. Receives Certificate of Registration		7.2 Issues/Releases Certificate of Registration	None	5 Minutes	Arnel L. Panimbo Data Controller III/ LEIPO In-charge
			Total payment fee: Depends on the type of investment	Total processing time: 13 days and 45 minutes	

MATRIX FOR THE APPLICATION OF INVESTMENT INCENTIVE FEE

TYPE OF INVESTMENT	FEE
Large Scale Investment	P 10,000.00
Medium Scale Investment	P 5,000.00
Small Scale Investment	P 3,000.00



41. Issuance of Travel Authority Certificate

To issue Municipal Certificate of Origin/ Destination for travel outside Davao Region for essential travel, Locally Stranded Individual (LSIs) and Returning Overseas Filipinos (ROFs)

Office or Division:	Mayor's Office- Investment & Promotion Office			
Classification:	Simple			
Type of Transaction:	Government Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		Where to secure		
For Essential Travel outside Davao Region Barangay Certification Certificate of Non-Person Under Monitoring (PUM) or Person Under Investigation (PUI)		Barangay where the client resides. Municipal Health Office		
For Locally Stranded Individual (LSI) within the Area of Jurisdiction Barangay Certification Certificate of Non-Person Under Monitoring (PUM) or Person Under Investigation (PUI)		Barangay where the client is stranded Municipal Health Office		
For Locally Stranded Individual (LSI) Outside the Area of Jurisdiction Certificate of Acceptance		Barangay where the client originally resides.		
For Returning Overseas Filipinos (ROFs) (Incoming) Certificate of Acceptance		Barangay where the client originally resides		
For Returning Overseas Filipinos (ROFs) (Outgoing) Barangay Certification		Barangay where the client resides		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Requirements	1.1 Receives and Verifies the completeness of the forms & requirements	None	2 Minutes	<i>Arnel L. Panimbo-Data Controller III/ LEIPO In-charge</i>
	1.2 Prepares Certificate of LGU of Origin/Destination		3 Minutes	<i>Arnel L. Panimbo-Data Controller III/ LEIPO In-charge</i>
2. Receives the Certificate of LGU of Origin/Destination.	2.1 Issues Municipal Certificate of Origin.	None	2 minutes	<i>Arnel L. Panimbo-Data Controller III/ LEIPO In-charge</i>
		Total payment fee: None	Total processing time: 7 minutes	



42. Issuance of Quick Response Code

Issued to each constituent to fast track the contact tracing of the possible Covid-19 virus carrier.

Office or Division:	Mayor's Office- Investment & Promotion Office			
Classification:	Simple			
Type of Transaction:	Government Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		Where to secure		
Barangay master list of members.		Barangay/ Requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Master list	1.1 Receives and Verifies the completeness of the data submitted.	None	2 Minutes	<i>Arnel L. Panimbo Data Controller III/ LEIPO In-charge</i>
	1.2 Issues Quick Response (QR) Code.	None	3 minutes	<i>Arnel L. Panimbo Data Controller III/ LEIPO In-charge</i>
2. Receives the Quick Response (QR) Code.	2.1 Encodes the data on the server	None	3 minutes	<i>Arnel L. Panimbo- Investment & Promotions Officer</i>
		Total payment fee: None	Total processing time: 8 minutes	



43. Two-Way Radio Communication System Service

Service rendered to all two-way radio communication requests.

Office or Division:	Mayor's Office- Radio Communications Section			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		Where to secure		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for immediate response and assistance	2. Promptly and courteously respond to clientele's request and smooth flow in receiving and transmitting of messages to concerned offices and individuals upon receipt.	None	5 minutes	<i>Rafael F. Insigne Administrative Aide IV</i> <i>Angelyn F. Gumapit Administrative Aide III</i> <i>Hendenburgh G.Paras Administrative Aide III</i>
		Total payment fee: None	Total processing time: 5 minutes	



44. IP Registration and Issuance of Timely Certificate of Live Birth

Recording and registration of birth of every certified member of Indigenous Peoples born in the municipality.

Office or Division:	Mayor's Office- Tribal Section			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All certified member of Indigenous Peoples			
CHECKLIST OF REQUIREMENTS		Where to secure		
Barangay IPMR certification		Barangay		
Marriage certificate of parents (if available) - If not married, execute affidavit to use the surname of the father (AUSF)		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. IP client proceed to the Municipal Tribal Affairs Office, presents & submit the required documents.	1.1 MTA assigned personnel, evaluate the completeness of the documents submitted, prepared certificate of live birth documents born at home, received and submit to MCR office head assigned for signatory	None	15 Minutes	<i>Datu Arturo M. Davao IP Representative</i>
2. IP client proceed to Municipal Treasurer's Office for payment of necessary fee	2.1 Issued official receipt	P 50.00 for service fee (for non AUSF) P 350.00	5 Minutes	<i>Richie Joy B. Balabat Revenue Collection Clerk I Rose N. Dianco Revenue Collection Clerk I Cherry Duque Revenue Collection Clerk I</i>
3. IP client goes to MCR Office and present the official receipt and receives the valid registered certificate of live birth	3.1 MCR Head signs or affixes her signature on the Certificate of Live Birth	None	2 Minutes	<i>Ma. Lourdes D. Castañas Municipal Civil Registrar</i>
	3.2 The registration office assigns a civil registry number on the certificate of live birth, release a copy		3 Minutes	<i>Mely M. Dondonio Registration Officer I</i>



	of the client			
4. IP client goes back to Municipal Tribal Affairs Office to present a registry number and leaves 1 copy for office file	4.1 The MTA staff assigned receives a copy from the client and posted it in a registry log book of births.	None	3 minutes	<i>Datu Arturo M. Davao IP Representative</i>
		Total payment fee: P 50.00 for service fee (for non AUSF) P 350.00	Total processing time: 26 minutes	



45. IP Registration and Issuance of Late/Delayed Certificate of Live Birth

Recording and registration of birth of every certified members Indigenous Peoples born in the municipality as legal identity to be counted as citizen of the country.

Office or Division:	Mayor's Office- Tribal Section			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All certified member of Indigenous Peoples			
CHECKLIST OF REQUIREMENTS		Where to secure		
BORN AT HOME				
PSA negative (5 y.o above)		Applicant		
Marriage certificate of parents (if available)		Applicant		
If not married, execute affidavit to use the surname of the father (AUSF)		Applicant		
Affidavit of late registration and voter's certification (if any)		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. IP client proceed to Municipal Tribal Affairs Office, present and submit the required documents	1.1 MTA assigned personnel, evaluate the completeness of the documents required/submitted, prepared certificate of live birth for BORN AT HOME and signed by the personnel who prepared the COLB.	None	15 Minutes	<i>Datu Arturo M. Davao IP Representative</i>
2. IP client proceed to MTO for payment of necessary fee	2.1 MTO collection clerk receives the payment and issues official receipt	P 50.00 (service fee) P 350.00 (AUSF)	3 Minutes	<i>Richie Joy B. Balabat Revenue Collection Clerk I Rose N. Dianco Revenue Collection Clerk I Cherry Duque Revenue Collection Clerk I</i>
3. IP client goes to MCR Office to present the official receipt and receive the valid registered certificate of live birth	3.1 The MCR personnel received for signature and MCR head affixes/sign her signature on COLB 3.2 The registration		2 Minutes	<i>Ma. Lourdes D. Castañas Municipal Civil Registrar</i>
			3 Minutes	<i>Mely M. Dondonio Registration Officer I</i>



	officer assigned a civil registry number on COLB, release a copy of the client			
4. IP client goes back to MTA Office to present a registry number and leaves 1 copy of COLB for office file	4.1 The MTA assigned personnel receive a copy from the client and posted it in a registry log books of births.		3 Minutes	<i>Datu Arturo M. Davao IP Representative</i>
		Total payment fee: P 50.00 for service fee (for non AUSF) P 350.00	Total processing time: 26 minutes	



46. Amicable Settlement

Conduct of amicable settlement to certified members of Indigenous Peoples

Office or Division:	Mayor's Office- Tribal Section			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All certified member of Indigenous Peoples			
CHECKLIST OF REQUIREMENTS		Where to secure		
Letter of Complaint		Personal		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits complaints	1.1 Municipal Tribal Affairs Office assigned personnel receives the complaint and schedule for amicable settlement by sending letter to the respondent	None	5 minutes	<i>Datu Arturo M. Davao IP Representative</i>
2. Client goes back to MTA office for the settlement	2.1 MTA assigned personnel records minutes of the settlement for both parties	None	30 minutes onwards (depending on the case)	<i>Datu Arturo M. Davao IP Representative</i>
3. Both parties sign the minutes to prove that they attended the settlement	3.1 MTA assigned personnel read/ review the minutes	None	5 minutes	<i>Datu Arturo M. Davao IP Representative</i>
		Total payment fee: None	Total processing time: depending on the case	



47. Issuance of Certification (Indigency)

Issued to applicants of PNP, AFP, BFP, BJMP who do not meet height requirements.

Office or Division:	Mayor's Office- Tribal Section			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All certified members of Indigenous Peoples			
CHECKLIST OF REQUIREMENTS		Where to secure		
Barangay IPMR certification		Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirement	1.1 MTA assigned personnel check and review the requirement 1.2 Prepare certification	None	5 minutes	<i>Datu Arturo M. Davao IP Representative</i>
2. Receiver Certification	2.1 Issue certification	None	2 minutes	<i>Datu Arturo M. Davao IP Representative</i>
		Total payment fee: none	Total processing time: 7 minutes	



48. Confirmation of Tribal Marriage

Issuance of Certificate of Marriage to certified member of Indigenous Peoples

Office or Division:	Mayor's Office- Tribal Section			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All certified members of Indigenous Peoples			
CHECKLIST OF REQUIREMENTS		Where to secure		
Barangay IPMR certification		Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Tribal Affairs Office for interview	1.1 MTA assigned personnel conducts personal interview and acquire personal data of the client 1.2 IP Representative signs the Tribal Certificate of Marriage	None	5 minutes	<i>Datu Arturo M. Davao IP Representative</i>
2. Client proceed to the Public Attorney's Office for notarization of Certificate of Marriage	2.1 Issue notarized Certificate of Marriage	None	2 minutes	<i>Atty. Medel G. Kentiliticsa Public Attorney III</i>
3. Proceed to Tribal Affairs Office and leave 1 copy of the Certificate of Marriage	3.1 Receive 1 copy of Certificate of Marriage for filing and instructs client to proceed to the Municipal Civil Registrar's Office for the registration of Certificate of Marriage	None	2 minutes	<i>Datu Arturo M. Davao IP Representative</i>
4. Proceed to the Municipal Registrar's Office for registration of Certificate of Marriage	4.1 Receive certificate of marriage	None	16 minutes	<i>Bryan C. Toyco Administrative Aide I Grace N. Alegre Administrative Aide VI</i>
		Total payment fee: none	Total processing time: 25 minutes	



49. Mapping, Enrollment, Orientation (Municipal Level)

Address to all school leaver OSY's, OSA's, Dropped outs, factory workers, functional illiterates from the Municipality of Kapalong.

Office or Division:	Mayor's Office- Alternative Learning System			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All Out of School Youth			
CHECKLIST OF REQUIREMENTS		Where to secure		
Letter of Request (1 original, 1 photocopy)		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter request and attend A&E Orientation	1.1 Receives letter request and conducts A&E orientation program to all new learners both secondary & elementary levels from different learning centers	None	45 minutes	<i>Zoilo B. Bagaporo Administrative Aide III</i>
2. Proceeds for enrollment	2.1 Conducts assessment test/FLT to all dropouts oriented as for their entrance test.	None	1 day	<i>Zoilo B. Bagaporo Administrative Aide III</i>
		Total payment fee: None	Total processing time: 1 day & 45 minutes	



OFFICE OF THE MAYOR

Internal Services



1. Releasing of Office Supplies/Other Supplies to Concerned Office

To release requested office supplies and other supplies to concerned offices.

Office or Division:	Mayor's Office- Stockroom			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	LGU Offices			
CHECKLIST OF REQUIREMENTS		Where to secure		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Requisition and issue slip and submits RIS with purchase order	1.1 Issues RIS & Purchase Order 1.2 Check the requested purchased items 1.3 Provides RIS number 1.4 Photocopy the Requisition Slip	None	12 minutes	<i>Jerus E. Ganiera Administrative Aide III</i>
2. Receive the items and request copy of RIS	2.1 Release the items 2.2 Photocopy RIS form and Purchase Order 2.3 Check the Delivery Receipt/ Purchase Order	None	20 minutes	<i>Jerus E. Ganiera Administrative Aide III</i>
		Total payment fee: None	Total processing time: 32 minutes	



2. COR (Certificate of Rating) Equivalent to a Report Card (School form 9), Diploma and Certificate ALS – LGU

Issuance of Certificate of Rating, Diploma and Certificate for passers of A&E national test.

Office or Division:	Mayor's Office- Alternative Learning System			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All learners from Different Barangay in LGU – Kapalong who passed the A&E National Test			
CHECKLIST OF REQUIREMENTS		Where to secure		
Letter of Request (1 original, 1 photocopy)		Requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request to the ALS Office	1.1 Give the original copy of request and received the photocopy of request letter 1.2 Entry documents in logbook for official received documents 1.3 Interview the client for the purpose	None	6 Minutes	<i>Zoilo B. Bagaporo Administrative Aide III</i>
2. Claims the approved request	2.1 Releases the approved request	None	1 Minute	<i>Zoilo B. Bagaporo Administrative Aide III</i>
		Total payment fee: None	Total Processing Time: 7 minutes	



LEGISLATIVE DEPARTMENT

External Services



1. Quarry Applications

Approval of Resolutions endorsing quarry applications

Office or Division:	Legislative Department			
Classification:	Highly Technical			
Type of Transaction:	Government to Business, Government to Citizen			
Who may avail:	Quarry businesses			
CHECKLIST OF REQUIREMENTS		Where to secure		
Letter request from the applicant addressed to the Sangguniang Bayan (SB) coursed through the Office of the Vice Mayor requesting for SB Resolution interposing no objection on the quarry application		Applicant		
Commercial sand and gravel permit issued by the provincial governor, if already available		Governor's Office/ PENRO, Davao del Norte		
Environmental Compliance Certificate (ECC), and RSGA, if available;		DENR XI		
Sketch Plan		Applicant		
Barangay resolution interposing no objection on the quarry application		Barangay concerned where the quarry is situated		
Business Permit issued by the Municipal Mayor		BPLO/Mayor's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit above set of requirements in 8 copies each	1.1 Verify completeness of requirements, & receive the same	None	10 minutes	<i>Mark Manaran Administrative Aide I</i>
	1.2 Record/keep a file copy of the documents received	None	5 minutes	<i>Roy Tagnipez Administrative Officer IV</i>
	1.3 Calendar the same in the Agenda/Order of Business	None	10 minutes	<i>Juvelyn Milan Administrative Assistant IV (Bookbinder IV)</i>
2. Attend committee review and ocular inspection per invitation	2.1 Committee review, ocular inspection, & plenary deliberation	None	10 days	<i>SB Members/Committee on Environment/LRPs</i>
	2.2 Finalization, printing & recording of the approved resolution	None	40 minutes	<i>Roy Tagnipez Administrative Officer IV</i>
	2.3 Affixing of signatures on the approved resolution	None	5 minutes each signatory	<i>Edwin E. Ganiera, MPA SB Secretary Hon. Edgardo L. Timbol</i>



				<i>Municipal Vice Mayor</i> <i>Hon. Maria Theresa Timbol</i> <i>Municipal Mayor</i>
3. Pay the Environmental fee at the Municipal Treasurer's Office	3.1 Issues official receipt	P 1,000.00	5 minutes	<i>Richie Joy B. Balabat</i> <i>Revenue Collection Clerk I</i> <i>Rose N. Dianco</i> <i>Revenue Collection Clerk I</i> <i>Cherry Duque</i> <i>Revenue Collection Clerk I</i>
4. Receives the final copy of municipal resolution at the Office of the Secretary to the Sanggunian (OSS)	4.1 Checks official receipt & releases completed resolution to the applicant or representative	None	5 minutes	<i>Roy Tagnipez</i> <i>Administrative Officer IV</i>
		Total payment fee: Php 1,000.00	Total processing time: 10 days & 90 minutes	



2. Accreditation Applications

Approval of Resolutions regarding accreditation applications of People's Organizations (POs), Non-Governmental Organizations (NGOs), and Business or Professional Groups

Office or Division:	Legislative Department			
Classification:	Highly Technical			
Type of Transaction:	Government to Business, Government to Citizen			
Who may avail:	Pos, NGOs, & Business or Professional Groups			
CHECKLIST OF REQUIREMENTS		Where to secure		
Letter of application addressed to the Sangguniang Bayan (SB) coursed through the Office of the Vice Mayor requesting for SB accreditation resolution.		Office of the Secretary to the Sanggunian (OSS) for the sample		
Duly accomplished application form for accreditation		Governor's Office/ PENRO, Davao del Norte		
Board resolution signifying intention for the accreditation for the purpose of representation in the Local Special Body		Applicant		
Certificate of Registration		DOLE/SEC, or any accrediting agency		
List of current officers and members		Applicant		
Annual accomplishment report of the immediately preceding year		Applicant		
Financial statement, at the minimum, signed by the executive officers of the organization, of the immediately preceding year, & indicating therein other information such as the source(s) of funds.		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit above set of requirements in 8 copies each	1.1 Verify completeness of requirements & receive the same	None	10 Minutes	<i>Mark Manaran Administrative Aide I</i>
	1.2 Record/keep a file copy of the documents received	None	5 Minutes	<i>Roy Tagnipez Administrative Officer IV</i>
	1.3 Calendar the same in the Agenda/Order of Business	None	10 Minutes	<i>Juvelyn Milan Administrative Assistant IV (Bookbinder IV)</i>
2. Attend committee review per invitation	2.1 Committee review & plenary deliberation	None	10 Days	<i>SB Members/ Committee concerned /LRPs</i>
	2.2 Finalization, printing & recording of the approved resolution	None	40 Minutes	<i>Roy Tagnipez Administrative Officer IV</i>



	2.3 Affixing of signatures on the approved resolution	None	5 Minutes each signatory	<i>Edwin E. Ganiera, MPA SB Secretary Hon. Edgardo L. Timbol Municipal Vice Mayor Hon. Maria Theresa Timbol</i>
3. Pay the Accreditation fee at the Municipal Treasurer's Office	3.1 Issues official receipt	P 200.00	5 Minutes	<i>Richie Joy B. Balabat Revenue Collection Clerk I Rose N. Dianco Revenue Collection Clerk I Cherry Duque Revenue Collection Clerk I</i>
4. Receives the final copy of municipal resolution at the Office of the Secretary to the Sanggunian (OSS)	4.1 Checks official receipt & releases completed resolution to the applicant or representative	None	5 Minutes	<i>Roy Tagnipez Administrative Officer IV</i>
		Total payment fee: P 200.00	Total processing time: 10 days & 90 minutes	



3. Barangay Supplemental/ Annual Investment Plans

Resolution approving Barangay Supplemental/Annual Investment Plans (AIPs).

Office or Division:	Legislative Department			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	All Barangay Local Government Units (BLGUs)			
CHECKLIST OF REQUIREMENTS		Where to secure		
Barangay Supplemental or Annual Investment Plans with review indorsement letter from the Municipal Planning and Development Office (MPDO) (8 copies)		Barangay concerned through the MPDO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit above requirement in 8 copies	1.1 Verify completeness of requirement & receive the same	None	10 minutes	<i>Mark Manaran Administrative Aide I</i>
	1.2 Record/keep a file copy of the documents received	None	5 minutes	<i>Roy Tagnipez Administrative Officer IV Juvelyn Milan</i>
	1.3 Calendar the same in the Agenda/Order of Business	None	10 minutes	<i>Administrative Assistant IV (Bookbinder IV)</i>
2. Attend committee review per invitation	2.1 Committee review & plenary deliberation	None	10 days	<i>SB Members/ Committee concerned /LRPs</i>
	2.2 Finalization, printing & recording of the approved resolution	None	40 minutes	<i>Roy Tagnipez Administrative Officer IV</i>
	2.3 Affixing of signatures on the approved resolution	None	5 minutes each signatory	<i>Edwin E. Ganiera, MPA SB Secretary Hon. Edgardo L. Timbol Municipal Vice Mayor Hon. Maria Theresa Timbol</i>
3. Receives the final copy of municipal resolution	3.1 Releases the completed resolution to the barangay concerned through the MPDO	None	5 minutes	<i>Roy C. Tagnipez Administrative Officer IV</i>
		Total payment fee: None	Total processing time: 10 days & 85 minutes	



4. Barangay Supplemental/ Annual Budgets

Resolution approving Barangay Supplemental/Annual Budgets.

Office or Division:	Legislative Department			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	All Barangay Local Government Units (BLGUs)			
CHECKLIST OF REQUIREMENTS		Where to secure		
Barangay Supplemental or Annual Budgets with review indorsement letter from the Local Finance Committee/Municipal Budget Office (LFC/MBO) (8 copies)		Barangay concerned through the LFC/MBO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit above requirement in 8 copies	1.1 Verify completeness of requirement & receive the same	None	10 minutes	<i>Mark Manaran Administrative Aide I</i>
	1.2 Record/keep a file copy of the documents received	None	5 minutes	<i>Roy Tagnipez Administrative Officer IV</i>
	1.3 Calendar the same in the Agenda/Order of Business	None	10 minutes	<i>Juvelyn Milan Administrative Assistant IV (Bookbinder IV)</i>
2. Attend committee review per invitation	2.1 Committee review & plenary deliberation	None	10 days	<i>SB Members/Committee concerned/LRPs Roy Tagnipez Administrative Officer IV</i>
	2.2 Finalization, printing & recording of the approved resolution	None	40 minutes	<i>Edwin E. Ganiera, MPA SB Secretary Hon. Edgardo L. Timbol Municipal Vice Mayor Hon. Maria Theresa Timbol</i>
	2.3 Affixing of signatures on the approved resolution	None	5 minutes each signatory	
3. Receives the final copy of municipal resolution	3.1 Releases the completed resolution to the barangay concerned through the LFC/MBO	None	5 minutes	<i>Roy Tagnipez Administrative Officer IV</i>
		Total payment fee: None	Total Processing Time: 10 days & 85 minutes	



5. BDRRM Annual and Multi-Year Plans

Resolution approving BDRRM Annual and Multi-Year Plans

Office or Division:	Legislative Department			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	All Barangay Local Government Units (BLGUs)			
CHECKLIST OF REQUIREMENTS		Where to secure		
Barangay Disaster Risk Reduction Management Annual and Multi-Year Plans with review indorsement letter from the MDRRMO (LFC/MBO) (8 copies)		Barangay concerned through the MDRRMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit above requirement in 8 copies	1.1 Verify completeness of requirement & receive the same	None	10 minutes	<i>Mark Manaran Administrative Aide I</i>
	1.2 Record/keep a file copy of the documents received	None	5 minutes	<i>Roy Tagnipez Administrative Officer IV</i>
	1.3 Calendar the same in the Agenda/Order of Business	None	10 minutes	<i>Juvelyn Milan Administrative Assistant IV (Bookbinder IV)</i>
2. Attend committee review per invitation	2.1 Committee review & plenary deliberation	None	10 days	<i>SB Members/Committee concerned/LRPs Roy Tagnipez Administrative Officer IV</i>
	2.2 Finalization, printing & recording of the approved resolution	None	40 minutes	<i>Edwin E. Ganiera, MPA SB Secretary Hon. Edgardo L. Timbol Municipal Vice Mayor Hon. Maria Theresa Timbol</i>
	2.3 Affixing of signatures on the approved resolution	None	5 minutes each signatory	
3. Receives the final copy of municipal resolution	3.1 Releases the completed resolution to the barangay concerned through MDRRMO	None	5 minutes	<i>Roy Tagnipez Administrative Officer IV</i>
		Total payment fee: None	Total processing time: 10 days & 85 minutes	



6. Barangay SK Annual/Supplemental Budgets

Resolution approving Barangay SK Annual/Supplemental Budgets

Office or Division:	Legislative Department			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	All Sangguniang Kabataan (SK) of the Barangay Local Government Units			
CHECKLIST OF REQUIREMENTS		Where to secure		
Barangay SK Annual/Supplemental Budgets with review indorsement letter from the Municipal Budget Office (MBO) (8 copies)		Barangay SK concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit above requirement in 8 copies	1.1 Verify completeness of requirement & receive the same	None	10 minutes	<i>Mark Manaran Administrative Aide I</i>
	1.2 Record/keep a file copy of the documents received	None	5 minutes	<i>Roy Tagnipez Administrative Officer IV</i>
	1.3 Calendar the same in the Agenda/Order of Business	None	10 minutes	<i>Juvelyn Milan Administrative Assistant IV (Bookbinder IV)</i>
2. Attend committee review per invitation	2.1 Committee review & plenary deliberation	None	10 days	<i>SB Members/Committee concerned/LRPs Roy Tagnipez Administrative Officer IV</i>
	2.2 Finalization, printing & recording of the approved resolution	None	40 minutes	<i>Edwin E. Ganiera, MPA SB Secretary Hon. Edgardo L. Timbol Municipal Vice Mayor Hon. Maria Theresa Timbol</i>
	2.3 Affixing of signatures on the approved resolution	None	5 minutes each signatory	
3. Receives the final copy of municipal resolution	3.1 Releases the completed resolution to the barangay concerned through MDRRMO	None	5 minutes	<i>Roy Tagnipez Administrative Officer IV</i>
		Total payment fee: None	Total processing time: 10 days & 85 minutes	



7. Barangay Ordinances

Resolution approving Barangay Ordinances

Office or Division:	Legislative Department			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	All Barangay Local Government Units			
CHECKLIST OF REQUIREMENTS		Where to secure		
Barangay Ordinances with indorsement letter, minutes of public hearing, certification of public hearing, & attendance of public hearing (8 copies)		Barangay concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit above requirement in 8 copies	1.1 Verify completeness of requirement & receive the same	None	10 minutes	<i>Mark Manaran Administrative Aide I</i>
	1.2 Record/keep a file copy of the documents received	None	5 minutes	<i>Roy Tagnipez Administrative Officer IV</i>
	1.3 Calendar the same in the Agenda/Order of Business	None	10 minutes	<i>Juvelyn Milan Administrative Assistant IV (Bookbinder IV)</i>
2. Attend committee review per invitation	2.1 Committee review & plenary deliberation	None	30 days	<i>SB Members/Committee concerned/LRPs Roy Tagnipez Administrative Officer IV</i>
	2.2 Finalization, printing & recording of the approved resolution	None	40 minutes	<i>Edwin E. Ganiera, MPA SB Secretary</i>
	2.3 Affixing of signatures on the approved resolution	None	5 minutes each signatory	<i>Hon. Edgardo L. Timbol Municipal Vice Mayor Hon. Maria Theresa Timbol</i>
3. Receives the final copy of municipal resolution	3.1 Releases the completed resolution to the barangay concerned through MDRRMO	None	5 minutes	<i>Roy Tagnipez Administrative Officer IV</i>
		Total payment fee: None	Total processing Time: 30 days & 85 minutes	



MUNICIPAL HUMAN RESOURCE MANAGEMENT OFFICE

External Services



1. Job Applications

Procedure in handling application submitted by applicants in response to the Publication of Vacant Positions.

Office or Division:	Municipal Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All qualified applicants			
CHECKLIST OF REQUIREMENTS		Where to secure		
Application Letter Attachments: <ul style="list-style-type: none"> - Fully accomplished Personal Data Sheet (PDS) with recent passport sized picture (CS Form No. 212, Revised 2017) - Performance Rating in the last Rating Period (if applicable) - Photocopy of Certificate of Eligibility/ rating/ license - Photocopy of Transcript of Records 		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application letter with attached requirements	1.1 Accept and assess the completeness of document.	None	2 Minutes	<i>Jay H. Tribunalo Administrative Aide</i>
Qualified applicants may hand in or send applications through courier/ email to:	2.1 Record the applicant's information in the database		3 Minutes	<i>Jay H. Tribunalo Administrative Aide</i>
<i>RYZYLL D. TIMBOL, MP</i> <i>Municipal Government Department Head I (MHRMO) LGU Kapalong Quezon St., Maniki, Kapalong, Davao del Norte</i>				
		Total payment fee: None	Total processing time: 5 minutes	



2. Issuance of Certificate of Employment and Service Record

Releasing of certifications and service record to be used for specific purposes.

Office or Division:	Municipal Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All LGU employees, Retired/ Separated employees			
CHECKLIST OF REQUIREMENTS		Where to secure		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out client logbook and accomplish request slip	1.1 Hands in logbook and receive the request slip 1.2 Issue payment slip and instructs client to proceed to the Municipal Treasurer's Office 1.2 Prepares the requested document	None	5 Minutes	<i>Bonnevie D. Gumate Administrative Aide III</i>
2. Proceeds to the Municipal Treasurer's Office to pay certification fee	2.1 Issues official receipt	P 50.00	5 Minutes	<i>Bonnevie D. Gumate Administrative Aide III</i>
3. Presents official receipt and receive the requested document	3.1 Releases the requested document	None	2 Minutes	
		Total payment fee: P 50.00	Total processing Time: 12 minutes	



MUNICIPAL HUMAN RESOURCE MANAGEMENT OFFICE

Internal Services



1. Issuance of Personal Documents to Employees

Releasing of Personal Records to be used for specific purposes.

Office or Division:	Municipal Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	All LGU employees			
CHECKLIST OF REQUIREMENTS		Where to secure		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out client logbook and accomplish request slip	1.1 Hands in logbook and receive the request slip 1.2 Retrieve the requested record and photocopy and certify the document	None	5 Minutes	<i>Gina R. Miole Administrative Aide IV</i>
2. Receives the requested record	2.1 Releases the requested record	None	2 Minutes	<i>Gina R. Miole Administrative Aide IV</i>
		Total payment fee: None	Total processing Time: 7 minutes	



2. Application for Leave of Absence

For government employees applying for leave of absence.

Office or Division:	Municipal Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	All LGU employees			
CHECKLIST OF REQUIREMENTS		Where to secure		
SICK LEAVE - Medical Certificate with fit to work.		Hospital where employee was confined		
MATERNITY LEAVE - Medical Certificate with fit to work.		Hospital where employee was confined		
PATERNITY LEAVE - Medical Certificate with fit to work.		Hospital where employee was confined		
SOLO PARENT - Solo Parent I.D.		Municipal Social Welfare Development Office		
STUDY LEAVE - Approved letter request by Mayor.		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out and submit leave application form	1.1 Reviews the leave application form	None	5 Minutes	<i>Rosalia N. Santillanosa Administrative Aide I Arlene B. Pilonos Administrative Aide III</i>
	1.2 Photocopy and certify all the documents		5 Minutes	
2. Signs logbook and receive personal copy of leave form	2.1 Releases the client's personal copy	None	2 Minutes	<i>Rosalia N. Santillanosa Administrative Aide I Arlene B. Pilonos Administrative Aide III</i>
		Total payment fee: None	Total processing Time: 7 minutes	



3. Application of Monetization and Terminal Leave

For government employees applying for monetization of leave credits and terminal leave

Office or Division:	Municipal Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	All LGU employees			
CHECKLIST OF REQUIREMENTS		Where to secure		
Monetization: - Statements of accounts and letter request from the LCE.		Applicant		
Terminal Leave - LGU Clearance - Affidavit - CSC Clearance		Municipal Treasurer's Office Public Attorney's Office Municipal Human Resource Management Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out and submit leave application form	1.1 Reviews the leave application form	None	5 minutes	<i>Rosalia N. Santillanosa Administrative Aide I Arlene B. Pilonos Administrative Aide III</i>
	1.2 Photocopy and certify all the documents		5 minutes	
2. Signs logbook and receive personal copy of leave form	2.1 Releases the client's personal copy	None	2 minutes	<i>Rosalia N. Santillanosa Administrative Aide I Arlene B. Pilonos Administrative Aide III</i>
		Total payment fee: None	Total processing time: 7 minutes	



4. Issuance of Appointments

Procedure for the issuance of appointments to employees (new/ promotion).

Office or Division:	Municipal Human Resource Management Office			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	All newly hired and promoted employees			
CHECKLIST OF REQUIREMENTS		Where to secure		
Duly Accomplished Personal Data Sheet (3 copies)		Personal		
Passport Size ID Picture (3 pieces)		Personal		
Transcript of Record/ Diploma		Personal		
Birth Certificate		PSA/ LCR		
NBI Clearance		Personal		
Medical Certificate		Personal		
Marriage Certificate (if married)		Personal		
Original Copy of the Authenticated Certificate of Eligibility		Personal		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits required documents	2.1 Verifies the completeness of the submitted requirements 2.2 Prepare appointment of the newly hired/ promoted employee 2.3 Prepare supporting documents to be submitted to the CSC Provincial Office and wait for the validation of the appointment	None	3 minutes 5 minutes 20 working days	<i>Gina R. Miole Administrative Aide IV</i>
2. Receives copy of validated appointment and Personal Description Form	2. Issue a copy of validated appointment and Personal Description Form	None	5 minutes	<i>Gina R. Miole Administrative Aide IV</i>
		Total payment fee: None	Total processing time: 20 days & 13 minutes	



MUNICIPAL PLANNING AND DEVELOPMENT OFFICE

External Services



1. Zoning Certification

Requirement for Titling, ECC Application, Reclassification, & Locational Clearance

Office or Division:	Municipal Planning and Development Office/ Zoning Division			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		Where to secure		
Land Title (3 copies)		Applicant		
Tax Declaration (3 copies)		Municipal Assessor's Office		
Tax Clearance (3 copies)		Municipal Treasurer's Office		
If not the owner of the land: Affidavit of Consent (3 copies)		Notary Public/ Public Attorney's Office		
Fully Accomplished Application for Zoning Certification (2 copies)		Municipal Planning & Development Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Application	1. Receives and Evaluates Completeness of Requirements	None	10 Minutes	<i>Arnel L. Daquiz Project Development Officer II</i>
	1.2 Prepares Order of Payment	None	5 Minutes	<i>Mc Jerson M. Prudente Zoning Inspector II</i>
2. Pays the Required Fee	2.1 Receives Zoning Certification Payment and Issue Official Receipt	Php 720.00 per hectare	5 Minutes	<i>Richie Joy B. Balabat Revenue Collection Clerk I Rose N. Dianco Revenue Collection Clerk I Cherry Duque Revenue Collection Clerk I</i>
3. Submits Official Receipt	3.1 Receives Official Receipt & Prepares Zoning Certification 3.2 Issues Zoning Certification	None	5 Minutes	<i>Mc Jerson M. Prudente Zoning Inspector II</i> <i>Alvin D. Agayan MPDC Maria Theresa R. Timbol Municipal Mayor</i>
4. Signs Log Book & Receives Zoning Certification	4.1 Releases Zoning Certification	None	2 Minutes	<i>Arnel L. Daquiz Project Development Officer II</i>
		Total payment fee: Php 720.00 per hectare	Total processing time: 32 minutes	



2. Locational Clearance

Instrument to implement Zoning Ordinance. The purpose of which is to promote and protect the health, safety, peace, comfort, convenience and general welfare of the inhabitants in the locality in accordance with its Comprehensive Land Use Plan. Requirement for Building Permit.

Office or Division:	Municipal Planning and Development Office/ Zoning Division			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		Where to secure		
Zoning Certification (3 copies)		Municipal Planning & Development Office		
Plans, Specifications and Bill of Materials (5 copies)		Applicant		
Notarized and Fully Accomplished Application for Locational Clearance (3 copies)		Municipal Planning & Development Office Notary Public/ Public Attorney's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Application	1. Receives and Evaluates Completeness of Requirements 1.2 Conducts Actual Project Site Inspection 1.3 Prepares Evaluation Report 1.4 Prepares Order of Payment	None None	10 Minutes 1 Day	Arnel L. Daquiz Project Development Officer II Mc Jerson M. Prudente Zoning Inspector II Mc Jerson M. Prudente Zoning Inspector II Mc Jerson M. Prudente Zoning Inspector II
2. Pays the Required Fee	2.1 Receives Locational Clearance Payment	(See Payment Matrix)	5 Minutes	Richie Joy B. Balabat Revenue Collection Clerk I Rose N. Dianco Revenue Collection Clerk I Cherry Duque Revenue Collection Clerk I
3. Submits Official Receipt	3.1 Receives Official Receipt & Prepares Locational Clearance 3.2 Issues Locational Clearance	None	5 Minutes	Mc Jerson M. Prudente Zoning Inspector II Alvin D. Agayan MPDC
4. Signs Log Book & Receives Locational	4.1 Releases Locational	None	2 Minutes	Mc Jerson M. Prudente Zoning Inspector II



Clearance	Clearance			
		Total payment fee: (see Payment Matrix)	Total processing time: 1 day & 32 minutes	

Payment Matrix for Locational Clearance

1. Zoning/ Locational Clearance		
A.	Residential Structure: Single or detached, the project cost which is: 1. Php 100,000.00 and below 2. Over Php 100,000 to 200,000.00 3. Over Php 200,000.00	Php 576.00 Php 720.00 + (1/10 of 1% in excess of Php 200,000.00)
B.	Apartments/ Townhouses 1. Php 500,000.00 and below 2. Php 500,000.00 to Php 2 Million 3. Over 2 Million	Php 1,440.00 Php 2,160.00 Php 3,600.00 + (1/10 of 1% of cost in excess of 2 Million regardless of number of doors)
C.	Dormitories 1. 2 Million and below 2. Over 2 Million	Php 3,600.00 Php 3,600.00 + (1/10 of 1% of cost in excess of 2 Million)
D.	Institutional Structures: Project cost of which is: 1. Below 2 Million 2. Over 2 Million	Php 2,880.00 Php 2,880.00 + (1/10 of 1% of cost in excess of 2 Million)
E.	Commercial, Industrial, Agro-Industrial Project cost of which is: 1. Below Php 100,000.00 2. Over Php 100,000.00-Php 500,000.00 3. Over Php 500,000.00- 1 Million 4. Over Php 1 Million- 2 Million 5. Over Php 2 Million	Php 1,440.00 Php 2,160.00 Php 2,880.00 Php 4,320.00 Php 7,200.00 + (1/10 of 1% of cost in excess of 2 Million)
F.	Special Uses/ Special Projects (Gasoline Station, Cell Sites, Slaughter House, Treatment Plant, etc.), cost of which is: 1. Below Php 2 Million 2. Over Php 2 Million	Php 7,200.00 Php 7,200.00 + (1/10 of 1% of cost in excess of 2 Million)
1. Zoning/ Locational Clearance		
G.	Alteration/ Expansion (Affected areas/cost of Expansion only)	Same as original application
2. Subdivision and Condominium Projects (Under P.D 957)		
A.	Subdivision Projects	



	1. Approval of Subdivision Plan (including Town Houses)	
	1. Preliminary Approval and Locational Clearance (PALC)/Preliminary Subdivision Development Plan (PSDP) <ul style="list-style-type: none">▪ Processing Fee▪ Inspection Fee	Php 360.00/ Hectare or a fraction thereof Php 1,500.00/Hectare regardless of density



MUNICIPAL CIVIL REGISTRAR'S OFFICE

External Services



1. Registration and Issuance of Timely Certificate of Live Birth

Recording and registration of birth of every person born in the municipality as legal identity to be counted as citizen of the country.

Office or Division:	Municipal Civil Registrar's Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		Where to secure		
If the child is born at the hospital, secure the accomplished Certificate of Live Birth duly signed by the attending physician with attachments from the hospital in charge personnel (4 computer generated copies)		Hospital/Clinic		
If born at home, submit the following: 2.1) Marriage Certificate of parents 2.1) If parents is not married, and intends to use the surname of the father under RA 9255, personal appearance of both father and mother is needed to execute and sign the Affidavit Of Admission Of Paternity and the Affidavit To Use The Surname Of The Father (AUSF) to be notarized before the authorized notarial authority. (2 photocopies, 4 copies)		Applicant LCR/Notarial Office/PAO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits the complete documentary requirements	1.1 If child is born at home, and finding the submitted documents in order after assessing, the Certificate of Live Birth is prepared. Thereafter, issue an order of payment for the client to proceed to the Municipal Treasurer's Office to pay the necessary fees. 1.2 If the child is born at the hospital or clinic, receives the Certificate of Live Birth accomplished by the hospital/clinic and issue an order of payment to the client for payment of	None	30 minutes	<i>Bryan C. Toyco Administrative Aide I Grace N. Alegre Administrative Aide VI</i>



	fees at the Municipal Treasurer's Office.			
2. Proceed to Municipal Treasurer's Office to pay the service fee	2.1 The MTO Revenue Collection Clerk receives the payment and issues Official Receipt		5 minutes	<i>Richie Joy B. Balabat Revenue Collection Clerk I Rose N. Dianco Revenue Collection Clerk I Cherry Duque Revenue Collection Clerk I</i>
3. Client returns back to MCR Office and presents the Official Receipt	3.1 The MCR Head or the OIC in her absence, reviews and signs the Certificate of Live Birth.	None	3 minutes	<i>Ma. Lourdes D. Castañas Municipal Civil Registrar</i>
	3.2 The MCR Registration Officer assigns a Civil Registry Number on the Certificate of Live Birth and stamp an official seal on it.	None	5 minutes	<i>Mely M. Doronio Registration Officer I</i>
4. Client receives the valid Certificate of Live Birth	4.1 The MCR Registration Officer releases a copy of the document to the client	None	2 minutes	<i>Mely M. Doronio Registration Officer I</i>
		Total payment fee: (see payment matrix)	Total processing Time: if born at home 45 minutes if born at hospital 25 minutes	

Payment Matrix for the Registration and Issuance of Timely Certificate of Live Birth

<i>For married parents:</i> Service Fee	Php 50.00
<i>For unmarried parents:</i> Admission of Paternity	Php 150.00
Affidavit to use the surname of the father	Php 200.00



2. Registration and Issuance of Delayed/ Late Certificate of Live Birth

Recording and registration of birth of every person born in the municipality.

Office or Division:	Municipal Civil Registrar's Office			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		Where to secure		
Marriage Certificate of Parents (2 photocopies)		Applicant		
If parents are not married, personal and intent to use the surname of the Father, personal appearance of mother and father is required to execute and sign the Affidavit of Admission of Paternity and Affidavit to Use the Surname of the Father (AUSF), to be notarized before authorized notarial office (4 copies)		LCR/Notarial Office/PAO/MCR		
PSA Advisory of Negative Record (2 photocopies)		Philippine Statistics Authority		
Community Tax of the Informant		Municipal Treasurer's Office		
1. At least 4 legal documents of the document owner showing date of birth and place of birth such as: (2 photocopies each) - Baptismal Certificate - Voter's Certification - Marriage Certificate, if applicable - School Records - Government issued Identification Cards (SSS, PHI, TIN, LTO, GSIS) - other legal documents		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits the complete documentary requirements	1.1 Assess and evaluates the completeness of the requirements, if found in order, advises the client to proceed to the Municipal Treasurer's Office to pay the service fee.	None	5 Minutes	<i>Grace N. Alegre Administrative Aide VI</i> <i>Bryan C. Toyco Administrative Aide I</i>
2. Client proceed to Municipal Treasurer's Office to pay the service fee	2.1 MTO Revenue Collection Clerk	(see payment matrix)	5 Minutes	<i>Richie Joy B. Balabat Revenue Collection Clerk I</i> <i>Rose N. Dianco Revenue Collection Clerk I</i> <i>Cherry Duque Revenue Collection Clerk I</i>
3. Client goes back to	The MCR Office	None	30 Minutes	<i>Grace N. Alegre</i>



the MCR Office and presents the Official Receipt	acts on the applied document, as follows: 3.1 Preparation and printing of the Certificate of Live Birth 3.2 Posting of the Notice of the delayed birth registration at the Bulletin Board for 10 calendar days	None	10 calendar days	<i>Administrative Aide VI Bryan C. Toyco Administrative Aide I</i> <i>Ma. Lourdes D. Castañias Municipal Civil Registrar</i>
4. After 10 days, client goes back at the MCR Office to receive the valid Certificate of Live Birth	4.1 The MCR Head or the OIC in her absence, signs the Certificate of Live Birth 4.2 The Registration Officer assigns a Civil Registry Number on the Certificate of Live Birth document and release a copy to the client	None	1 Minute 5 Minutes	<i>Ma. Lourdes D. Castañias Municipal Civil Registrar</i> <i>Mely M. Doronio Registration Officer I</i>
		Total payment fee: (see payment matrix)	Total processing time: 10 days and 47 minutes	

Payment Matrix Registration and Issuance of Delayed/Late Certificate of Live Birth

<i>For married parents:</i> Service Fee	Php 50.00
<i>For unmarried parents:</i> Admission of Paternity	Php 150.00
Affidavit to use the surname of the father	Php 200.00



3. Application and Issuance of Marriage License

Issuance of marriage licenses to the would-be couples desiring to enter into marriage

Office or Division:	Municipal Civil Registrar's Office			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	Male and Female of the age 18 years upwards without any impediments mentioned in Articles 37 and 38 of the Family Code of The Philippines.			
CHECKLIST OF REQUIREMENTS		Where to secure		
Personal appearance of both couple				
Personal appearance of parents of applicants ages 18-21 to sign the parental consent and ages 22-25 to sign the parental advice		PMC Committee/Population Office		
Pre-Marriage Counseling Seminar Certificate (1 original & 1 photocopy)		PSA Office		
Certificate of No Marriage (CENOMAR) of both couple (1 original & 1 photocopy)		Applicant		
Birth certificate of both couple (2 photocopies after presentation of original copy)		Applicant		
Community Tax of both couple (1 photocopy)		Applicant		
Death Certificate of wife/husband in the case of widow and widower (1 certified photocopy)		Trial Court		
Court decree for annulled and divorced (1 certified photocopy)		Consular Office Applicant		
Additional requirements for foreigner applicant: legal capacity to marry document issued by consular office (1 original & 1 photocopy) Passport (1 photocopy)		PMC Committee/Population Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Both applicants (couple) appears personally at the Municipal Civil Registrar's Office bringing all the complete documentary requirements. For applicants with ages 18 – 25, the parents should appear personally to sign the parental consent and advise	1.1 Receives and assess the completeness of the documentary requirements. If found in order, interview the couple and parents, and thereafter, prepares the application for marriage and issue order of payment	None	30 Minutes	<i>Grace N. Alegre Administrative Aide VI Bryan C. Toyco Administrative Aide I Mely M. Doronio Registration Officer I</i>
2. Client/applicant proceed to the Municipal Treasurer's Office to	2.1 MTO Revenue Collection Clerk receives the	(see payment matrix)	5 Minutes	<i>Richie Joy B. Balabat Revenue Collection Clerk I</i>



pay the marriage application fee.	payment and issues the Official Receipt.			<i>Rose N. Dianco Revenue Collection Clerk I Cherry Duque Revenue Collection Clerk I</i>
3. Client goes back to the Municipal Civil Registrar's Office and presents the Official Receipt.	The MCR acts on the application: 3.1 The MCR Head reviews the documents, interviews the applicants briefly. Finding it in order, have them signed the application and the consent by the parents and signs it too. 3.2 A notice on the application shall be posted at the bulletin board for 10 days and advises the client to return after 10 days to pay the License fee and submit it back to MCR Office	None	10 Minutes	<i>Ma. Lourdes D. Castañas Municipal Civil Registrar</i>
		None	10 days (Art. 17 of Family Code of the Philippines)	<i>Ma. Lourdes D. Castañas Municipal Civil Registrar</i>
4. After the 10 days posting, the client proceeds to the Municipal Treasurer's Office to pay the Marriage License Fee.	4.1 The MTO Revenue Collection Clerk receives the payment and issue the Marriage License	Marriage License Fee: Php 152.00	5 Minutes	<i>Richie Joy B. Balabat Revenue Collection Clerk I Rose N. Dianco Revenue Collection Clerk I Cherry Duque Revenue Collection Clerk I</i>
5. Client/applicant submits the Marriage License to the MCR Office for signature	5.1 The MCR Head signs the Marriage License	None	3 Minutes	<i>Ma. Lourdes D. Castañas Municipal Civil Registrar</i>
6. Client/applicant receives the signed Marriage Application with Marriage License	6.1 The Registration Officer books the Marriage License, assigns a civil registry number to the application and release to the applicant/client	None	10 Minutes	<i>Mely M. Doronio Registration Officer I</i>
		Total payment	Total processing	



		fee: (see payment matrix)	time: 10 days & 1 hour & 3 minutes	
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Payment Matrix- Marriage Application

Both Filipino	P 500.00
Foreigner	P 1000.00
Marriage License Fee	P 152.00



4. Registration of Certificate of Marriage

Registration of the Certificate of Marriage to record the contract of a man and woman to become a legally wedded husband and wife.

Office or Division:	Municipal Civil Registrar's Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Wedded couples			
CHECKLIST OF REQUIREMENTS		Where to secure		
Duly accomplished Certificate of Marriage with complete signatures of bride, groom, witnesses and solemnizing officer (4 computer generated copies)		Office of the Solemnizing Officer		
In the case of marriage under Article 34, attach CENOMAR and Affidavit of Cohabitation (4 original copies)		Office of the Solemnizing Officer		
In the case of Article 33, attach the duly notarized Tribal Marriage Certificate (4 original copies)		Office of the Solemnizing Tribal Chieftain		
In case of Late Registration, attach Affidavit of Late Registration duly notarized (2 copies)		Notarial Office/PAO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. After the marriage ceremony, client proceed to the Municipal Civil Registrar's Office and presents the Certificate of Marriage duly signed by the wedded couple, witnesses and solemnizing officer.	1.1 Reviews the document and attachments. Finding it in order, receives the document and advises the client to pay the necessary fees at the Municipal Treasurer's Office	None	5 minutes	<i>Grace N. Alegre Administrative Aide VI Bryan C. Toyco Administrative Aide I</i>
2. Client proceed to Municipal Treasurer's Office for payment of registration fee.	2.1 MTO Revenue Clerk receives the payment and issues Official Receipt	Marriage Registration Fee: Php 50.00	5 minutes	<i>Richie Joy B. Balabat Revenue Collection Clerk I Rose N. Dianco Revenue Collection Clerk I Cherry Duque Revenue Collection Clerk I</i>
3. Client goes back to the MCR Office and presents the Official Receipt	3.1 The MCR Head or the OIC in her absence, signs the Certificate of Marriage and	None	1 minute	<i>Ma. Lourdes D. Castañias Municipal Civil Registrar</i>



	indorses it to the Registration Officer for release			
4. Clients receives the valid registered Certificate of Marriage	4.1 The Registration Officer assigns a civil registry number on the Certificate of Marriage and releases a copy to the client	None	5 minutes	<i>Mely M. Dornio Registration Officer I</i>
		Total payment fee: Php 50.00	Total processing time: 16 minutes	



5. Registration of Death

Registration of facts of the death of a person to record the termination of a person's civil rights

Office or Division:	Municipal Civil Registrar's Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Applicants desiring to register the death of a person			
CHECKLIST OF REQUIREMENTS		Where to secure		
If died in the hospital, secure the duly filled out and Certificate of Death signed by the physician from the Hospital In charge Personnel (4 computer generated copies)		Hospital In charge Personnel		
In case of Dead on Arrival at the hospital, Certification from the hospital stating the fact of the DOA (1 original and 1 photocopy)		Hospital In charge Personnel		
If died at home: Barangay Certification certifying the event of death at the barangay (1 original copy)		Office of the Punong Barangay		
If delayed or late registration: Barangay Certification certifying the event of death at the barangay (1 original copy) Community Tax of the Informant (1 photocopy) PSA Negative Advisory (1 original copy) Affidavit of Late Registration (2 original signed copies)		Office of the Punong Barangay Municipal Treasurer's Office PSA Office Notarial Office/PAO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client presents and submit the required documentary requirements to the Municipal Civil Registrar's Office.	Evaluates the completeness of the submitted documents and acts on it: 1.1 In case died at the hospital, advises the client to proceed to the Municipal Health Office to seek review and signature of the Municipal Health Officer at the death certificate prepared by the hospital	None	5 minutes	<i>Grace N. Alegre Administrative Aide VI Bryan C. Toyco Administrative Aide I</i>
	1.2 In case died at home, MCR assigned personnel prepares the	None	15 minutes	<i>Grace N. Alegre Administrative Aide VI Bryan C. Toyco Administrative Aide I</i>



	Certificate of Death for review and signature of Mun. Health Officer			
2. Client proceed to the Municipal	2.1 The Municipal Health Officer reviews the document and finding it in order, signs it and advises the client to proceed to MTO for payment of fee.	None	15 minutes	<i>Dr. Louelyn H. Exala Municipal Health Officer</i>
3. Client proceeds to the Municipal Treasurer's Office to pay the service fee.	3.1 MTO Revenue Collection Clerk receives the payment and issues the Official Receipt.	Service Fee on Death: P 30.00	5 minutes	<i>Richie Joy B. Balabat Revenue Collection Clerk I Rose N. Dianco Revenue Collection Clerk I Cherry Duque Revenue Collection Clerk I</i>
4. Client goes back to the Municipal Civil Registrar's Office and presents the Certificate of Death duly signed by the Municipal Health Officer with Official Receipt.	The MCR acts on the Death Registration application 4.1 If timely registration, the MCR Head of the OIC in her absence, signs the Certificate of Death and indorse it to the Registration Officer for release	None	2 minutes	<i>Ma. Lourdes D. Castañas Municipal Civil Registrar</i>
	4.2 In case of late registration, the MCR Head posts a notice of the said application in the bulletin for 10 days	None	10 days	<i>Ma. Lourdes D. Castañas Municipal Civil Registrar</i>
5. Client receives the valid registered Certificate of Death, in case of late/delayed registration, the client receives the document after 10 days of posting.	5.1 The Registration Officer assigns a civil registry number on the Certificate of Death and release a copy immediately for timely registration, however, for the late registration, it will be released after 10	None	3 minutes	<i>Mely M. Doronio Registration Officer I</i>



	days posting.			
		Total payment fee: P30.00	Total processing time: If died at hospital 30 minutes If died at home 45 minutes late registration 10 days & 45 minutes	



6. Issuance of Certifications, LCR Forms 1a, 2a and 3a and LCR Certified True Copies

Issuance of LCR Certifications to validate the LCR and PSA copies which has blurred items

Office or Division:	Municipal Civil Registrar's Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		Where to secure		
Valid identification card or document of the requisitioning person to validate the identity as the true document owner (1 photocopy after presentation of original copy)		Document owner		
In case of an authorized person, valid Identification card of the document owner and authorized person (1 photocopy after presentation of original copy)		Document owner and authorized person		
Authorization letter of the document owner authorizing the authorized person (1 original copy)		Document owner		
Documentary stamp (2 pieces)		BIR Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client presents and submit the required documentary requirements to the Municipal Civil Registrar's Office.	1.1 Validates the identity of the requisitioning party and finds or retrieves the records from the LCR Archives to assess the authenticity of the requested document. Finding it in order, prepares the requested document based of the LCR records, thereafter, issue order of payment for the client to pay at the MTO.	None	30 minutes	Grace N. Alegre Administrative Aide VI Bryan C. Toyco Administrative Aide I Mely M. Doronio Registration Officer I
2. Client proceed to the Municipal Treasurer's Office to pay the necessary fees	2.1 MTO Revenue Collection Clerk receives the payment and issue the Official Receipt	(see payment matrix)	5 minutes	Richie Joy B. Balabat Revenue Collection Clerk I Rose N. Dianco Revenue Collection Clerk I



				Cherry Duque Revenue Collection Clerk I
3. Client goes back to the MCR Office, presents the Official Receipt and receives the valid requested document	3.1 MCR Head or the OIC in her absence signs the requested document and release it to the client after signing in the receiving logbook	None	10 minutes	<i>Ma. Lourdes D. Castañias Municipal Civil Registrar</i>
		Total payment fee: (see payment matrix)	Total processing time: 45 Minutes	<i>Ma. Lourdes D. Castañias Municipal Civil Registrar</i>

Payment Matrix for Certification Fee or Certified True Copy

Local use	P 50.00
Travel abroad	P 150.00



7. Legitimation Registration

Legitimation of the illegitimate registered Certificate of Live Birth after the marriage of parents

Office or Division:	Municipal Civil Registrar's Office			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	Illegitimate registered individuals seeking legitimation after the marriage of parents			
CHECKLIST OF REQUIREMENTS		Where to secure		
PSA copy of Birth Certificate of illegitimate individual seeking legitimation (4 photocopies after showing the original copy)		PSA Office		
PSA Advisory on Marriage of parents or CENOMAR (4 photocopies after showing the original copy)		PSA Office		
Certificate of Marriage of parents (4 photocopies after showing the original copy)		Applicant		
Duly notarized affidavit of admission of Paternity executed by the father sign the Affidavit of Admission of Paternity (4 copies)		Notarial Office/PAO/MCR		
Duly notarized Affidavit of Registration executed by both the father and mother (4 copies)		Notarial Office/PAO/MCR		
Postal mailing stamp (Express mail Php 150.00)		Postal Service Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client/applicant presents and submits the required documentary requirements to the Municipal Civil Registrar's Office	1.1 The MCR Office acts on the legitimation registration: Reviews and assess the completeness of the submitted documents. Finding it in order, prepares all the necessary legitimation documents.	None	40 Minutes	<i>Grace N. Alegre Administrative Aide VI</i>
	1.2 Both couple (father and mother) signs in the required affidavits in front of the MCR Head, thereafter, the latter notarizes it by affixing her signature, and issue	None	5 Minutes	<i>Ma. Lourdes D. Castañas Municipal Civil Registrar</i>



	order of payment of fees at the Mun. Treasurer's Office			
2. Client proceed to Municipal Treasurer's Office to pay the legitimation registration fee	2.1 MTO Revenue Collection Clerk receives the payment and issues the Official Receipt	Legitimation Fee: Php 300.00	5 Minutes	<i>Richie Joy B. Balabat Revenue Collection Clerk I Rose N. Dianco Revenue Collection Clerk I Cherry Duque Revenue Collection Clerk I</i>
3. Client goes back to MCR Office and presents the Official Receipt	3.1 Records the payment and give final instruction to the client as to when the PSA Security Paper be available online.	None	2 Minutes	<i>Grace N. Alegre Administrative Aide VI</i>
4. Client waiting period for the annotation of the birth certificate of the legitimation to be online at the PSA CRS outlet. As soon as it is already online, request is made personally at the PSA Civil Registration Service outlet.	4.1 The MCR assigned personnel transmits the legitimation registration with complete supporting documents to the PSA Civil Registration Service Office, Quezon City for action.	None	mailed within 2 days SECPA annotation is covered by PSA MC 2019 – 25 (Beyond the control of MCR Office)	<i>Grace N. Alegre Administrative Aide VI LCR Desk, CRS Division PSA Central Office, Quezon City</i>
		Total payment fee: Php 300.00	Total processing fee: 2 days & 52 minutes	



8. Request of PSA Security Papers on Birth, Marriage & Death Certificates and CENOMAR (Certificate of No Marriage) through BREQs (Batch Request Query Services)

Request of PSA Security papers on birth, marriage and death and Certificate of No Marriage by all the transacting public is made available in partnership and with MOA with the PSA Regional Office XI to assist the clients in securing such PSA legal documents without personally going to PSA Office

Office or Division:	Municipal Civil Registrar's Office			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		Where to secure		
Valid identification card or document of the requisitioning person to validate the identity as the true document owner (1 photocopy after presentation of the original copy)		Document Owner		
In case of an authorized person, valid Identification card of the document owner and authorized person (1 photocopy after presentation of the original copy)		Document Owner and Authorized Person		
Authorization letter of the document owner authorizing the authorized person Paternity and Affidavit of Legitimation (1 original copy)		Document Owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client proceed to the Municipal Civil Registrar's Office, fills out the request form and presents valid identities and/or authorization	1.1 Receives and assess the filled out request form and evaluates the presented identities and/or authorization. Finding it in order, advises the client to proceed to the Municipal Treasurer's Office to pay the service fee.	None	10 Minutes	<i>Grace N. Alegre Administrative Aide VI Bryan C. Toyco Administrative Aide I</i>
2. Client proceed to the Municipal Treasurer's Office to pay the service fees	2.1 The MTO Revenue Collection Clerk receives the payment and issues the Official Receipt	(see payment matrix)	5 Minutes	<i>Richie Joy B. Balabat Revenue Collection Clerk I Rose N. Dianco Revenue Collection Clerk I Cherry Duque Revenue Collection Clerk I</i>
3. Client goes back to	3.1 The MCR	(see	5 Minutes	<i>Grace N. Alegre</i>



the MCR Office, presents the Official Receipt and submit the intended for the PSA service fee	assigned personnel receives the PSA service fee, encode the same to the BREQS computer program advises the computer program advises the client that the PSA Official Receipt will be issued attached to the requested PSA copy of the document upon release.	payment matrix)		<i>Administrative Aide VI</i>
4. Client waiting period for the release of the requested document	4.1 The MCR assigned personnel transmits all the requested documents for the week to the PSA CRS Outlet, PSA Regional Office X1 for processing every Thursday. Processing takes 1 week	None	1 Day	<i>Grace N. Alegre Administrative Aide VI Bryan C. Toyco Administrative Aide I</i>
5. Client waiting period for the release of the requested document	5.1 The MCR assigned personnel will go back to the PSA CRS outlet on the next Thursday to pick up the processed requested document during the past week and transmit again the next batch for the week for processing	None	4 -6 Days	<i>Grace N. Alegre Administrative Aide VI Bryan C. Toyco Administrative Aide I</i>
6. Client receives the requested PSA document with PSA Official Receipt	6.1 The personnel in-charge logs and/ or records the document release to the client	None	3 Minutes	<i>Grace N. Alegre Administrative Aide VI</i>
		(see payment matrix)	Total processing fee: 5 – 7 Days & 23 Minutes	



LGU Service Fee

SECPA	P 150.00/copy
CENOMAR	P 150.00/ copy

PSA Service Fees

SECPA	P 150.00/copy
CENOMAR	P 150.00/ copy



9. Filing of Petition for Correction of Clerical Erroneous Entries in Civil Registry Documents

Correction of clerical erroneous entries in Certificate of Live Birth, Marriage and Death under Act 9048 and RA 10172

Office or Division:	Municipal Civil Registrar's Office			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	Document Owners with erroneous entries in their local civil registry documents			
CHECKLIST OF REQUIREMENTS		Where to secure		
Duly Notarized Petition for correction of clerical entries (4 computer generated copies)		Notarial Office/Public Attorney's Office		
PSA copy of Birth/Marriage/Death Cert. to be corrected (2 photocopies after showing the original copy)		PSA Office		
Birth Certificate and/or Marriage Certificate (2 photocopies after showing the original copy)		Applicant		
Voter's Certification (2 photocopies after showing the original copy)		Applicant		
Baptismal Certificate (2 photocopies after showing the original copy)		Applicant		
Other documents that could strongly support the intent of the applied correction (School Records, GSIS, SSS, PHI, PRC, Driver's License, etc) (2 photocopies after showing the original copy)		Applicant		
If the error sought for correction includes the surname or data of parents, submit copies of parents and/or siblings (such as birth cert., death cert., marriage cert. and other legal documents) (2 photocopies after showing the original copy)		Applicant		
Postal mailing stamps		Postal Service Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client/Petitioner proceed to the Municipal Civil Registrar's Office to submit the complete documentary requirements supporting the correction of clerical erroneous entries in the civil registry document (birth, marriage and death certificates) for assessment	1.1 Assesses the correctness of the notarized PETITION with the complete supporting documents. Finding it in order, advises the client to proceed to the Municipal Treasurer's Office for payment of prescribed fees.	None	15 minutes	<i>Ma. Lourdes D. Castañas Municipal Civil Registrar</i>



2. Client proceed to Municipal Treasurer's Office to pay the petition filing and service fees.	2.2 The MTO Revenue Collection Clerk receives the payment and issued Official Receipt	Petition fee-Php 1,000.00 Service fee – Php 250.00	5 minutes	<i>Richie Joy B. Balabat Revenue Collection Clerk I</i> <i>Rose N. Dianco Revenue Collection Clerk I</i> <i>Cherry Duque Revenue Collection Clerk I</i>
3. Client/Petitioner goes back to the MCR Office to submit the notarized Petition and Official Receipt	3.1 The MCR re assess the petition with attachments, receives it and release one (1) copy to the client/petitioner	None	10 minutes	<i>Ma. Lourdes D. Castañias Municipal Civil Registrar</i>
4. Client/Petitioner waiting period	4.1 The MCR acts on the petition: The MCR posts the Public Notice of the correction on the bulletin board as required	None	10 days (covered by RA 9048/10172)	<i>Ma. Lourdes D. Castañias Municipal Civil Registrar</i>
	4.2 The MCR issues Certification of Posting, endorsement and other supporting documents after 10 posting days.	None	1 day	<i>Ma. Lourdes D. Castañias Municipal Civil Registrar</i>
	4.3 The MCR renders and grants the filed petition by issuing decision in writing.	None	1 hour	<i>Ma. Lourdes D. Castañias Municipal Civil Registrar</i>
5. Client/Petition waiting period	5.1 The MCR transmit the petition with all the supporting documents to the Legal Services Division, PSA Central Office for final affirmation and waits for that office to return the document with action to MCR Office	None	mailed within 5 days PSA action is covered by RA 9048/10172	<i>Ma. Lourdes D. Castañias Municipal Civil Registrar</i>
6. Client/Petition	6.1 Upon receipt of	None	1 day	<i>Mely M. Dondonio</i>



waiting period	the affirmed petition, prepares supporting documents (Certificate of Finality, Annotated and Unannotated civil registry document) based on the affirmed petition to support the request for annotated PSA security paper (SECPA)			<i>Registration Officer I</i>
7. As soon as the annotation of correction in the requested	7.1 Request for annotation of the PSA civil registry documents with complete supporting documents is transmitted to PSA CRS Office, LCR Desk, PSA Quezon City for that office to take action making it available online for the client/petitioner to request personally	Php 155.00 payable to PSA CRS outlet by the petitioner personally	mailed within 1 day PSA action on the annotation is covered by PSA MC 2019-25 (beyond MCR action)	<i>Mely M. Doronio Registration Officer I Legal Service Division, PSA Central Office, Quezon City</i>
		Total payment fee: Php 1,250.00	Total processing time: 18 days, 1 hour & 30 minutes covered under RA 9048/10172/P SA MC 2019-25	



10. Filing of Petition for Correction of Date of Birth (Month and Day only) In Birth Certificate

Correction of clerical erroneous entries in Certificate of Live Birth under RA 9048/10172

Office or Division:	Municipal Civil Registrar's Office			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	Document Owners with erroneous entry of birth date, applicable on MONTH and DATE entries only			
CHECKLIST OF REQUIREMENTS		Where to secure		
Duly Notarized Petition for correction of birthdate (4 computer generated copies)		Notarial Office/Public Attorney's Office		
PSA copy of Certificate of Live Birth with error (2 photocopies after showing the original copy)		PSA		
LCR copy of Certificate of Live Birth (2 photocopies after showing the original copy)		Applicant or LCR Office		
Baptismal Certificate (2 photocopies after showing the original copy)		Applicant		
Earliest School Records (Elementary Form 137) (2 photocopies after showing the original copy)		Elementary School where the petitioner studied		
Medical Records (2 photocopies after showing the original copy)		Hospital/Clinic		
NBI Clearance (2 photocopies after showing the original copy)		NBI Office		
Police Clearance (2 photocopies after showing the original copy)		PNP Office		
Certificate of Employment, if not employed, Affidavit of Non-Employment (2 original copies)		Employer, if unemployed, Notarial Office/PAO		
Other legal documents bearing the correct date of birth (2 photocopies after showing the original copy)		Applicant		
Affidavit of Publication (2 original and 1 photocopy)		Newspaper publisher		
Newspaper clippings (2 publication issues) (1 set per publication)		Newspaper publisher		
Duly Notarized Petition for correction of birthdate (4 computer generated copies)		Notarial Office/Public Attorney's Office		
Postal mailing stamps (3 sets of Express Mail mailing stamps)		Postal Service Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client/Petitioner proceed to the Municipal Civil Registrar's Office with complete documentary requirements supporting	1.1 Assesses the correctness of the notarized PETITION with the complete supporting documents. Finding	None	15 Minutes	<i>Ma. Lourdes D. Castañas Municipal Civil Registrar</i>



the correction of birthdate entry in the Certificate of Live Birth	it in order, advises the client to proceed to the Municipal Treasurer's Office for payment of prescribed fees.			
2. Client/Petitioner after securing the notarized petition, proceed to Municipal Treasurer's Office to pay petition filing and service fees.	2.1 The MTO Revenue Collection Clerk receives the payment and issued Official Receipt	Petition fee-Php 3,000.00 Service fee – Php 250.00	5 Minutes	<i>Richie Joy B. Balabat Revenue Collection Clerk I Rose N. Dianco Revenue Collection Clerk I Cherry Duque Revenue Collection Clerk I</i>
3. Client/Petitioner goes back to the MCR Office to submit the notarized Petition and Official Receipt	3.1 The MCR reviews the notarized petition, receives it and release one (1) copy to the client/petitioner	None	10 Minutes	<i>Ma. Lourdes D. Castañas Municipal Civil Registrar</i>
4. Client/Petition waiting period	The MCR acts on the petition: 4.1 The MCR posts the Public Notice of the correction on the bulletin board as required. 4.2 The petition is published in the newspaper for two publication issues 4.3 The MCR issues Certification of Posting, endorsement and other supporting documents after 10 posting days.	None Cost of publication depends on the publisher to be paid by the petitioner None	10 Days (covered by RA 9048/10172) 2 publication issues (20 days) (RA 9048/10172) 1 day	<i>Ma. Lourdes D. Castañas Municipal Civil Registrar Ma. Lourdes D. Castañas Municipal Civil Registrar Ma. Lourdes D. Castañas Municipal Civil Registrar</i>
5. Client/Petition waiting period	5.1 The MCR transmit the petition with all the supporting documents to the Legal Services Division, PSA Central Office for	None	within 5 Days	<i>Ma. Lourdes D. Castañas Municipal Civil Registrar</i>



	final action/affirmation.			
6. Client/Petition waiting period	6.1 The MCR Office waits for the acted petition to be returned back for the next processes. 6.2 Upon receipt of the affirmed petition, prepares supporting documents (Certificate of Finality, Annotated and Unannotated civil registry document based on the affirmed petition to support the request for annotated PSA security paper (SECPA)	None None	covered by RA 9048/10172 1 Day	<i>Legal Service Division PSA Central Office, Quezon City</i> <i>Mely M. Doronio Registration Officer I</i>
7. As soon as the annotation of correction in the requested document is already available online the client/petitioner requests it personally at any PSA CRS outlets	7.1 Request for annotation of the PSA civil registry documents with complete supporting documents is transmitted to PSA CRS Office, LCR Desk, PSA Quezon City for that office to take action making it available online for the client/petitioner to request personally	Php 155.00 payable to PSA CRS outlet by the petitioner personally	mailed within 1 Day PSA action on the annotation is covered by PSA MC 2019-25 (beyond MCR action)	<i>Mely M. Doronio Registration Officer I</i> <i>LCR Desk, CRS Office, PSA Central Office, Quezon City</i>
		Total payment fee: P 3,250.00	Total processing fee: 37 days, 1 hour and 30 minutes covered under RA 9048/10172/PSA MC 2019-25	



11. Filing of Petition for Correction of Sex

Correction of clerical erroneous entry on Child's Sex on the Certificate of Live Birth under RA 9048 and RA 10172

Office or Division:	Municipal Civil Registrar's Office			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	Document Owners with erroneous entry of Child's Sex on the Birth Certificate			
CHECKLIST OF REQUIREMENTS		Where to secure		
Duly Notarized Petition for correction of sex (4 computer generated copies)		Notarial Office/Public Attorney's Office		
PSA copy of Certificate of Live Birth with error (2 photocopies after showing the original copy)		PSA		
LCR copy of Certificate of Live Birth (2 photocopies after showing the original copy)		Applicant or LCR Office		
Baptismal Certificate (2 photocopies after showing the original copy)		Applicant		
Earliest School Records (Elementary Form 137) (2 photocopies after showing the original copy)		Elementary School where the petitioner studied		
Medical Records (2 photocopies after showing the original copy)		Hospital/Clinic		
NBI Clearance (2 photocopies after showing the original copy)		NBI Office		
Police Clearance (2 photocopies after showing the original copy)		PNP Office		
Certificate of Employment, if not employed, Affidavit of Non-Employment (2 original copies)		Employer, if unemployed, Notarial Office/PAO		
Other legal documents bearing the correct date of birth (2 photocopies after showing the original copy)		Applicant		
Affidavit of Publication (2 original and 1 photocopy)		Newspaper publisher		
Newspaper clippings (2 publication issues) (1 set per publication)		Newspaper publisher		
Postal mailing stamps (3 sets of Express Mail mailing stamps)		Postal Service Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client/Petitioner proceed to the Municipal Civil Registrar's Office with complete documentary requirements supporting the correction of child's Sex in the Certificate of Live Birth	1.1 Assesses the correctness of the notarized PETITION with the complete supporting documents. Finding it in order, advises the client to proceed to the Municipal Treasurer's Office	None	15 minutes	<i>Ma. Lourdes D. Castañas Municipal Civil Registrar</i>



	for payment of prescribed fees.			
2. Client/Petitioner after securing the notarized petition, proceed to Municipal Treasurer's Office to pay petition filing and service fees.	2.1 The MTO Revenue Collection Clerk receives the payment and issued Official Receipt	Petition fee-Php 3,000.00 Service fee – Php 250.00	5 minutes	<i>Richie Joy B. Balabat Revenue Collection Clerk I</i> <i>Rose N. Dianco Revenue Collection Clerk I</i> <i>Cherry Duque Revenue Collection Clerk I</i>
3. Client/Petitioner goes back to the MCR Office to submit the notarized Petition and Official Receipt	3.1 The MCR reviews the notarized petition, receives it and release one (1) copy to the client/petitioner	None	10 minutes	<i>Ma. Lourdes D. Castañas Municipal Civil Registrar</i>
4. Client/Petition waiting period.	The MCR acts on the petition: 4.1 The MCR posts the Public Notice of the correction on the bulletin board as required. 4.2 The petition is published in the newspaper for two publication issues 4.3 The MCR issues Certification of Posting, endorsement and other supporting documents after 10 posting days. 4.5 The MCR renders and grants the filed petition by issuing decision in writing.	None cost of publication depends on the publisher to be paid by the petitioner None None	10 days (covered by RA 9048/10172) 2 publication issues 20 days (RA 9048/10172) 1 day	<i>Ma. Lourdes D. Castañas Municipal Civil Registrar</i> <i>Ma. Lourdes D. Castañas Municipal Civil Registrar</i> <i>Ma. Lourdes D. Castañas Municipal Civil Registrar</i>
5. Client/Petition waiting period	5.1 The MCR transmit the petition with all the supporting documents to the	None	within 5 days	<i>Ma. Lourdes D. Castañas Municipal Civil Registrar</i>



	Legal Services Division, PSA Central Office for final action/affirmation.			
6. Client/Petition waiting period	6.1 The MCR Office waits for the acted petition to be returned back for the next processes.	None	covered by RA 9048/10172	<i>Legal Service Division, PSA Central Office, Quezon City</i>
7. Client/Petition waiting period	7.1 Upon receipt of the affirmed petition, prepares supporting documents (Certificate of Finality, Annotated and Unannotated civil registry document based on the affirmed petition to support the request for annotated PSA security paper (SECPA)	None	1 day	<i>Mely M. Doronio Registration Officer I</i>
8. As soon as the annotation of correction in the requested document is already available, online the client/petitioner requests it personally at any PSA CRS outlets	8.1 Request for annotation of the PSA civil registry documents with complete supporting documents is transmitted to PSA CRS Office, LCR Desk, PSA Quezon City for that office to take action making it available online for the client/petitioner to request personally	Php 155.00 payable to PSA CRS outlet by the petitioner personally	mailed within 1 day PSA action on the annotation is covered by PSA MC 2019-25 (beyond MCR action)	<i>Mely M. Doronio Registration Officer I</i> <i>LCR Desk, CRS Office, PSA Central Office, Quezon City</i>
		Total payment fee: Php 3,250.00	Total processing fee: 37 days, 1 hour and 30 minutes covered under RA 9048/10172/PSA MC 2019-25	



12. Filing of Petition for Change of First Name

Change of First Name for the wrong first name in the Certificate of Live Birth under RA 9048 and RA 10172

Office or Division:	Municipal Civil Registrar's Office			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	Document Owners with erroneous entry of Child's First Name on the Birth Certificate			
CHECKLIST OF REQUIREMENTS		Where to secure		
Duly Notarized Petition for correction of first name (4 computer generated copies)		Notarial Office/Public Attorney's Office		
PSA copy of Certificate of Live Birth with error (2 photocopies after showing the original copy)		PSA		
LCR copy of Certificate of Live Birth (2 photocopies after showing the original copy)		Applicant or LCR Office		
Baptismal Certificate (2 photocopies after showing the original copy)		Applicant		
Earliest School Records (Elementary Form 137) (2 photocopies after showing the original copy)		Elementary School where the petitioner studied		
Medical Records (2 photocopies after showing the original copy)		Hospital/Clinic		
NBI Clearance (2 photocopies after showing the original copy)		NBI Office		
Police Clearance (2 photocopies after showing the original copy)		PNP Office		
Certificate of Employment, if not employed, Affidavit of Non-Employment (2 original copies)		Employer, if unemployed, Notarial Office/PAO		
Other legal documents bearing the correct date of birth (2 photocopies after showing the original copy)		Applicant		
Affidavit of Publication (2 original and 1 photocopy)		Newspaper publisher		
Newspaper clippings (2 publication issues) (1 set per publication)		Newspaper publisher		
Postal mailing stamps (3 sets of Express Mail mailing stamps)		Postal Service Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client/Petitioner proceed to the Municipal Civil Registrar's Office with complete documentary requirements supporting the Change of First Name in the Certificate of Live Birth	1.1 Assesses the correctness of the notarized PETITION with the complete supporting documents. Finding it in order, advises the client to proceed to the Municipal Treasurer's Office	None	15 Minutes	<i>Ma. Lourdes D. Castañas Municipal Civil Registrar</i>



	for payment of prescribed fees.			
2. Client/Petitioner after securing the notarized petition, proceed to Municipal Treasurer's Office to pay petition filing and service fees.	2.1 The MTO Revenue Collection Clerk receives the payment and issued Official Receipt	Petition fee-Php 3,000.00 Service fee – Php 250.00	5 minutes	<i>Richie Joy B. Balabat Revenue Collection Clerk I Rose N. Dianco Revenue Collection Clerk I Cherry Duque Revenue Collection Clerk I</i>
3. Client/Petitioner goes back to the MCR Office to submit the notarized Petition and Official Receipt	3.1 The MCR reviews the notarized petition, receives it and release one (1) copy to the client/petitioner	None	10 minutes	<i>Ma. Lourdes D. Castañas Municipal Civil Registrar</i>
4. Client/Petition waiting period	4.1 The MCR acts on the petition: The MCR posts the Public Notice of the correction on the bulletin board as required. 4.2 The petition is published in the newspaper for two publication issues 4.3 The MCR issues Certification of Posting, endorsement and other supporting documents after 10 posting days. 4.4 The MCR renders and grants the filed petition by issuing decision in writing.	None cost of publication depends on the publisher to be paid by the petitioner None	10 days (covered by RA 9048/10172) 2 publication issues (20 days) (RA 9048/10172) 1 day	
5. Client/Petition waiting period	5.1 The MCR transmit the petition with all the supporting documents to the Legal Services Division, PSA	None	within 5 days	<i>Ma. Lourdes D. Castañas Municipal Civil Registrar</i>



	Central Office for final action/affirmation.			
6. Client/Petition waiting period	6.1 The MCR Office waits for the acted petition to be returned back for the next processes.	None	covered by RA 9048/10172	<i>Legal Service Division, PSA Central Office, Quezon City</i>
7. Client/Petition waiting period	7.1 Upon receipt of the affirmed petition, prepares supporting documents (Certificate of Finality, Annotated and Unannotated civil registry document based on the affirmed petition to support the request for annotated PSA security paper (SECPA)	None	1 day	<i>Mely M. Doronio Registration Officer I</i>
8. As soon as the annotation of correction in the requested document is already available, online the client/petitioner requests it personally at any PSA CRS outlets	8.1 Request for annotation of the PSA civil registry documents with complete supporting documents is transmitted to PSA CRS Office, LCR Desk, PSA Quezon City for that office to take action making it available online for the client/petitioner to request personally	Php 155.00 payable to PSA CRS outlet by the petitioner personally	mailed within 1 day PSA action on the annotation is covered by PSA MC 2019-25 (beyond MCR action)	<i>Mely M. Doronio Registration Officer I</i> <i>LCR Desk, CRS Office, PSA Central Office, Quezon City</i>
		Total payment fee: Php 3,250.00	Total processing time: 37 days, 1 hour and 30 minutes covered under RA 9048/10172/PSA MC 2019-25	



13. Out of Town Birth Registration

Processing of late or delayed registration of birth born in another municipality as legal identity to be counted as citizen of the country.

Office or Division:	Municipal Civil Registrar's Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		Where to secure		
PSA Negative Advisory on birth (1 original copy and 1 photocopy)		PSA		
Affidavit of Late Registration and collaboration (2 original copies)		Notarial Office/Public Attorney's Office		
Baptismal Certificate (2 photocopies after showing the original copy)		Applicant		
Voter's Certification (2 photocopies after showing the original copy)		COMELEC		
School Records (2 photocopies after showing the original copy)		Applicant		
Marriage Certificate of parents				
Community Tax of the informant (2 photocopies after showing the original copy)		Municipal Treasurer's Office		
Other official/legal documents bearing the date of birth and place of birth of the registrant (SSS, PHI, MDR, etc.)				
Postal mailing stamps (2 sets of Express Mail mailing stamps)		Postal Service Office		
Postal Money Order check payable to the Municipal/City Treasurer or Municipal Civil Registrar of the receiving C/MCR Office (P 300.00 PMO)		Postal Service Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client submits the complete documentary requirements	1.1 Assesses and evaluates the completeness of the submitted requirements, if found in order, advises the client to proceed to the Municipal Treasurer's Office to pay the service fee.	None	10 Minutes	<i>Grace N. Alegre Administrative Aide VI</i> <i>Bryan C. Toyco Administrative Aide I</i>
Client proceed to Municipal Treasurer's Office to pay the out of town service fee.	2.1 The MTO Revenue Collection Clerk receives the payment and issues the Official Receipt.	Out of Town service fee: Php 100.00	5 Minutes	<i>Richie Joy B. Balabat Revenue Collection Clerk I</i> <i>Rose N. Dianco Revenue Collection Clerk I</i>



				<i>Cherry Duque Revenue Collection Clerk I</i>
Client goes back to the Municipal Civil Registrar's Office and presents the Official Receipt	3.1 Prepares the Certificate of Live Birth, after which, have the informant signed document	None	30 Minutes	<i>Grace N. Alegre Administrative Aide VI</i> <i>Bryan C. Toyco Administrative Aide I</i>
Client waiting period for the Certificate of Live Birth to be available online at the Civil Registration Service outlet of PSA Office.	4.1 The Registration Officer transmits by mail the documents to the receiving LCR Office where the registrant is born, after the MCR Head has signed it.	None	within 2 Days	<i>Ma. Lourdes D. Castañas Municipal Civil Registrar</i>
		Total payment fee: Php 100.00	Total processing time: 2 days and 45 minutes	



MUNICIPAL BUDGET OFFICE

Internal Services



1. Obligation Request

Obligation Request connotes charges to Appropriations/Allotments necessary lawful, signed by the direct supervisor and certified as to availability of appropriations by the Municipal Budget Officer.

Office or Division:	Municipal Budget Office
Classification:	Simple
Type of Transaction:	Government to Government
Who may avail:	LGU Departments/ Offices
CHECKLIST OF REQUIREMENTS	Where to secure
1. Obligation Request A. For Cash Advance of Travel - Approved Office Order /Travel Order in Accordance with Sec. 3 E.O. # 298 - Duly Approved Itinerary of Travel - Invitation letter addressed to the Agency - Disbursement Voucher - Obligation Request B. For Reimbursement of Travel - Approved Office Order - Approved Itinerary of Travel - Invitation letter addressed to the Agency inviting participants - Official Receipt if there is registration fee - Certificate of Appearance - Disbursement Voucher - Certificate of Travel Completed - Obligation Request C. For Salaries / Wages - Obligation Request - Payroll Approved by its department D. For Overtime Pay - Authority to render Overtime - Overtime accomplishment duly signed by the employee and supervisors - Duly approved DTR - Disbursement Voucher - Obligation Request E. For Monetization of Leave Credits - Approved Leave Application certified by the Human Resource Office. - Letter request covering for more than (10) ten days duly approved by the head of the agency - Disbursement Voucher - Obligation Request F. For Purchases of Supplies/Gas and Other Procurement of Goods and	Concerned Department/Office



Services - Obligation Request - Purchase Request G. For Reimbursement/Payment of Purchases - Obligation Request - Purchase Request - Official Receipt - Canvass - Abstract of Quotation - Inspection Report - Disbursement Voucher				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Obligation Request with complete attachments	1.1 Receive documents	None	5 Minutes	<i>Anabel C. Recto Administrative Aide I</i>
	1.2 Validate, verify as to the propriety and legality of the transactions	None	5 Minutes	<i>Sandra J. Elizaga Senior Admin. Asst. III (Comp. Operator IV)</i>
	1.3 Encode transactions to Budget Operation System (BOS) budget	None	5 Minutes	<i>Sandra J. Elizaga Senior Admin. Asst. III (Comp. Operator IV)</i>
	1.4 Municipal Budget Officer will sign/approve the documents as to the existence of appropriations	None	5 Minutes	<i>Mary Elizabeth L. Exala Municipal Budget Officer</i>
2. Receives transactions from the Municipal Budget Office	2.1 Records and forward transactions to the Municipal Accounting Office	None	5 Minutes	<i>Anabel C. Recto Administrative Aide I</i>
		Total payment fee: None	Total Processing Time: 25 minutes	



MUNICIPAL ACCOUNTING OFFICE

External Services



1. Issuance of Certifications

Certification of net take home pay, certification of remittances, clearance for travelling abroad and other certifications are issued by MACCO upon request of the clients.

Office or Division:	Office of the Municipal Accountant			
Classification:	Simple			
Type of Transaction:	Government to Government, Government to Citizen			
Who may avail:	All Concerned Offices/Departments, Government Employees, Citizen			
CHECKLIST OF REQUIREMENTS		Where to secure		
Request letter, Official Receipt, Clearance Form		Client and MTO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to MACCO the request letter, Official receipts and clearance form	1.1 Receive documents, check for completeness and verify other informations and prepare the needed certifications 1.2 Approval and verification of information in the certification	None	1 Day	<i>Linda S. Bactol</i> <i>Administrative Aide I</i> <i>Ethel Joy S. Corpuz</i> <i>Administrative Aide IV</i> <i>Fredeswinda B. Estrada</i> <i>Municipal Accountant</i>
2. Claim Certification	2.1 Release of Certification	None	5 Minutes	<i>Christine Mae S. Royo</i> <i>AO V/Accountant III</i>
		Total payment fee: None	Total processing Time: 1 day & 5 mins	



MUNICIPAL ACCOUNTING OFFICE

Internal Services



1. Preparation and Approval of Journal Entry Voucher

Encoding of Journal Entries to the accounting system of the transactions as reflected in the disbursement vouchers and approval of entries by the accountant.

Office or Division:	Office of the Municipal Accountant			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Municipal Treasurer's Office			
CHECKLIST OF REQUIREMENTS		Where to secure		
Checks with complete and correct details.		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward Disbursement vouchers and checks	1.1 Receive DV and checks 1.2 Encode entries for Journal Entry Vouchers 1.3 Approves Journal Entry Vouchers	None	3 Days	<i>Christine Mae S. Royo AO V/Accountant III Elizabeth C. Mangabat Administrative Aide VI Cynthia S. Pielago Admin. Assistant III Linda S. Bactol Administrative Aide I Sopheia S. Sabellaga Administrative Aide V) Ethel Joy S. Corpuz Administrative Aide IV Fredeswinda B. Estrada Municipal Accountant</i>
2. Sign logbook and receive checks with approved JEV	2.1 Release of checks	None	5 Minutes	<i>Christine Mae S. Royo AO V/Accountant III</i>
		Total payment fee: None	Total Processing Time: 3 days & 5 mins	



2. Preparation, Approval and Encoding of Payroll

Preparation of payroll including OBR for signature, encoding in the accounting system and approval of journal entry vouchers.

Office or Division:	Office of the Municipal Accountant			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	All Concerned Offices/Departments			
CHECKLIST OF REQUIREMENTS		Where to secure		
List of names with amount		Concerned offices		
Appointment		HRMO		
Accomplishment reports		Concerned Individual/Offices		
DTR		Concerned Individual/Offices		
Contract, etc.		HRMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete requirements	1.1 Receive documents, check for completeness and verify other informations. 1.2 Prepare Payroll, Obligation Request (OBR) and print Pay slips 1.3 Hand carry OBR and payroll to different offices for signatures 1.4 Approval of payroll	None	3 days	<i>Sopheia S. Sabellaga Administrative Aide VI</i> <i>Sopheia S. Sabellaga Administrative Aide VI</i> <i>Christine Mae S. Royo AO V/Accountant II</i> <i>Fredeswinda B. Estrada Municipal Accountant</i>
2. Sign logbook and receive checks with approved JEV	2.1 Forward MTO for issuance of checks	None	5 minutes	<i>Christine Mae S. Royo AO V/Accountant III</i>
		Total payment fee: None	Total processing time: 3 days & 5 minutes	



MUNICIPAL TREASURER'S OFFICE

External Services



1. Payment of Real Property Tax

A municipality may levy an annual ad valorem on real property such as land, buildings, machinery, and other improvements not specifically exempted under the law

Office or Division:	Office of the Municipal Treasurer			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		Where to secure		
Latest Tax Declaration Number (1 Photocopy)		Municipal Assessors Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Tax Declaration to collector and request for RPT Billing	1.2 Print the Statement of Account/Billing	None	5 minutes	Rosemarie N. Dianco- Revenue Collection Clerk I Cherry Duque-RCC I Zenaida Bitangga- Revenue Collection Clerk I Starsky B. Bringas- Administrative Aide IV
2. Received the printed RPT Billing & give payment to the collector as disclosed in the RPT Billing. Received Official Receipt.	2.1 Received payment and Issue Official Receipt	Formula: Basic Tax: Tax Due= (Assessed Value) x Applicable Tax Rate SEF: SEF Due= (Assessed Value) x (Applicable Tax Rate)	5 minutes	Rosemarie N. Dianco- Revenue Collection Clerk I Cherry Duque-RCC I Zenaida Bitangga- Revenue Collection Clerk I Starsky B. Bringas- Administrative Aide IV
		Total Fees to be paid: Amount indicated in the printed RPT Billing	Total Processing Time: 10 minutes	



2. Request for RPT Clearance and Certification

Issued upon full payment of RPT tax.

Office or Division:	Office of the Municipal Treasurer			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		Where to secure		
Official Receipt of RPT payment (original copy)		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request of RPT Clearance/Certification	1.1 Check the Tax Payer's Account if updated	None	2 minutes	<i>Zenaida Bitangga-Revenue Collection Clerk I</i>
2. Pay for Clearance/Certification Fee (if taxpayer's account is updated)	2.1 Issues Official Receipt	P50.00	2 minutes	<i>Zenaida Bitangga-Revenue Collection Clerk I</i>
3. Received Official Receipt	3.1 Sign Tax Clearance	None	2 minutes	<i>Berlita T. Basa-Municipal Treasurer</i>
4. Received approved Tax Clearance	4.1 Issue Tax Clearance	None	2 minutes	<i>Zenaida Bitangga-Revenue Collection Clerk I</i>
		Total Fees to be paid: P 50.00	Total Processing Time: 10 minutes	



3. Registration of Pedaled Tricycle Unit

The process by which an operator required documents to register the pedaled tricycle unit for its legalities to operate.

Office or Division:	Municipal Treasurer's Office			
Classification:	Simple			
Type of Transaction:	Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		Where to secure		
Certificate of Inspection (1 original)		PNP Traffic Division		
Community Tax Certificate (1 original)		Municipal Treasurer's Office		
Barangay Clearance (1 original)		Barangay		
Waiver of Rights (1 original)		Vendor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Requirements	1.1 Receives requirements and prepares the registration papers and collects fees	P435.00 Surcharge- P58.75 Total- 493.75	5 Minutes	<i>Rosemarie N. Dianco- Revenue Collection Clerk I</i>
2. Received Official Receipt and Sign the Registration form to MTO and PNP Traffic Division	2.2 Issues Official Receipt	None	10 Minutes	<i>Berlita T. Basa- Municipal Treasurer and Frederick P. Hapitan- Chief Traffic PNCO</i>
3. Submit the Registration Form to PNP Traffic Division and proceed to BPLS	3.1 Receives and Signs the Registration Form	None	10 Minutes	<i>Rosemarie N. Dianco- Revenue Collection Clerk I</i>
		Total payment fee: P 493.75	Total Processing Time: 32 minutes	



4. Collection of Community Tax Certificate (CEDULA)

Municipalities may levy a community tax in lieu of the former residence tax levied and collected under Section 38 of P.D. No.231, as amended.

Office or Division:	Municipal Treasurer's Office			
Classification:	Simple			
Type of Transaction:	Government to Business, Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		Where to secure		
<u>Individual</u> Previous CEDULA/ Completely Filled out Information Sheet		Municipal Treasurer's copy		
<u>Corporation</u> SEC Approved Articles of Incorporation (new) Latest Community Tax Certificate/BIR Form 0017 (renewal) Approved Business Tax Assessment Form (renewal)		Company BIR BPLS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Individual: Fill out Information Sheet For Corporation: Present requirements at the assigned collector.	1.1 Check requirement/s. 1.2 Receives information sheet, post/encode entries to the database	None	1 minute 1 minute	<i>Haidee Coronado Revenue Collection Clerk I</i> <i>Cherry P. Duque Revenue Collection Clerk I</i> <i>Rosemarie N. Dianco-Revenue Collection Clerk I</i> <i>Zenaida Bitangga Revenue Collection Clerk I</i> <i>Starsky B. Bringas Administrative Aide IV</i>
2. Pay the corresponding taxes, fees and charges	2.1 Receive payment Facilitate the affixing of signature and thumb mark on the Community Tax Certificate	(see payment matrix)	3 minutes	<i>Haidee Coronado Revenue Collection Clerk I</i> <i>Cherry P. Duque Revenue Collection Clerk I</i> <i>Rosemarie N. Dianco-Revenue Collection Clerk I</i> <i>Zenaida Bitangga Revenue Collection Clerk I</i> <i>Starsky B. Bringas Administrative Aide IV</i>
3. Received the Original Copy of Community Tax Certificate	Issue Community Tax Certificate and retain duplicate and triplicate copy for Liquidation	None	1 minute	<i>Haidee Coronado Revenue Collection Clerk I</i> <i>Cherry P. Duque Revenue Collection Clerk I</i> <i>Rosemarie N. Dianco-Revenue Collection Clerk I</i>



				<i>Zenaida Bitangga Revenue Collection Clerk I Starsky B. Bringas Administrative Aide IV</i>
		Total payment fee: (see payment matrix)	Total processing time: 6 minutes	

CTC Fees

For Individual	Gross Receipt from earnings derived from business during the preceding year (P1.00 for every P1,000.00) Salaries or Gross Receipt or earnings derived from exercise of profession or pursuit of any occupation (P1.00 for every P1,000.00)
For Corporation (engaged in doing business):	Annual Community Tax of P500 and an annual additional tax, which in no case, shall exceed P10,000.00 w/ the following schedule: 1. For every P5,000 worth of real property in the Philippines, owned by juridical entity during the preceding year, based on the assessed value used for the payment of the real property tax under existing laws- Two Pesos (P2.00); and For every P5,000.00 of gross receipts or earnings derived from the business in the Philippines during the preceding year-Two Pesos (P2.00)



5. Releasing of Claims of Salaries and Wages, Honorariums and Other Payroll Claims, Suppliers and Voucher Claims

Employees are entitled to receive the salaries and wages, honorariums and other payroll claims as agreed, which is in consonance with existing laws and regulations.

Office or Division:	Municipal Treasurer's Office			
Classification:	Simple			
Type of Transaction:	Government to Government, Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		Where to secure		
For Salaries and Wages Identification Card/Cedula		Government issued Identification Card		
For Suppliers Claims Special Power of Attorney (if representative of the claimant) Official Receipts/ Collection Receipts (for accredited establishments/suppliers with valid claims against the LGU)		Public Attorney's Office Official Receipts from the Supplier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirements: For payroll claims: Sign the payroll in the column corresponding to name of the claimant.	1.1 Verifies the authenticity of the requirements presented Pay in cash the exact net amount indicated in the payroll.	None	4 Minutes	<i>Rosalie T. Juanillo- Administrative Officer III</i>
2. For Disbursement Voucher Claims: Issue Official Receipts (for payee suppliers only) and affix Signature on the Received Column of the Disbursement Vouchers and Check Registry	2.1 Verifies the authenticity of the requirements presented 2.2 Review Official Receipts (for establishments with valid claims), the signature of the claimant in the Disbursement Voucher and Check Registry, and release the check.	None	5 Minutes	<i>Ma. Christina Ivy Cadigal Administrative Aide I</i>
		Total payment fee: None	Total processing time: 9 minutes	



6. Collection of local business taxes (Zoning and Locational Fees, Building/Electrical Permit, Civil Registration Fees, Mayor's Special Permit, MTOP, Police Clearance and Certification, Weigh and Measure Calibration Fee, Fees on Business Retirement and other Fees & Charges) Loan Payments Grow Micro, Kcast misc. fees

Business taxes are those imposed by a local government unit on the privilege of engaging in business, occupation and other activities within its territorial jurisdiction. The proceeds of these taxes accrue exclusively to the local government unit that impose them, or when provided by law, may be shared with other local government units.

Office or Division:	Municipal Treasurer's Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		Where to secure		
MTOP (traffic violation-pink copy)		Copy issued by traffic police		
Civil Registration Fees (order of payment/payment slip)		Local Civil Registrar		
Building and Electrical Permit		Municipal Engineering Office		
Zoning and Locational Clearance Fees (Payment Slip)		Municipal Planning Development Office		
Fees on Business Tax (New, Renew and Retirement and Mayor's Special Permit (Payment Slip)		Business Permit and Licenses Office		
KCAST School Fees (Payment Slip)		KCAST		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present payment slip Pay the corresponding fees and charges	1.1 Receive payment slip and issue Official Receipt	(Amount Indicated in the Payment Slip)	5 Minutes	Rosemarie N. Dianco Revenue Collection Clerk I Haidee Coronado Revenue Collection Clerk I Cherry Duque Revenue Collection Clerk I Starsky B. Bringas Administrative Aide IV Richie Joy B. Balabat Revenue Collection Clerk I Metochele Arcena Administrative Aide I
2. Receives Official Receipts and present the Official Receipts to the requisitioning office	2.1 Keep Collection for Liquidation	None	1 Minute	Rosemarie N. Dianco Revenue Collection Clerk I Haidee Coronado



to complete the transaction				<i>Revenue Collection Clerk I Cherry Duque Revenue Collection Clerk I Starsky B. Bringas Administrative Aide IV Richie Joy B. Balabat Revenue Collection Clerk I Metchelle Arcena Administrative Aide I</i>
		Total payment fee: depends on the Payment Slip	Total processing time: 6 minutes	



MUNICIPAL ASSESSOR'S OFFICE

External Services



1. Issuance of True Copy of Tax Declaration

For processing of transfer of title/ loan application.

Office or Division:	Municipal Assessor's Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		Where to secure		
Lot Number of RPU		Applicant		
Declared Owner		Applicant		
Official Receipt		MTO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out requisition form for document needed	1.1 Checks correctness of requisition form fill out and instructs client to proceed to MTO	None	5 Minutes	<i>Adel Gualbe T. Tiongco Administrative Aide I Bobby June A. Castillo Assessment Clerk I David Sam T. Angteg Administrative Officer I Antonio T. Dulay, Jr. LAOO III</i>
2. Proceed to Municipal Treasurer's Office for payment of corresponding fee	2.2 Issues official receipt to client for fees required for document (MTO)	P75.00	5 Minutes	<i>Richie Joy B. Balabat Revenue Collection Clerk I Rose N. Dianco Revenue Collection Clerk I Cherry Duque Revenue Collection Clerk I</i>
3. Proceed to data encoder/ clerk and present official receipt for verification and clarification for the issuance of requested document	3.1 Receives OR from client and acquire data from ETRACS for issuance of True Copy of Tax Declaration	None	10 Minutes	<i>Adel Gualbe T. Tiongco Administrative Aide I Bobby June A. Castillo Assessment Clerk I David Sam T. Angteg Administrative Officer I Antonio T. Dulay, Jr. LAOO III</i>
4. Proceed to Municipal Assessor and present document for signature	4.1 Municipal Assessor checks authenticity of True Copy of Tax Declaration after which signs the document	None	5 Minutes	<i>Joselito V. Rivero, MsCE, REA Municipal Assessor</i>
5. Receives True Copy of Tax Declaration, after which log personal info	5.1 Releases True Copy of Tax Declaration to client	None	5 Minutes	<i>Adel Gualbe T. Tiongco Administrative Aide I</i>



in client's log book	and requests client to log in personal info in client's log book			<i>Bobby June A. Castillo Assessment Clerk I David Sam T. Angteg Administrative Officer I Antonio T. Dulay, Jr. LAOO III</i>
		Total payment fee: P75.00	Total processing time: 30 Minutes	



2. Issuance of Certificate of Landholding

Requirement of BIR for transfer of title.

Office or Division:	Municipal Assessor's Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Tax payers/ real property owners			
CHECKLIST OF REQUIREMENTS		Where to secure		
Lot Number of RPU		Applicant		
Declared Owner		Applicant		
Official Receipt		MTO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out requisition form for document needed	1.1 Checks correctness of requisition form fill out and instructs client to proceed to MTO	<i>None</i>	<i>5 Minutes</i>	<i>Adel Gualbe T. Tiongco Administrative Aide I Bobby June A. Castillo Assessment Clerk I David Sam T. Angteg Administrative Officer I Antonio T. Dulay, Jr. LAOO III</i>
2. Proceed to Municipal Treasurer's Office for payment of corresponding fee	2.2 Issues official receipt to client for fees required for document (MTO)	<i>P75.00</i>	<i>5 Minutes</i>	<i>Richie Joy B. Balabat Revenue Collection Clerk I Rose N. Dianco Revenue Collection Clerk I Cherry Duque Revenue Collection Clerk I</i>
3. Proceed to data encoder/ clerk and present official receipt for verification and clarification for the issuance of requested document	3.1 Receives OR from client and acquire data from ETRACS for issuance of True Certificate of Landholding	<i>None</i>	<i>10 Minutes</i>	<i>Adel Gualbe T. Tiongco Administrative Aide I Bobby June A. Castillo Assessment Clerk I David Sam T. Angteg Administrative Officer I Antonio T. Dulay, Jr. LAOO III</i>
4. Proceed to Municipal Assessor and present document for signature	4.1 Municipal Assessor checks authenticity of True Copy of Tax Declaration after which signs the	<i>None</i>	<i>5 Minutes</i>	<i>Joselito V. Rivero, MsCE, REA Municipal Assessor</i>



	document			
5. Receives Certificate of Landholding, after which log personal info in client's log book	5.1 Releases Certificate of Landholding to client and requests client to log in personal info in client's log book	None	5 Minutes	<i>Adel Gualbe T. Tiongco Administrative Aide I Bobby June A. Castillo Assessment Clerk I David Sam T. Angteg Administrative Officer I Antonio T. Dulay, Jr. LAOO III</i>
		Total payment fee: P75.00	Total processing time: 30 Minutes	



3. Issuance of Certificate of No Landholding

Requirement of BIR for transfer of title/ scholarship

Office or Division:	Municipal Assessor's Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Tax Payers			
CHECKLIST OF REQUIREMENTS		Where to secure		
Lot Number of RPU		Applicant		
Declared Owner		Applicant		
Official Receipt		MTO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out requisition form for document needed	1.1 Checks correctness of requisition form and instructs client to proceed to MTO	None	5 Minutes	<i>Adel Gualbe T. Tiongco Administrative Aide I Bobby June A. Castillo Assessment Clerk I David Sam T. Angteg Administrative Officer I Antonio T. Dulay, Jr. LAOO III</i>
2. Proceed to Municipal Treasurer's Office for payment of corresponding fee	2.2 Issues official receipt to client for fees required for document (MTO)	P 75.00	5 Minutes	<i>Richie Joy B. Balabat Revenue Collection Clerk I Rose N. Dianco Revenue Collection Clerk I Cherry Duque Revenue Collection Clerk I</i>
3. Proceed to data encoder/ clerk and present official receipt for verification and clarification for the issuance of requested document	3.3 Receives OR from client and acquire data from ETRACS for issuance of Certificate of No Landholding	None	10 Minutes	<i>Adel Gualbe T. Tiongco Administrative Aide I Bobby June A. Castillo Assessment Clerk I David Sam T. Angteg Administrative Officer I Antonio T. Dulay, Jr. LAOO III</i>
4. Proceed to Municipal Assessor and present documents for signature	4.4 Municipal Assessor checks authenticity of Certificate of No Landholding after which signs the document	None	5 Minutes	<i>Joselito V. Rivero, MsCE, REA Municipal Assessor</i>
5. Receives Certificate of No Landholding, after which log personal info	5.5 Releases Certificate of No Landholding to	None	5 Minutes	<i>Adel Gualbe T. Tiongco Administrative Aide I</i>



in client's log book	client and requests client to log in personal info in client's log book			<i>Bobby June A. Castillo Assessment Clerk I David Sam T. Angteg Administrative Officer I Antonio T. Dulay, Jr. LAOO III</i>
		Total payment fee: P75.00	Total processing time: 30 minutes	



4. Issuance of Certificate of Improvement

For re sale of real property unit.

Office or Division:	Municipal Assessor's Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Tax Payers/ Real Property Owners			
CHECKLIST OF REQUIREMENTS		Where to secure		
Lot Number of RPU		Applicant		
Declared Owner		Applicant		
Official Receipt		MTO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out requisition form for document needed	1.1 Checks correctness of requisition form and instructs client to proceed to MTO	None	5 Minutes	<i>Adel Gualbe T. Tiongco Administrative Aide I Bobby June A. Castillo Assessment Clerk I David Sam T. Angteg Administrative Officer I Antonio T. Dulay, Jr. LAOO III</i>
2. Proceed to Municipal Treasurer's Office for payment of corresponding fee	2.1 Issues official receipt to client for fees required for document (MTO)	P75.00	5 Minutes	<i>Richie Joy B. Balabat Revenue Collection Clerk I Rose N. Dianco Revenue Collection Clerk I Cherry Duque Revenue Collection Clerk I</i>
3. Proceed to data encoder/ clerk and present official receipt for verification and clarification for the issuance of requested document	3.1 Receives OR from client and acquire data from ETRACS for issuance of Certificate of Improvement	None	10 Minutes	<i>Adel Gualbe T. Tiongco Administrative aide i Bobby June A. Castillo Assessment clerk i David Sam T. Angteg Administrative officer i Antonio T. Dulay, Jr. LAOO III</i>
4. Proceed to Municipal Assessor and present documents for signature	4.1 Municipal Assessor checks authenticity of Certificate of Improvement after which signs the document	None	5 Minutes	<i>Joselito V. Rivero, MsCE, REA Municipal Assessor</i>
5. Receives Certificate	5.1 Releases	None	5 Minutes	<i>Adel Gualbe T.</i>



of Improvement, after which log personal info in client's log book	Certificate of Improvement to client and requests client to log in personal info in client's log book			<i>Tiongco Administrative Aide I Bobby June A. Castillo Assessment Clerk I David Sam T. Angteg Administrative Officer I Antonio T. Dulay, Jr. LAOO III</i>
		Total payment fee: P75.00	Total processing time: 30 Minutes	



5. Issuance of Certificate of No Improvement

Requirement of BIR for transfer of title/ scholarship/ re-valuation for payment of real property tax

Office or Division:	Municipal Assessor's Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Tax payers/ real property owners			
CHECKLIST OF REQUIREMENTS		Where to secure		
Lot Number of RPU		Applicant		
Declared Owner		Applicant		
Official Receipt		MTO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out requisition form for document needed	1.1 Checks correctness of requisition form and instructs client to proceed to MTO	None	5 Minutes	Adel Gualbe T. Tiongco Administrative Aide I Bobby June A. Castillo Assessment Clerk I David Sam T. Angteg Administrative Officer I Antonio T. Dulay, Jr. LAOO III
2. Proceed to Municipal Treasurer's Office for payment of corresponding fee	2.1 Issues official receipt to client for fees required for document	P75.00	5 Minutes	Richie Joy B. Balabat Revenue Collection Clerk I Rose N. Dianco Revenue Collection Clerk I Cherry Duque Revenue Collection Clerk I
3.1 Proceed to data encoder/ clerk and present official receipt for verification and clarification for the issuance of requested document	3.1 Receives OR from client and acquire data from ETRACS for issuance of Certificate of No Improvement	None	10 Minutes	Adel Gualbe T. Tiongco Administrative Aide I Bobby June A. Castillo Assessment Clerk I David Sam T. Angteg Administrative Officer I Antonio T. Dulay, Jr. LAOO III
4. Proceed to Municipal Assessor and present documents for signature	4.1 Municipal Assessor checks authenticity of Certificate of No Improvement after which signs the document	None	5 Minutes	Joselito V. Rivero, MSCE, REA Municipal assessor
5. Receives Certificate of No improvement,	5.1 Releases Certificate of No	None	5 Minutes	Adel Gualbe T. Tiongco



after which log personal info in client's log book	Improvement to client and requests client to log in personal info in client's log book			<i>Administrative Aide I Bobby June A. Castillo Assessment Clerk I David Sam T. Angteg Administrative Officer I Antonio T. Dulay, Jr. LAOO III</i>
		Total payment fee: P 75.00	Total processing time: 30 minutes	



6. Re Assessment/ Re Appraisal of Real Property Units

For Re Valuation in payment of Real Property Tax and Loan Purposes

Office or Division:	Municipal Assessor's Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Tax Payers/ Real Property Owners			
CHECKLIST OF REQUIREMENTS		Where to secure		
Lot Number of RPU		Applicant		
Declared Owner		Applicant		
Official Receipt		MTO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out requisition form for ocular inspection	1.1 Checks correctness of requisition form and instructs client to proceed to MTO	None	5 Minutes	<i>Adel Gualbe T. Tiongco Administrative Aide I Bobby June A. Castillo Assessment Clerk I Arniel C. Chavez, CE Tax Mapper I</i>
2. Proceed to Municipal Treasurer's Office for payment of corresponding fee	2.2 Issues official receipt to clients for fees required for document (MTO)	P100.00	5 Minutes	<i>Richie Joy B. Balabat Revenue Collection Clerk I Rose N. Dianco Revenue Collection Clerk I Cherry Duque Revenue Collection Clerk I</i>
3. Proceed to Municipal Assessor and present letter request and official receipt for approval and schedule of ocular inspection	3.1 Municipal Assessor checks letter request and approves/ set schedule of ocular inspection of RPU with Tax Mapping Section	None	5 Minutes	<i>Joselito V. Rivero, MsCE, REA Municipal Assessor</i>
4. Proceed to Tax Mapping/ Assessment Section to coordinate agreed upon schedule of ocular inspection, after which logs personal info in client's log book	4.1 Tax Mapping/ Assessment sections confirms with client schedule of ocular inspection and requests client to log personal info in client's log book and conducts ocular inspection	None	5 Minutes	<i>Arniel C. Chavez, CE Tax Mapper I Federico C. Coronado, JR. Tax Mapping Aide Nicolas B. Magdoza, JR. Administrative Aide I Joselito V. Rivero, MsCE, REA Municipal Assessor</i>
5. Awaits advice from	5.1 Tax Mapping	None	1 ½ days	<i>Arniel C. Chavez, CE</i>



<p>Tax Mapping Section of accomplished Re Assessment Inspection Report</p>	<p>Section, upon completion of Re Assessment Inspection Report, informs client to proceed to Assessment Section</p>			<p><i>Tax Mapper I Federico C. Coronado, JR. Tax Mapping Aide Nicolas B. Magdoza, JR. Administrative Aide I Joselito V. Rivero, MsCE, REA Municipal Assessor</i></p>
<p>6. Upon advice by Tax Mapping Section of accomplished Re Assessment Inspection Report proceed to Assessment Section for re computation of re assessed RPU</p>	<p>6.1 Assessment Section re assesses/ appraise RPU inspected as per Inspection Report submitted by Tax Mapping Section and encode final assessment in the ETRACS Program</p>	<p>None</p>	<p>15 MINS.</p>	<p><i>Bobby June A. Castillo Assessment Clerk I Adel Gualbe T. Tiongco Administrative Aide I Antonio T. Dulay, Jr. LAOO III David Sam T. Angteg Administrative Officer I</i></p>
		<p>Total payment fee: P 75.00</p>	<p>Total processing time: 1 ½ days and 35 minutes</p>	



7. Verification of RPU Location Maps/ Tax Mapping Control Roll (TMCR)

For Verification of Actual Location Of RPU

Office or Division:	Municipal Assessor's Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Tax Payers/ Real Property Owners/ Bank Representatives			
CHECKLIST OF REQUIREMENTS		Where to secure		
Requisition form		MASSO		
Official Receipt		MTO		
Copy of Original Certificate of Title or Lot Number		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Tax Mapping Section for Verification and fills out requisition form	1.1 Assist client pertaining RPU for verification and asks client to accomplish requisition form	None	5 Minutes	<i>Arniel C. Chavez, CE Tax Mapper I Federico C. Coronado, JR. Tax Mapping Aide Nicolas B. Magdoza, JR. Administrative Aide I</i>
2. Proceed to Municipal Treasurer's Office for payment of corresponding fee	2.1 Issues official receipt to client for fees required for document (MTO)	P75.00	5 Minutes	<i>Richie Joy B. Balabat Revenue Collection Clerk I Rose N. Dianco Revenue Collection Clerk I Cherry Duque Revenue Collection Clerk I</i>
3. Proceed to Tax Mapping Section and present official receipt for actual data capture/ photocopy of RPU Location Map as per Tax Mapping Control Roll (TMCR)	3.1 Receives OR from client for actual data capture and photocopy of RPU Location Map as per TMCR	None	10 Minutes	<i>Arniel C. Chavez, CE Tax Mapper I Federico C. Coronado, Jr. Tax Mapping Aide Nicolas B. Magdoza, Jr. Administrative Aide I</i>
4. Receives photocopy of RPU Location Map after which logs personal info in client's log book	4.1 Releases photocopy of RPU Location Map to client and requests client to log in personal info in client's log book	None	5 Minutes	<i>Arniel C. Chavez, CE Tax Mapper I Federico C. Coronado, Jr. Tax Mapping Aide Nicolas B. Magdoza, Jr. Administrative Aide I</i>
		Total payment fee: P 75.00	Total processing time: 25 minutes	



8. Transfer of Title

For RPU Owners Legal Right (Original Transfer Of Title)

Office or Division:	Municipal Assessor's Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Tax Payers/ Real Property Owners			
CHECKLIST OF REQUIREMENTS		Where to secure		
Requisition form		MASSO		
Lot Number of RPU		Owner		
Declared Owner		Owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to data encoder/ clerk for verification of RPU to be transferred (if OCT is not in the name of client, client is required to pay transfer fee (transfer fee = market value / 0.0060). Client endorses payment of transfer fee to MASSO assessment clerk. Transfer fees are paid directly by MASSO personnel to PTO	1.1 Assists and checks client's required documents for transfer of title	transfer fee = market value / 0.0060).	5 Minutes	<i>Bobby June A. Castillo Assessment Clerk I Adel Gualbe T. Tiongco Administrative Aide I</i>
2. Awaits advice from MASSO of completion of payment of transfer fee after which proceeds to data encoder/ clerk	2.1 Assigns MASSO personnel for payment of transfer fee to PTO and after payment was made advises client	None	1 Day	<i>Adel Gualbe T. Tiongco Administrative Aide I Bobby June A. Castillo Assessment Clerk I Nicolas B. Magdoza, Jr. Administrative Aide I</i>
3. Fill out requisition form for tax declaration and proceed to MTO for payment	3.1 Checks correctness of requisition form and instructs client to proceed to MTO	75.00	15 Minutes	<i>Administrative Aide I Bobby June A. Castillo Assessment Clerk I David Sam T. Angteg Administrative Officer I Antonio T. Dulay, Jr. LAOO III Revenue Collection Clerk</i>
4. Proceed to data encoder/ clerk and present official receipt for verification and clarification for the	4.1 Receives OR from client and acquire data from ETRACS for issuance of True	NONE	5 Minutes	<i>Adel Gualbe T. Tiongco Administrative Aide I Bobby June A. Castillo Assessment Clerk I</i>



issuance of true copy of tax declaration	Copy of Tax Declaration			<i>David Sam T. Angteg Administrative Officer I Antonio T. Dulay, Jr. Jr. LAOO III</i>
5. Proceed to Municipal Assessor and present document for signature	5.1 Municipal Assessor checks authenticity of True Copy of Tax Declaration after which signs the document	None	5 Minutes	<i>Joselito V. Rivero, MsCE, REA Municipal Assessor</i>
6. Receives True Copy of Tax Declaration, after which log personal info in client's log book and proceed to ROD for processing of transfer of title	6.1 Releases True Copy of Tax Declaration to client and requests client to log in personal info in client's log book and advices client to proceed to ROD	None	5 Minutes	<i>Adel Gualbe T. Tiongco Administrative Aide I Bobby June A. Castillo Assessment Clerk I David Sam T. Angteg Administrative Officer I Antonio T. Dulay, Jr. Jr. LAOO III</i>
		Total payment fee: P75.00 + transfer fee	Total processing time: 1 DAY and 35 MINS.	



MUNICIPAL INFORMATION OFFICE

Internal Services



1. Information Dissemination

For video/ photo editing, lay outing, Facebook posting and monitoring of information requests

Office or Division:	Municipal Information Office			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	LGU Departments/ Offices			
CHECKLIST OF REQUIREMENTS		Where to secure		
Letter Request		Personal Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Submits letter request and data to the MIO for Photo/Video Editing, Lay-outing, Facebook Posting and Monitoring of Information Dissemination	1.1 Receives letter request and lists down letter request in logbook 1.2 Video/ Photo Editing 1.3 Lay-outing 1.4 Facebook Posting and Monitoring of Information	None	30 Minutes 1 Day 4 hours 5 Minutes	<i>Ruth Grace L. Alegre Municipal Information Officer</i>
		Total payment fee: None	Total processing time: 1 day, 4 hours and 35 minutes	



MUNICIPAL HEALTH OFFICE

External Services



1. Medical Consultation

Adult/children consultation and physical examination

Office or Division:	Municipal Health Office– Outpatient Department			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		Where to secure		
BHS Referral Form (1 copy-original)		Barangay Health Center		
Personal Appearance				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient/Watcher submits referral form and registers on logbook answers interview and will have vital signs taken at Table 1	1.1 Reviews referral, hands in logbook Interviews client, fills out ITR, takes vital signs	None	5 minutes	<i>Agnes Parnas Dental Aide Processor/Clerk</i>
2. For Check-up and consultation by doctor at consultation room	2.1 Doctor examines and interviews watcher/patient, gives advice and makes prescriptions and/or referrals	None	15 minutes	<i>Louelyn H. Exala, MD Municipal Health Officer</i>
3. Proceed to Table 2 for further instructions on Doctors advice and prescriptions; patient given medicines (if available)	3.1 Instructs patients; carries out doctor's orders; gives medicines	None	Steps 3-6 10 minutes	<i>Agnes Parnas Dental Aide Processor/Clerk</i>
4. Signs the medicine logbook at Table 2	4.1 Logs medicines availed	None		
5. Takes medicines/prescriptions and/or referral (if applicable) at Table 2	5.1 Advises patient/watcher to go home or to higher health facility (if referred)	None		
6. Patient goes home or to higher health facility (if referred)	6.1 Logs patient data and diagnosis	None		
		Total payment fee: None	Total processing time: 30 minutes	



2. Dental Consultation

Given to adults and children to ensure proper oral health care

Office or Division:	Municipal Health Office– Outpatient Department			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		Where to secure		
Personal appearance of patient				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registers on Logbook and vital signs will be checked at Table 1	1.1 Hands in Logbook/ Checking of Blood Pressure and instructs patient to proceed to Dental Clinic	None	5 minutes	Agnes Parnas Dental Aide Processor
2. Subjects for interview at Dental Clinic	2.2 Dental Assistant will interview patient and fill out Individual Treatment Record (ITR)	None	10 minutes	Joyce A. Gohol Administrative Aide I Dental Assistant
3. Proceeds to Dental Extraction Procedure	3.3 Dentist will review history and performs dental extraction	None	30 minutes	Noel R. Santella,DMD Dentist II
4. Patient is given post extraction instructions and prescription	4.4 The Dentist gives post-extraction procedure and prescribes medicine	None	3 minutes	Noel R. Santella,DMD Dentist II
5. Proceeds to table 2, for the prescribed medicine (if available) and signs the medicine logbook.	5.5 Gives medicine (if available) and let him/her sign the medicine logbook	None	5 minutes	Agnes Parnas Dental Aide Processor
6. Proceeds to Cashier, pays the Dental Fee, take referral (if applicable)	6.6 Cashier issues Official Receipt	(see payment matrix)	3 minutes	Agnes Parnas Dental Aide Processor
7. Patient goes home or proceed to higher health facility (if referred)				
		Total payment fee: (see payment matrix)	Total processing time: 56 minutes	



PAYMENT MATRIX DENTAL SERVICES (Dental Extraction per tooth)

Temporary	P 75.00
Permanent (Anterior)	P 100. 00
Permanent (posterior part)	P 125.00



3. Tuberculosis Directly Observed Short Course (TB-DOTS) Service

A control strategy to stop the spread of TB and provide treatment to infected patients

Office or Division:	Municipal Health Office– Outpatient Department			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Presumptive tuberculosis patients			
CHECKLIST OF REQUIREMENTS		Where to secure		
Personal appearance of patient				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presumptive TB Client submits referral form, registers on logbook, submits to interview, will have vital signs taken at Table 1	1.1 Checks referral, hands in logbook, interviews patient and fills out Individual Treatment Record (ITR) and takes vital signs	None	5 minutes	<i>Agnes Parnas Dental Aide Processor/ Clerk</i>
2. Approach the TB-DOTS nurse coordinator	2.1 Check the ITR, review laboratory results and refers to MHO	None	5 minutes	<i>Irwin Joseph Batibut, RN Nurse I TB DOTS Coordinator</i>
3. Approach the Municipal Health Officer at the Consultation Room	3.1 Assess and examine patient and take history, proper physical examination and request additional laboratory exams if needed. 3.2 Make the proper disease diagnosis and administer proper management 3.3 If client is for 6-month treatment, refers to TB DOTS Nurse	None	10 minutes	<i>Irwin Joseph Batibut, RN Nurse I TB DOTS Coordinator</i>
4. If client is for 6 months TB Treatment, return to TB-DOTS nurse for further instructions and goes home	4.1 Check ITR, completeness of lab results and doctors order 4.2 Lecture on the basic facts about tuberculosis and its mode of transmission. 4.3 Instructs patient for the treatment	None	15 minutes	<i>Irwin Joseph Batibut, RN Nurse I TB DOTS Coordinator</i>



	process			
		Total payment fee: None	Total processing time: 35 minutes	



4. Issuance of Health Card

Issued to ensure proper hygiene and fitness of all who prepare and cook foods for business

Office or Division:	Municipal Health Office- Environmental Sanitation			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All food establishment owners and food handlers			
CHECKLIST OF REQUIREMENTS		Where to secure		
Stool Examination Result (Original copy)		Rural Health Unit		
Chest X-ray result (Original copy)		Laboratory Section		
Personal Appearance				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client registers on logbook at Table 1	1.1 Hands in logbook and refers to Table 2	None	3 minutes	<i>Agnes Parenas Dental Aide Processor/ Clerk</i>
2. Proceeds to Table 2 and submits the requirements	2.1 Checks the requirements and issues payment order	None	3 minutes	<i>Agnes Parenas Dental Aide Processor/ Clerk</i>
3. Pays at the cashier and receives official receipt	3.1 Receives payment and issues official receipt	P 50.00	5 minutes	<i>Agnes Parenas Dental Aide Processor/ Clerk</i>
4. Presents OR at Table2, receives health card and goes home	4.1 Checks official receipt and issues health card 4.2 Logs in client data to Health Card Log book	None	5 minutes	<i>Marlou G. Afan Sanitary Inspector III Ruel M. Jaya Sanitary Inspector I</i>
		Total payment fee: P 50.00	Total processing time: 16 minutes	



5. Issuance of Sanitary Permit

Issued to ensure that business establishments practice proper hygiene and sanitation

Office or Division:	Municipal Health Office- Environmental Sanitation			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All business establishment owners			
CHECKLIST OF REQUIREMENTS		Where to secure		
Personal Appearance or any designated staff				
Health Card of the employees		Municipal Health Office		
Original Copy of the business permit		Municipal Business Permit and Licensing Office		
Official Receipt of Business Permit		Personal		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client registers on logbook at Table 1	1.1 Hands in logbook and refers to Table 2	None	5 minutes	<i>Agnes Parnas Dental Aide Processor/ Clerk</i>
2. Proceeds to Table 2 and submits the requirements	2.1 Checks the requirements and issues sanitary Permit		5 minutes	<i>Marlou G. Afan Sanitary Inspector III Ruel M. Jaya Sanitary Inspector I</i>
3. Receives Sanitary Permit and goes home	3.1 Logs in client data to Sanitary Permit Log book	None	3 minutes	<i>Marlou G. Afan Sanitary Inspector III Ruel M. Jaya Sanitary Inspector I</i>
		Total payment fee: None	Total processing time: 13 minutes	



6. Medical Certificate Issuance

Issued to clients certifying that patient was seen and examined with the noted findings and recommendations of the physician

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		Where to secure		
Personal Appearance				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient/Watcher submits referral form and registers on logbook answers interview and will have vital signs taken at Table 1	1.1 Reviews referral, hands in logbook Interviews client, fills out ITR, takes vital signs	None	3 Minutes	<i>Agnes Parnas Dental Aide Processor/ Clerk</i>
2. For Check-up and consultation by doctor at consultation room	2.1 Doctor examines and interviews watcher/patient, gives advice and makes prescriptions and/or referrals	None	10 Minutes	<i>Louelyn H. Exala, MD, DPCOM Municipal Health Officer</i>
3. Proceed to table 2 and receive payment order for the medical certificate request	3.1 Issues payment order and refers to Cashier	None	3 Minutes	<i>Agnes Parnas Dental Aide Processor/ Clerk</i>
4. Pays at the cashier and receives Official Receipt	4.1 Receives payment and issues Official Receipt	(see payment matrix)	3 Minutes	<i>Agnes Parnas Dental Aide Processor/ Clerk</i>
5. Presents OR at Table 2, receives the medical certificate and patient is instructed and goes home or higher facility (if referred)	5.1 Issues medical certificate 5.2 Instructs patient/watcher 5.3 Keeps RHU copy of medical certificate and medical records	None	5 Minutes	<i>Agnes Parnas Dental Aide Processor/ Clerk</i>
		Total payment fee: (see payment matrix)	Total processing time: 24 minutes	



PAYMENT MATRIX FOR MEDICAL CERTIFICATION

Students/Non-professional	P50.00
Professionals	P100.00
Medico-legal	P300.00



7. Maternal Care Services

Service given to pregnant women, in active stage of labor, who qualifies according to DOH/ Philhealth Criteria for normal delivery in the Safe Birthing Facility (SBF)

Office or Division:	Municipal Health Office- Safe Birthing Facility			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	All pregnant women to give birth of their 2 nd -4 th child, in active stage of labor			
CHECKLIST OF REQUIREMENTS		Where to secure		
Mother's Booklet		Barangay Health Station		
Philhealth papers		Philhealth Office		
Personal Appearance				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pregnant women about to give birth submit the prenatal booklet/ prenatal card to midwives on duty at the receiving desk for interview and vital signs taking at pre-natal room	1.1 Checks requirements, interviews and takes Patient's vital signs	None	5 Minutes	<i>Marlot P. Funtilon, RM, RN Midwife II SBF Supervising Midwife Laura E. Oca, RM Midwife II Ederlinda P. Gonzaga, RM Midwife II Whelma B. Coronado, RM Midwife II Daisy A. Batibut, RM Midwife II Jean R. Ganotise, RM Midwife II</i>
2. For internal examination at I.E room	2.1 Does Internal Examination	None	10 Minutes	
3. Register on consultation logbook if patient is in active labor	3.1 Registers patient on logbook if in active labor	None	3 Minutes	
4. For monitoring of progress of labor at Labor Room	4.1 Monitors progress of labor	None	7 Hours	
5. Proceeds to delivery room (DR) if the patient is about to deliver	5.1 Assists patient to DR; assists during delivery, does postpartum care and aftercare	None	2 Hours	
6. Patient ushered to the Ward for postpartum monitoring	6.1 Ushers patient and newborn to Ward for monitoring	None	24 Hours	
7. If non-PhilHealth, patient receives billing statement and pays at the SBF Receiving Desks If patient is a Philhealth member, shall finalize and secure all the	7.1 Gives billing statement; receives payment from non-Philhealth patient; issues OR	(see payment matrix)	5 Minutes	



requirements				
8. Receives discharge instructions; goes home	8. Gives discharge instructions, sends patient home	None	5 minutes	
		Total payment fee: (see payment matrix)	Total processing time: 33 hours and 28 min	



8. Newborn Screening

Given to Newborns delivered at SBF or Newborns born outside the facility

Office or Division:	Municipal Health Office- Safe Birthing Facility			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All newborn from Kapalong SBF, out born babies from outside facility			
CHECKLIST OF REQUIREMENTS		Where to secure		
Discharge clearance		Safe Birthing Facility		
Personal Appearance				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Mother/Watcher presents discharge clearance to Midwife at SBF receiving desk	1.1 Checks Discharge clearance record data to logbook	None	3 Minutes	<i>Marlot P. Funtilon, RM.RN Midwife II Laura E. Ocay, RM Midwife Ederlinda P. Gonzaga, RM Midwife Whelma B. Coronado</i>
2. Proceeds to NBS area	2.1 Ushers mother/watcher with newborn at NBS area; Fills out the data to NBS Filter Paper; Prepares NBS kits & supplies; Performs Newborn Screening Blood extraction	None	10 Minutes	
3. Pays at the SBF Receiving Desk; Receives OR	3.1 Gives order of payment, receives payment; Issues official receipt	(see payment matrix)	3 Minutes	
4. Receives instruction for the result; Goes home	4.1 Give instruction to mother regarding the NBS result	None	3 Minutes	
		Total payment fee: (see payment matrix)	Total processing time: 19 minutes	

PAYMENT MATRIX FOR MEDICAL CERTIFICATION

PHIC Package	None
Non PHIC	P 1,800.00



9. Laboratory Services

Given to patients as requested by the physician

Office or Division:	Municipal Health Office- Safe Birthing Facility			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		Where to secure		
Laboratory Request Form		Requesting Physician		
Personal Appearance				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents Laboratory Request to Table 1; signs logbook	1.1 Hands in logbook; Ushers client to cashier for payment	None	30 Minutes	<i>Agnes Parenas Dental Aide Processor/ Clerk</i>
2. Proceeds to Cashier; presents the Laboratory request; Pays the amount; receives official receipt	2.1 Checks Laboratory request; gives payment order; receives payment; issues official receipt	(see payment matrix)	10 Minutes	<i>Agnes Parenas Dental Aide Processor/ Clerk</i>
3. Proceeds to laboratory for submission/ collection of specimens log in for provided specimen receiving logbook	3.1 Receives laboratory request form; Receives/collects specimen; interviews client and hands in receiving logbook	None	10 Minutes	<i>Bernadeth Nabong Administrative Aide I</i>
4. Wait for the laboratory results (releasing of results depends upon the request)	4.1 Prepares and processes the collected specimen; Records result to laboratory logbook and laboratory worksheet form	None	1 Hour	<i>Renato C. Navarro Jr., RMT Medical Technologist II</i>
5. Claims result and signs releasing logbook	5.1 Releases laboratory results; hands in releasing logbook	None	10 Minutes	<i>Bernadeth Nabong Administrative Aide I</i>
6. Go back to their requesting physician	6.1 Instructs patient to go back to their requesting physician	None	5 Minutes	<i>Bernadeth Nabong Administrative Aide I</i>
		Total payment fee: (see payment matrix)	Total processing time: 1 hour and 65 minutes	



PAYMENT MATRIX FOR LABORATORY SERVICES

CBC w/ platelet count	P 180.00
Urinalysis	P 30.00
Stool Exam - Kato-katz - DFS	P 30.00
Blood typing	P 30.00
Hemoglobin determination	P 30.00
BSMP (Malaria)	P 30.00
DSSM (Sputum Smear)	P 30.00
Gram staining	P 50.00
Pregnancy Test	P 75.00
Slit skin smear	None
Dengue (RDT)	None
Malaria (RDT)	None
Blood sugar monitoring - FBS - RBS	None



10. Certificate of Non-PUM Issuance

Given to clients who will travel outside Kapalong or as required by employment

Office or Division:	Municipal Health Office- Outpatient Department			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		Where to secure		
Barangay Certification (1 copy-original)		Barangay		
Personal Appearance/Authorized representative				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client/Representative submits barangay certification at window 1	1.1 Reviews Barangay certification, and reviews updated Person Under Monitoring (PUM) List	None	10 Minutes	<i>Agnes Parnas Dental Aide Processor/ Clerk</i>
2. Receives payment order for the certificate request	2.1 Issues payment order and refers to Cashier	None	3 Minutes	<i>Agnes Parnas Dental Aide Processor/ Clerk</i>
3. Pays at the cashier and receives official receipt	3.1 Receives payment and issues official receipt	P 50.00	3 Minutes	<i>Agnes Parnas Dental Aide Processor/ Clerk</i>
4. Receives the certificate and goes home	4.1 Issues Certificate of Non-PUM	None	9 Minutes	<i>Agnes Parnas Dental Aide Processor/ Clerk</i>
		Total payment fee: P 50.00	Total processing time: 25 minutes	



11. Medical Certificate of No Covid19 Signs and Symptoms Issuance

Given to clients who travel outside Davao del Norte repetitively due to basic good deliveries and other identified individuals as exempted to mandatory quarantine

Office or Division:	Municipal Health Office- Outpatient Department				
Classification:	Simple				
Type of Transaction:	Government to Client				
Who may avail:	Individuals travelling outside Davao del Norte whose employment involves delivery of basic goods and other individuals who are identified as exempted to mandatory quarantine				
CHECKLIST OF REQUIREMENTS			Where to secure		
Barangay Certification (1 copy-original)			Barangay		
Chest X-ray result			Licensed Laboratory Facility		
Complete Blood Count			Licensed Laboratory Facility		
Personal Appearance					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Client/Representative submits barangay certification at window 1	1.1 Reviews Barangay certification, and reviews updated Person Under Monitoring (PUM) List	None	10 Minutes	<i>Agnes Parnas Dental Aide Processor/ Clerk</i>	
2. Undergoes interview and checkup	2.1 Physician interviews and checks patient for COVID19 signs and symptoms at Window 1	None	10 Minutes	<i>Louelyn H. Exala, MD, DPCOM Municipal Health Officer</i>	
3. Receives payment order for the certificate request	3.1 Issues payment order and refers to cashier	None	3 Minutes	<i>Agnes Parnas</i>	
4. Pays at the cashier and receives official receipt	4.1 Receives payment and issues OR	P 50.00	2 Minutes	<i>Dental Aide</i>	
5. Receives the certificate and goes home	5.1 Issues Certificate of Non-PUM	None	5 Minutes	<i>Processor/ Clerk</i>	
		Total payment fee: P 50.00	Total processing time: 25 minutes		



MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE

External Services



1. Aid to Individual in Crisis Situation (AICS) Medical Assistance

This service aids the needs of the families/individual who are in crisis situation and comes to the office or referred to avail for assistance in order to cope up with his present problems due to socio-economic difficulties and eventually to attain normal functioning.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All Individual/ Families in Crisis Situation			
CHECKLIST OF REQUIREMENTS		Where to secure		
Barangay Certificate of Indigency (1 Original & 1 Photocopy)		Barangay		
Medical Certificate or Medical Confinement (2 Photocopies)		Applicant or Hospital where sick person was confined		
Mayor's Office Notification				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to MSWDO Front desk Officer to sign up the client's logbook	1. Facilitate client in signing the Logbook	None	2 Minutes	<i>Marjun S. Portes Admin Aide IV</i>
2. Submit all documentary requirements & appear for interview	2. Review all the submitted documentary requirements & Interview client for the preparation of Social Case Summary	None	10 Minutes	<i>Ernest Gerer Fernandez Social Welfare Assistant</i>
3. Affix Signature as conformity to the accomplished social case summary.	3. Signs the social case summary.	None	5 Minutes	<i>Ernest Gerer Fernandez Social Welfare assistant Mary Grace L. Abuda MGDH I-MSWDO</i>
4. Receive the documents & proceed to Mayor's Office for the release of the claims.	4. Release documents for client's claim.	None	3 Minutes	<i>Ernest Gerer Fernandez Social Welfare Assistant</i>
		Total payment fee: None	Total processing time: 20 minutes	



2. Aid to Individual in Crisis Situation (AICS) Burial Assistance

This service aids the needs of the families/individual who are in crisis situation and comes to the office or referred to avail for assistance in order to cope up with his present problems due to socio-economic difficulties and eventually to attain normal functioning.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All Individual/ Families in Crisis Situation			
CHECKLIST OF REQUIREMENTS		Where to secure		
Barangay Certificate of Indigency (1 Original Copy & 1 Photocopies)		Barangay		
Death Certificate of the deceased family member. (2 PHOTOCOPIES)		Applicant or Civil Registrar		
Mayor's Office Notification		Mayor's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to MSWDO Front desk Officer to sign up the client's logbook	1.1 Facilitate client in signing the Logbook	None	2 Minutes	<i>Marjun S. Portes Admin. Aide IV</i>
2. Submit all documentary requirements & appear for interview	2.1 Review all the submitted documentary requirements and Interview client for the preparation of Social Case Summary.	None	10 Minutes	<i>Ernest Gerer P. Fernandez Social Welfare Assistant</i>
3. Affix Signature as conformity to the accomplished social case summary.	3.1 Signs the social case summary	None	5 Minutes	<i>Ernest Gerer P. Fernandez Social Welfare Assistant Mary Grace L. Abuda MGDH I- MSWDO</i>
4. Receive the documents & proceed to Mayor's Office for the release of the claims.	4.1 Release documents for client's claim.	None	3 Minutes	<i>Ernest Gerer P. Fernandez Social Welfare Assistant</i>
		Total payment fee: None	Total Processing Time: 20 minutes	



3. Referral to Other Agencies

This service aids the needs of the families/individual who are in crisis situation and comes to the office or referred to avail for assistance in order to cope up with his present problems due to socio-economic difficulties and eventually to attain normal functioning.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All Individual/ Families in Crisis Situation			
CHECKLIST OF REQUIREMENTS		Where to secure		
Barangay Certificate of Indigency (1 Original & 1 Photocopy)		Barangay		
Medical Certificate or Medical abstract (Optional) (2 Photocopies)		Applicant or Hospital where sick person was confined		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to MSWDO Frontdesk Officer to sign up the client's logbook	1.1 Facilitate client in signing the Logbook	None	5 Minutes	<i>Marjun S. Portes Admin. Aide IV</i>
2. Submit all documentary requirements & appear for interview to the Social Worker	2.1 The MSWDO Social Worker will review all the submitted documentary requirements of the client.	None	5 Minutes	<i>Anniecel G. Erandio Social Worker/Day Care Worker I</i>
	2.2 Initial interview of the social worker to the client for the Social Case Study Report	None	1 Hour	
	2.3 Home visitation by the Social Worker	None	1 Day	
	2.4 Preparation and Approval of Social Case Study Report and Referral Letter	None	2 Hours	
3. Proceed to MSWDO Office to for the release of accomplished Social Case Study Report and Referral Letter	3.1 Contact client for release of the Accomplished Referral and Social Case Study Report	None	10 Minutes	<i>Anniecel G. Erandio Social Worker/Day Care Worker I</i>
		Total payment fee: None	Total Processing Time: 1 day, 3 hours and 20 minutes	



4. Emergency Shelter Assistance

This service provides emergency shelter assistance to fire and typhoon, earthquake and erosion victims thru provision of limited financial and material assistance to help the victims reconstruct/repair their houses which were totally destroyed.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All Individual/ Families in Crisis Situation			
CHECKLIST OF REQUIREMENTS		Where to secure		
Barangay Certificate of Indigency (1 Original & 1 Photocopy)		Barangay		
Bureau of Fire Certification or MDRRMO Certification		BFP or MDRRMO		
Latest Pictures of destroyed shelter (2 colored pictures)		Applicant		
Certificate of Eligibility from Mayor's Office		Mayor's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to MSWDO Front desk Officer to sign up the client's logbook	1.1 Facilitate client in signing the Logbook	None	2 Minutes	<i>Marjun S. Portes Admin Aide IV</i>
2. Submit all documentary requirements & appear for interview	2.1 Review all the submitted documentary requirements & Interview client for the preparation of Social Case Summary	None	10 Minutes	<i>Ernest Gerer Fernandez Social Welfare Assistant</i>
3. Affix Signature as conformity to the accomplished social case summary.	3. Signs the social case summary.	None	5 Minutes	<i>Ernest Gerer Fernandez Social Welfare Assistant Mary Grace L. Abuda MGDH I-MSWDO</i>
4. Receive the documents & proceed to Mayor's Office for the release of the claims.	4. Release documents for client's claim.	None	3 Minutes	<i>Ernest Gerer Fernandez Social Welfare Assistant</i>
		Total Payment Fee: None	Total processing time: 20 minutes	



5. Issuance of Solo Parent Identification Card *(Note: ID is renewable every 3 years)*

RA 8972 – an act providing benefits and privileges to solo parents and their children, appropriating funds therefore and for other purposes.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Solo Parent			
CHECKLIST OF REQUIREMENTS		Where to secure		
Barangay certification certifying Solo Parent's residency (1 original)		Barangay		
Affidavit of circumstance stating the reason for becoming a solo parent (1 original)		PAO		
Birth certificate of children and parent (1 photocopy)		Applicant or LCR		
Death certificate of spouse (if applicable) for widow or widower		Applicant or LCR		
1x1 picture ID (1 picture)		Applicant		
2x2 picture for the application form		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Proceed to MSWDO Front desk Officer to sign up the client's logbook	1.1 Facilitate client in signing the Logbook	None	2 Minutes	<i>Marjun S. Portes Admin. Aide IV</i>
2.Submit all documentary requirements & interview the client	2.1Review all the submitted documentary requirements of the client. 2.2 Interview client to get pertinent information. 2.3 Affix signature on filled out & print application form 2.4 Prepare Solo Parent identification card	None	18 Minutes	<i>Anniecel G. Erandio Day Care Worker I</i>
3.Affix Signature as client's conformity to the accomplished Identification Card.	3. Submit to Department Head & LCE for signature	None	5 Minutes	<i>Anniecel G. Erandio Day Care Worker I Mary Grace L. Abuda MGDH I-MSWDO</i>
4. Receive the SOLO PARENT ID & affix signature at the Logbook	4.1 Release ID to the client	None	5 Minutes	<i>Anniecel G. Erandio Day Care Worker I</i>
		Total payment fee: None	Total Processing Time: 30 minutes	



6. Issuance of Certificate of Travel for Minors

Issued to minors with domestic travels without parental companion

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Minor Clients			
CHECKLIST OF REQUIREMENTS		Where to secure		
Certificate of Barangay Residency (1 original & 1 Photocopy)		Barangay		
Affidavit of circumstance stating the reason of travel without minor client's parental companion (1 original)		PAO		
Birth certificate of the minor (1 photocopy)		Applicant or LCR		
ID card of the accompanying adult (1 photocopy)		Applicant		
ID card of the minor client (1 photocopy)		Applicant		
Travel Details and Flight Reference Number (1 photocopy)		Applicant		
Personal Appearance both Biological Parents, Traveling Minor and Accompanying Adult				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to MSWDO Front desk Officer to sign up the client's logbook	1.1 Facilitate client in signing the logbook	None	5 Minutes	<i>Marjun S. Portes Admin. Aide IV</i>
2. Proceed to MSWDO Social Worker for documentary requirements submission and fill out accomplish application form	2.1 Review and assess pertinent documentary requirements and receive fill out application form	None	20 Minutes	<i>Anniecel G. Erandio Day Care Worker I</i>
	2.2 Prepare Certificate of Travel	None	15 Minutes	<i>Anniecel G. Erandio Focal Person/Day Care Worker I</i>
3. Receive and review the correctness of the personal details of the accomplished certificate of travel	3.1 Submit to Department Head for signature	None	5 Minutes	<i>Anniecel G. Erandio Focal Person/Day Care Worker I</i>
	3.2 Release the accomplished certificate of travel			<i>Mary Grace L. Abuda MGDH I- MSWDO</i>
		Total Fees to be paid: None	Total processing time: 45 minutes	



7. Registration & Issuance of Senior Citizen Identification Card Service

Pursuant to the eligibility criteria as may be determined by the DSWD, Indigent Senior Citizens shall be entitled to a monthly stipend amounting to five hundred pesos only (Php 500.00) to augment the daily subsistence and other medical needs of senior citizens.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All Filipino Citizen, 60 years and above, who belong to the indigent/ low income family, not receiving pension from any agency (SSS, GSIS, PNFC, etc.)			
CHECKLIST OF REQUIREMENTS		Where to secure		
Barangay Certificate of Indigency		Barangay		
Chapter Presidents certification		Senior Citizen Chapter President		
One (1) 2x2 I.D Picture		Applicant		
Senior Citizen I.D photocopy		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to OSCA Front desk Officer to sign up the client's logbook	1.1 Facilitate client in signing the logbook	None	5 Minutes	<i>Elvin Mar G. Penes Administrative Aide I Elderly Focal Person</i>
2. Submit all documentary requirements & personal interview	2.1 Review all the submitted documentary requirements & interview client for the preparation of OSCA I.D.	None	5 Minutes	<i>Elvin Mar G. Penes Administrative Aide I Elderly Focal Person</i>
3. Affix Signature as client's conformity to the accomplished application form	3.1 Affix signature on filled out & print application form 3.2 Prepare OSCA identification card	None	5 Minutes	<i>Elvin Mar G. Penes Administrative Aide I Elderly Focal Person</i>
4. Affix Signature as client's conformity to the accomplished Identification Card.	4.1 Submit to Department Head & LCE for signature	None	3 Minutes	<i>Elvin Mar G. Penes Administrative Aide I Elderly Focal Person Mary Grace L. Abuda MGDH I- MSWDO</i>
5. Receive the OSCA ID & affix signature at the Logbook	5.1 Release ID to the client	None	5 mins	<i>Elvin Mar G. Penes Administrative Aide I Elderly Focal Person</i>
		Total payment fee: None	Total processing time: 23 minutes	



8. Grant to Senior Citizen to Avail a Purchase Booklet

This service is a grant to every Filipino Senior Citizen to enjoy the special discount on the basic and prime commodities.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All Filipino Senior Citizen (Ages 60 years and above)			
CHECKLIST OF REQUIREMENTS		Where to secure		
OSCA I.D.		Applicant		
1x1 I.D Picture		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit OSCA I.D to the Desk officer	1.1 Copy Name, Address, I.D No. and Date of Issue 1.2 Prepare Purchase Booklet	None	5 mins.	<i>Elvin Mar G. Penes Administrative Aide I Elderly Focal Person</i>
2. Received purchase booklet and sign the logbook for the release of the booklet	2.1 Release the purchase booklet to the client	None	5 mins.	<i>Elvin Mar G. Penes Administrative Aide I Elderly Focal Person</i>
		Total payment fee: None	Total processing time: 10 minutes	



9. Issuance of Pre-Marriage Orientation and Counseling Certificate

Provide would-be couples with information they will need in performing their roles as husband and wife, and prepare them for the challenges of married life and their responsibilities as spouses, family members, and future parents. It will also give them a better understanding of what marriage is so that they can affirm their decision to get married based on sufficient knowledge and clear expectations.

Office or Division:	Municipal Social Welfare and Development Office- MPO			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Would be Couples at Legal age			
CHECKLIST OF REQUIREMENTS		Where to secure		
Latest Cedula one (1) for each couple (Photo Copy)		Applicant		
Philhealth ID or Number, one of the couples (photocopy)		Applicant		
Receipt of the Payment (Original)		Municipal Treasurer's Office		
Clients personal appearance				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to MSWDO Front Desk Officer and Signed in Client's Logbook & Submit all documentary requirements	1.1 Assist the client in signing up the client's logbook & Prepare the necessary papers for interview	none	3 Minutes	<i>Marjun S. Portes Admin. Aide IV</i>
2. Proceed to Mun. Treasurer's Office for payment	2.1 Issue order of payment	(see payment matrix)	5 Minutes	<i>Richie Joy B. Balabat Revenue Collection Clerk I Rose N. Dianco Revenue Collection Clerk I Cherry Duque Revenue Collection Clerk I</i>
3. Submit to PMOC table & Personal appearance of the would be couple for an interview	3.1 Review all submitted documents	None	5 Minutes	<i>Elvin Mar G. Penes Administrative Aide I PMOC Team Counselor</i>
	3.2 Interview the would be couple	None	10 Minutes	
4. Answer the Marriage Expectation and Inventory	4.1 Instruct client how to answer the Marriage Expectation and Inventory	None	5 Minutes	<i>Elvin Mar G. Penes Administrative Aide I PMOC Team Counselor</i>
5. Attend the PMOC	5.1 Conduct PMOC	None	4 Hours	PMOC Members and Counselors



6. Affix signature to the PMOC Certificate	6.1 Affix signature for the approval of PMOC Certificate	None	3 Minutes	<i>Elvin Mar G. Penes Administrative Aide I PMOC Team Counselor Mary Grace L. Abuda MGDH I- MSWDO</i>
7. Received the Pre-Marriage Orientation and Counseling Certificate	7.1 Releasing of the Pre-Marriage Orientation and Counseling Certificate	None	Every 1pm after the Pre-Marriage Orientation and Counseling	<i>Elvin Mar G. Penes Administrative Aide I PMOC Team Counselor</i>
		Total payment fee: (see payment matrix)	Total processing time: 4 hours & 31 minutes	

PAYMENT MATRIX FOT PRE-MARRIAGE ORIENTATION AND COUNSELING CERTIFICATE

Regular	P 150.00
Special	P 300.00
Foreigner	P 1,000.00



10. Registration & Issuance of Person with Disabilities (PWD) Identification Card

Generally, PWD ID holders are entitled to a 20% discount and value-added tax (VAT) in purchasing goods and other benefits.

Office or Division:	Municipal Social Welfare and Development Office- MPO			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All Filipino Citizen, person having difficulty or person with disabilities at any age			
CHECKLIST OF REQUIREMENTS		Where to secure		
Barangay Certificate of Residency		Barangay		
Birth Certificate (Xerox copy)		Applicant		
Certificate of Disability		Medical Doctor/Physician		
1x1 ID Picture (3 pcs)		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to PWD Front desk Officer to sign up the client's logbook	1. Facilitate client in signing the logbook	None	5 Minutes	Ana Theresa T. Villanueva Administrative Aide I PWD Focal Person
2. Submit all documentary requirements & personal interview	2. Review all the submitted documentary requirements & interview client for the preparation of PWD I.D.	None	5 Minutes	Ana Theresa T. Villanueva Administrative Aide I PWD Focal Person
3. Affix Signature as client's conformity to the accomplished application form	3.1 Affix signatures on filled out & print application form 3.2 Prepare PWD identification card	None	5 Minutes	Ana Theresa T. Villanueva Administrative Aide I PWD Focal Person
4. Affix Signature as client's conformity to the accomplished Identification Card.	4.1 Submit to Department Head & LCE for signature	None	3 Minutes	Ana Theresa T. Villanueva Administrative Aide I PWD Focal Person Mary Grace L. Abuda MGDH I-MSWDO
5. Receive the PWD ID & affix signature at the Logbook	5.1 Release ID to the client	None	5 Minutes	Ana Theresa T. Villanueva Administrative Aide I PWD Focal Person
		Total payment fee: None	Total processing time: 23 minutes	



11. Grant to Person with Disability to Avail a Purchase Booklet

Generally, PWD ID holders are entitled to a 20% discount and value-added tax (VAT) in purchasing goods and other benefits.

Office or Division:	Municipal Social Welfare and Development Office- MPO			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All Filipino Citizen, person having difficulty or person with disabilities at any age			
CHECKLIST OF REQUIREMENTS		Where to secure		
PWD I.D.		Applicant		
1X1 I.D Picture		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit PWD I.D to the Desk Officer	1.1 Copy Name, Address, I.D No. and Date of Issue 1.2 Prepare Purchase Booklet	None	5 Minutes	<i>Ana Theresa T. Villanueva Administrative Aide I PWD Focal Person</i>
2. Received purchase booklet and sign the logbook for the release of the booklet	2.1 Release the purchase booklet to the client	None	5 minutes	<i>Ana Theresa T. Villanueva Administrative Aide I PWD Focal Person</i>
		Total payment fee: None	Total processing time: 10 minutes	



MUNICIPAL AGRICULTURE OFFICE

External Services



1. Rice Production Service

Rice farmers whose production area is located within the municipal jurisdiction of LGU-Kapalong can avail extension service regarding rice production farming, programs and services

Office or Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Rice farmers			
CHECKLIST OF REQUIREMENTS		Where to secure		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the office lobby	1.1 Give the Log Book to the client	None	1 Minute	<i>Josefina N. Balantucas</i> <i>Farm Supervisor</i>
	1.2 Lead the client to the location of the AEW concerned 1.3 Conducts briefing/ consultation to the client and prepare recommendation letter	None	25 Minutes	<i>Raffy Jones J. Quilla</i> <i>Farm Supervisor</i> Or <i>Raul V. Dela Cruz</i> <i>Municipal Agriculturist</i>
2. Receives recommendation letter from the AEW	2.1 Release recommendation letter to the client	None	5 Minutes	<i>Raffy Jones J. Quilla</i> <i>Farm Supervisor</i> Or <i>Raul V. Dela Cruz</i> <i>Municipal Agriculturist</i>
		Total Payment Fee: None	Total Processing Time: 32 minutes	



2. Corn Production Service

Corn farmers whose production area is located within the municipal jurisdiction of LGU-Kapalong can avail extension service regarding corn production farming, programs and services

Office or Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Corn farmers			
CHECKLIST OF REQUIREMENTS		Where to secure		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the office lobby	1.1 Give the Log Book to the client	None	1 Minute	<i>Josefina N. Balantucas Farm Supervisor</i>
	1.2 Lead the client to the location of the AEW concerned 1.3 Conducts briefing/ consultation to the client and prepare recommendation letter	None	25 minutes	<i>Ohwen S. Duran Agricultural Technologist Or Raul V. Dela Cruz Municipal Agriculturist</i>
2. Receives recommendation letter from the AEW	2.1 Release recommendation letter to the client	None	5 minutes	<i>Ohwen S. Duran Agricultural Technologist Or Raul V. Dela Cruz Municipal Agriculturist</i>
		Total Payment Fee: None	Total Processing Time: 32 Minutes	



3. High Value Commercial Development Production Service

Farmers who are engaged in High Valued Commercial Crops (HVCC) production and his/ her area is located within the municipal jurisdiction of LGU-Kapalong can avail extension service regarding HVCC production farming, programs and services

Office or Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	High Valued Commercial Crop farmers			
CHECKLIST OF REQUIREMENTS		Where to secure		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the office lobby	1.1 Give the Log Book to the client	None	2 minutes	<i>Josefina N. Balantucas Farm Supervisor</i>
	1.2 Lead the client to the location of the AEW concerned	None	25 minutes	<i>Artemio G. Digao Agricultural Technologist Raul V. Dela Cruz Municipal Agriculturist</i>
1.3 Conducts briefing/ consultation to the client and prepare recommendation letter				
2. Receives recommendation letter from the AEW	2.1 Release recommendation letter to the client	None	5 minutes	<i>Artemio G. Digao Agricultural Technologist Or Raul V. Dela Cruz Municipal Agriculturist</i>
		Total Payment fee: None	Total Processing Time: 32 minutes	



4. Vegetable Production Service

Vegetable farmers/ producers whose production area is located within the municipal jurisdiction of LGU-Kapalong can avail extension service regarding vegetable production farming, programs and services.

Office or Division:		Municipal Agriculture Office		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		Vegetable farmers/ producers		
CHECKLIST OF REQUIREMENTS		Where to secure		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the office lobby	1.1 Give the Log Book to the client	None	1 Minute	<i>Josefina N. Balantucas Farm Supervisor</i>
	1.2 Lead the client to the location of the AEW concerned 1.3 Conducts briefing/ consultation to the client and prepare recommendation letter	None	25 Minutes	<i>Maricar L. Bongabong Agricultural Technologist Raul V. Dela Cruz Municipal Agriculturist</i>
2. Receives recommendation letter from the AEW	2.1 Release recommendation letter to the client	None	5 Minutes	<i>Maricar L. Bongabong Agricultural Technologist Raul V. Dela Cruz Municipal Agriculturist</i>
		Total Payment Fee: None	Total Processing Time: 32 minutes	



5. Livestock and Poultry Production Service

Animal raisers and pet enthusiast whose animals is grown and production area is located within the municipal jurisdiction of LGU-Kapalong can avail extension service regarding animal (livestock, poultry, pets) production/ raising, programs and services.

Office or Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Livestock, poultry raisers and pet owners			
CHECKLIST OF REQUIREMENTS		Where to secure		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the office lobby	1.1 Give the Log Book to the client	None	2 Minutes	<i>Josefina N. Balantucas Farm Supervisor</i>
	1.2 Lead the client to the location of the AEW concerned 1.3 Conducts briefing/ consultation to the client and prepare recommendation letter	None	25 Minutes	<i>Eduardo A. Hiso Farm Supervisor Raul V. Dela Cruz Municipal Agriculturist</i>
2. Receives recommendation letter from the AEW	2.1 Release recommendation letter to the client	None	5 Minutes	<i>Eduardo A. Hiso Farm Supervisor Raul V. Dela Cruz Municipal Agriculturist</i>
		Total payment fee: None	Total processing time: 32 minutes	



6. Fish Production Service

Fisher folks whose production area is located within the municipal jurisdiction of LGU-Kapalong can avail extension service regarding fishery production farming, programs and services.

Office or Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Livestock, poultry raisers and pet owners			
CHECKLIST OF REQUIREMENTS		Where to secure		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the office lobby	1.1 Give the Log Book to the client	None	2 Minutes	<i>Josefina N. Balantucas</i> <i>Farm Supervisor</i>
	1.2 Lead the client to the location of the AEW concerned	None	25 Minutes	
	1.3 Conducts briefing/consultation to the client and prepare recommendation letter			<i>Maricar L. Bongabong</i> <i>Agricultural Technologist</i> <i>Raul V. Dela Cruz</i> <i>Municipal Agriculturist</i>
2. Receives recommendation letter from the AEW	2.1 Release recommendation letter to the client	None	2 Minutes	<i>Maricar L. Bongabong</i> <i>Agricultural Technologist</i> <i>Raul V. Dela Cruz</i> <i>Municipal Agriculturist</i>
		Total payment fee: None	Total processing time: 32 minutes	



7. Pre and Post-Harvest Service

Farmer's cooperatives, organizations and associations whose production area is located within the municipal jurisdiction of LGU-Kapalong can avail farm machineries and facilities, programs and services

Office or Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Farmer's cooperatives, organizations and associations			
CHECKLIST OF REQUIREMENTS		Where to secure		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the office lobby	1.1 Give the Log Book to the client	None	2 Minutes	<i>Josefina N. Balantucas Farm Supervisor</i>
	1.2 Lead the client to the location of the AEW concerned 1.3 Conducts briefing/ consultation to the client and prepare recommendation letter	None	25 Minutes	<i>Andrew T. Paco Farm Worker Raul V. Dela Cruz Municipal Agriculturist</i>
2. Receives recommendation letter from the AEW	2.1 Release recommendation letter to the client	None	5 Minutes	<i>Andrew T. Paco Farm Worker Raul V. Dela Cruz Municipal Agriculturist</i>
		Total Payment Fee: None	Total Processing Time: 32 minutes	



8. APC Nursery Production Service

Farmers whose production area is located within the municipal jurisdiction of LGU-Kapalong are the 1st priority that can avail service of the APC Nursery; this includes asexually propagated fruit trees, plantation crops and seedlings of forest trees.

Office or Division:		Municipal Agriculture Office		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		Farmer's cooperatives, organizations and associations		
CHECKLIST OF REQUIREMENTS		Where to secure		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the sub office lobby	1.1 Give the Log Book to the client 1.2 Check the Barangay Commodity Profile list of farmers Issue the Order of Payment	None None	7 Minutes	<i>Raffy Jones J. Quilla Farm Supervisor</i>
2. Proceed to Municipal Treasurer's Office to pay the required fees	2.1 Issue Official Receipt to the client	(see price matrix)	5 Minutes	<i>Richie Joy B. Balabat Revenue Collection Clerk I Rose N. Dianco Revenue Collection Clerk I Cherry Duque Revenue Collection Clerk I</i>
3. Presents Official Receipt to the AEW	3.1 Prepares and release seedlings to the client	None	5 Minutes	<i>Raffy Jones J. Quilla Farm Supervisor</i>
		Total payment fee: (see price matrix)	Total processing time: 17 minutes	

PAYMENT MATRIX FOR APC PRODUCT

Grafted rambutan, lemon, durian	P 35.00
Grafted lanzones	P 50.00
Grafted cacao	P 25.00



9. Farm Tractor Operation Service

Farmers whose production area is located within the municipal jurisdiction of LGU-Kapalong are the 1st priority to avail farm tractor operation service, this includes disc plowing and harrowing.

Office or Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Farmers with farm production area within the Municipality of Kapalong are the 1 st priority to avail the services, 2 nd priority are those with farm area outside Kapalong but are residents of Kapalong and last priority are outsiders			
CHECKLIST OF REQUIREMENTS		Where to secure		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the office lobby	1.1 Give the Log Book to the client 1.2 Check the Barangay Profile list of farmers 1.3 Issue the Order of Payment 1.4 Start briefing the client on their request * Farmers counterpart in tractor operation: Disc Plow – Diesoline 25 L/ Ha., Harrow – Diesoline 20L/Ha., Mobilization – Diesoline 1L/ 5 Kms.	None	8 minutes	<i>Josefina N. Balantucas Farm Supervisor Nelson D. Dela Cruz Driver/ Tractor Operator Raul V. Dela Cruz Municipal Agriculturist</i>
2. Pay the required fees at the Municipal Treasurer's Office by showing the Order of Payment	2.1 Issue the Official Receipt	Tractor rental fee – Php 2,350.00 per hectare	5 minutes	<i>Richie Joy B. Balabat Revenue Collection Clerk I Rose N. Dianco Revenue Collection Clerk I Cherry Duque Revenue Collection Clerk I</i>
3. Proceed to Municipal Agriculture Office for the scheduling of operation	3.1 Check the Official Receipt Set date for the tractor operation	None	5 minutes and it will depend on the client needs	<i>Nelson D. Dela Cruz Driver/ Tractor Operator Raul V. Dela Cruz Municipal Agriculturist</i>



		Total Payment Fee: Php 2,350.00 per hectare	Total Processing Time: 18 minutes	
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10. Issuance of Agricultural Certificate and Data

All local farmers, organizations and private companies or institutions whose concern is within the municipal jurisdiction of LGU-Kapalong can avail farm, crop damage, permit to travel and other certifications and data needed by the farmer, organizations and private companies or institutions that are allowed by the law of the Republic of the Philippines

Office or Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All farmers of Kapalong, private companies and other agriculture stakeholders			
CHECKLIST OF REQUIREMENTS		Where to secure		
Veterinary certificate (for livestock & poultry)		Provincial Veterinary Office or License Veterinarian		
Identification card		Company or Government Agencies (LTO, PRC, Voters, Postal, etc.)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the office lobby	1.1 Give the Log Book to the client	None	2 Minutes	<i>Josefina N. Balantucas Farm Supervisor</i>
2. Presents documents to the AEW	2.1 Received the required documents and check for completeness 2.2 Issue the Order of Payment if all required documents were given (Travel within the province only) Start processing the request	None	5 Minutes	<i>Josefina N. Balantucas Farm Supervisor Raul V. Dela Cruz Municipal Agriculturist</i>
3. Pay the required fees at the Municipal Treasurer's Office by showing the Order of Payment	3.1 Issue the Official Receipt	(see payment matrix)	5 Minutes	<i>Richie Joy B. Balabat Revenue Collection Clerk I Rose N. Dianco Revenue Collection Clerk I Cherry Duque Revenue Collection Clerk I</i>
4. Return to the Municipal Agriculture Office for the processing and release of Clearance or Certification or Agri.	4.1 Check the Official Receipt Issue the Clearance or Certification or Agri. Data to the client	None	5 Minutes	<i>Josefina N. Balantucas Farm Supervisor Raul V. Dela Cruz Municipal Agriculturist</i>



Data				
		Total Payment Fee: (see payment matrix)	Total Processing Time: 17 minutes	

PAYMENT MATRIX FOR THE ISSUANCE OF AGRICULTURAL CERTIFICATE AND DATA

Shipping permit (poultry and livestock) per head	Php 50.00
Agricultural data/ profile (per page)	Php 50.00



MUNICIPAL ENGINEERING OFFICE

External Services



1. Building Permit/ Electrical Permit/ Plumbing and Sanitary Permit

Building Permit: Serves as official consent to commence any construction, demolition, and addition or renovation of property or building.

Electrical Permit: Serves as a requirement for installing, replacing, removing, connecting, disconnecting or repairing electrical works except replacing fuses, receptacles, switches, and utilization equipment.

Plumbing and Sanitary Permit: Serves as requirement before the construction of new or additional, or altering existing plumbing installations, water supply, storm drainage, water purification and sewerage treatment plant. For new buildings, this is part of Building Permit application.

Office or Division:	Municipal Engineering Office			
Classification:	Complex			
Type of Transaction:	Government to Citizen, Government to Business, Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		Where to secure		
Plans and Specifications (4 sets)		Applicant		
Bill of Materials and Cost Estimates (3 copies)		Applicant		
Specifications (3 copies)		Applicant		
Zoning Certification (2 copies)		Municipal Planning and Development Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits all the requirements	1.1 Receives and Evaluates the Documents submitted by the Applicants/ Clients	None	15 Minutes	<i>Jinky M. Prudente Building Permit Clerk</i>
	1.2 Conducts Actual Building Inspection	None	2 Days	<i>Renante C. Jaya Building Inspector</i>
	1.3 Provides Assessment of Fees and Issue order of Payment	None	15 Minutes	<i>Emmanuel S. Fernandez C.E Municipal Engineer/ Building Official</i>
2. Proceeds to the Municipal Treasurer's Office to pay the required fees	2.1 Issues Official Receipt	(see payment matrix)	5 Minutes	<i>Richie Joy B. Balabat Revenue Collection Clerk</i>
3. Proceeds and brings documents to BFP for payment of Fire Safety Clearance to BFP Collector co-located at Business Permit and	3.1 Conducts Actual Building Inspection and pay FSIC Fee and approved Fire Safety Evaluation Clearance	(See Bureau of Fire Protection Payment Information	3 Days, depending on the type of transaction	<i>FO1 Niño Rey Saavedra Plan Evaluator, Fire Safety Inspector SFO1 Ruel Digal Sr. Fire Code Collecting</i>



Licensing Section		Table)		<i>Agent SFO1 Pinpin Ang Chief-Fire Safety Enforcement Section SINSP. Patricio M. Brañanola Jr. Municipal Fire Marshal</i>
4. Goes back to the Municipal Engineer's Office with the issued Fire Safety Evaluation Clearance	4.1 Records and Types all the necessary data in Application form and let the client affix his/ her signature	None	15 Minutes	<i>Jinky M. Prudente Building Permit Clerk</i>
	4.2 For Electrical Permit, Prepares the following: Building Permit, Electrical Permit, Plumbing and Sanitary Permit	None	15 Minutes	<i>Jinky M. Prudente Building Permit Clerk Edgardo B. Cahayag, Jr. REE Electrical Inspector</i>
	4.3 Approves the Building Permit	None	5 Minutes	<i>Emmanuel S. Fernandez C.E Municipal Engineer/ Building Official</i>
	4.4 Releases original copy to the client leaving copies for Office file of BFP and MEO	None	5 Minutes	<i>Jinky M. Prudente Building Permit Clerk</i>
5. Receives Permits and signs log book	5.1 Releases Building Permit, Electrical Permit and Plumbing and Sanitary Permit	None	2 Minutes	<i>Jinky M. Prudente Building Permit Clerk</i>
		Total Payment Fee: (see payment matrix)	Total Processing Time: 3 days, 1 hour and 17 minutes	

BUILDING PERMIT PAYMENT INFORMATION TABLE

1.	Land Use and Zoning	Php 15.00
2.	Line and Grade	Php 2.00/ sq.m
3.	Building: Residential Building Commercial Building, Institutional	Php 3.50/ sq.m Php 9.50/sq.m



	Building, etc.	
4.	Sanitary/Plumbing Water Closet Faucet Floor Drain	Php 6.00/ unit Php 3.00/ unit Php 1.50/ unit Total+ Php 185.00
5.	Electrical	(Php 0.80/Lighting fixture) + Php 185.00
6.	Mechanical/ Excavation	Php 3.50/ sq.m
7.	Certificate of Occupancy <i>For building cost ranging from:</i> Less than Php 100,000.00-Php 500,000.00 Php 600,000.00-Php 1000,000.00 Php 1,100,000.00-Php 1,500,000.00 Php 1,600,000.00-Php 2,000,000.00 Above Php 2,000,000.00	Php 200.00 Php 300.00 Php 400.00 Php 500.00 Php 1000.00
8.	Others, Inspection Fee: RESIDENTIAL BUILDING COMMERCIAL, INSTITUTIONAL & ETC.	Php 200.00 Php 500.00

BUREAU OF FIRE PROTECTION PAYMENT INFORMATION TABLE

1.	Fire Code Construction Tax	1/10 of 1% or 0.10% of the verified estimated value of building or structure to be erected but not to exceed Php 50,000.00
2.	Fire Safety Inspection Fee	15% of all fees charged by LGU but in no case shall be lower than Php 500.00
3.	Filing Fee for Fire Safety Evaluation Clearance (FSEC)	Php 200.00
4.	Hot Works <i>Works such as the following:</i> 1. 1-5 Welding/ Acetylene 2. 6-10 Welding/ Cutting Machine 3. More than 10 welding/Cutting Machine	Php 500.00 Php 1000.00 Php 1500.00



2. CERTIFICATE OF FINAL ELECTRICAL INSPECTION /COMPLETION

Formally marks the completion of the project where the electrical inspector had inspected and agreed with the proper installation of electrical wirings

Office or Division:	Municipal Engineering Office			
Classification:	Complex			
Type of Transaction:	Government to Citizen, Government to Business, Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		Where to secure		
Approved Building Permit		Municipal Engineer's Office		
Approved Electrical Permit		Municipal Engineer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to receiving section and submit requirements	1.1 Evaluates Documents Submitted	None	15 Minutes	<i>Jinky M. Prudente Building Permit Clerk</i>
	1.2 Conduct Actual Building Electrical Installation Inspection	None	2 Days	<i>Edgardo B. Cahayag, Jr. REE Electrical Inspector</i>
2. Receives Certificate of Electrical Completion/ Final Inspection of Electrical Works	2.1 Record and Type all the necessary data in Application form and let the client affix his/ her signature	None	15 Minutes	<i>Jinky M. Prudente Building Permit Clerk</i>
3. Proceed to BFP to secure Fire Safety Inspection Certificate	3.1 BFP inspects and issues Fire Safety Inspections Certificate	None	3 Days, depending on the type of transaction	<i>FO1 Niño Rey Saavedra Plan Evaluator, Fire Safety Inspector SFO1 Ruel Digal Sr. Fire Code Collecting Agent SFO1 Pinpin Ang Chief-Fire Safety Enforcement Section SINSP. Patricio M. Brañanola Jr. Municipal Fire Marshal</i>
4. Go back to the Municipal Engineer's Office with the issued Fire Safety Inspection Certificate	4.1 Prepare the Certificate of Completion/ Final Inspection of Electrical Works leaving copies for Office file of BFP	None	15 Minutes	<i>Jinky M. Prudente Building Permit Clerk</i>



	approved by MEO 4.2 Issues Certificate of Completion/ Final Inspection of Electrical Works	None	15 Minutes	<i>Edgardo B. Cahayag, Jr. REE Electrical Inspector Emmanuel S. Fernandez C.E Municipal Engineer/ Building Official</i>
5. Receives Certificate of Final Inspection/ Completion of Electrical Works and signs log book	5.1 Releases Certificate of Final Inspection/ Completion of Electrical Works	None	2 Minutes	<i>Jinky M. Prudente Building Permit Clerk</i>
		Total Payment Fee: (see payment matrix)	Total Processing Time: 5 days, 1 hour and 2 minutes	



3. Certificate of Occupancy

Serves to certify a building's compliance in accordance with applicable building codes and other laws, and indicating it to be in a condition suitable for occupancy.

Office or Division:	Municipal Engineering Office			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen, Government to Business, Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		Where to secure		
Approved Building Permit		Municipal Engineer's Office		
Approved Electrical Permit		Municipal Engineer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits requirements	1.1 Evaluates Documents Submitted	None	15 Minutes	<i>Jinky M. Prudente Building Permit Clerk</i>
	1.2 Conducts inspection for the readiness of occupancy	None	2 Days depending on the project location	<i>Renante C. Jaya Building Inspector</i>
	1.3 Process Certificate of Occupancy after 15 days upon completion of the building	None	15 Days and 15 Minutes	<i>Emmanuel S. Fernandez C.E Municipal Engineer/ Building Official</i>
	1.4 Issues Certificate of Occupancy	None	15 Minutes	<i>Jinky M. Prudente Building Permit Clerk Edgardo B. Cahayag, Jr. REE Electrical Inspector Emmanuel S. Fernandez C.E Municipal Engineer/ Building Official</i>
2. Receives Certificate of Occupancy and signs log book	2.1 Release Certificate of Occupancy	None	2 Minutes	<i>Jinky M. Prudente Building Permit Clerk</i>
		Total payment fee: None	Total processing time: 17 days & 47 minutes	



MUNICIPAL ENVIRONMENT AND NATURAL RESOURCES OFFICE

External Services



1. Request for Certification for Commercial Sand and Gravel Extraction Project

Mayor's Certification is being issued as one of the requirements needed in the application for Commercial Sand and Gravel Extraction project at PENRO-LGU. The office will conduct site inspection to validate the area being applied if it observed environmental concerns and site recommendation.

Office or Division:	Municipal Environment and Natural Resources Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Business			
Who may avail:	Applicant for Commercial Sand and Gravel Extraction Project			
CHECKLIST OF REQUIREMENTS		Where to secure		
Notice of Application (1 photocopy)		PENRO-LGU, Capitol Compound, Mankilam, Tagum City		
Updated Sketch Map (1 photocopy)		DENR-MGB XI, Magsaysay, Davao City		
Barangay Resolution Interposing No Objection (1 original)		Barangay Hall concerned – Secretary		
Notarized Commitment Letter (4 copies original)		Applicant		
Official Receipt (1 photocopy)		Municipal Treasurers Office Business License Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Municipal Environment and Natural Resources Office and submit the required documents.	1.1 Give the log book to the client, receive and record application for Commercial Sand and Gravel Extraction Permit.	None	28 Minutes	<i>Arthur R. Sison Jr. Construction and Maintenance Man</i>
2. Signs logbook and receive the recorded application for Commercial Sand and Gravel Extraction Project	Release the recorded permit to the Client	None	2 Minutes	<i>Ladallo V. Doronio, Jr. ME Municipal Environment and Natural Resources Officer</i>
		Total Payment Fee: None	Total Processing Time: 30 minutes	



2. Request for Special Waste Disposal Permit

The Municipality cannot cater all request for hauling of Special waste (cut branches, grass, paints, construction debris and other similar waste) to be dumped at the Municipal Dump site due to limited vehicle availability, hence the office initiates to issue Special Waste Disposal Permit to client's with private vehicle who wants to dump their waste on their preferred time

Office or Division:	Municipal Environment and Natural Resources Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Business			
Who may avail:	All residents of Municipality of Kapalong			
CHECKLIST OF REQUIREMENTS		Where to secure		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Municipal Environment and Natural Resources Office	1.1 Give the log book to the client	None	1 Minute	<i>Arthur R. Sison Jr. Construction and Maintenance Man</i>
2. Inform the MENRO Staff on the intention to get Special Waste Disposal Permit	2.1 Assess and Orient Clients on the type of Waste to be disposed of and issue Order of Payment/Payment Slip	None	5 Minutes	<i>Arthur R. Sison Jr. Construction and Maintenance Man</i>
3. Pay the required fees by showing the Payment Slip at Municipal Treasurer's Office	3.1 Issue official receipt to the client	Garbage Fee: P 360/year	5 Minutes	<i>Richie Joy B. Balabat Revenue Collection Clerk I Rose N. Dianco Revenue Collection Clerk I Cherry Duque Revenue Collection Clerk I</i>
4. Submit immediately the Official Receipt Municipal Environment and Natural Resources Office	4.1 Process the special waste permit	None	10 Minutes	<i>Arthur R. Sison Jr. Construction and Maintenance Man</i>
5. Received the Special Disposal Permit	5.1 Release the Special Disposal Permit with the Official Receipt	None	3 Minutes	<i>Arthur R. Sison Jr. Construction and Maintenance Man</i>
		Total payment fee: None	Total processing time: 24 minutes	



ECONOMIC ENTERPRISE DEVELOPMENT AND MANAGEMENT OFFICE

External Services



1. Slaughterhouse Operation

The Municipal Slaughterhouse is one of the Economic Enterprise of this Local Government where all kinds of livestock will undergo ante-mortem and post-mortem inspection before slaughter to ensure the safety of meat products fit for human consumption.

Office or Division:	Economic Enterprise Development and Management Office – Slaughterhouse			
Classification:	Simple			
Type of Transaction:	Government to Business, Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		Where to secure		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signs the Client Logbook	1.1 Give the logbook to the client and have it signed 1.2 Inspection of live animals prior to being slaughtered 1.3 Killing by electrocution of livestock and/or bleeding knife. Loosen the hair before removal. The livestock held in a scalding tank at 45 to 60 degrees 1.4 Take out of intestines and internal organs of an animal The inspection of the carcasses and parts of the animal used for human food. 1.5 Washing the animal to remove visible soiling and blood stains to improve appearance.	None	57 minutes	<i>Rogelio Pielago Meat Inspector I</i>
2. Payment of Fees	2.1 Collects Fees and Issues Official Receipts	(see payment matrix)	3 minutes	<i>Rogelio Pielago Meat Inspector I</i>
		Total payment	Total processing	



		fee: (see payment matrix)	time: 60 minutes	
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PAYMENT MATRIX FOR SLAUGHTERHOUSE OPERATION

Cattle- min	P 600.00
max	P 900.00
Hog: Matada	P120.00
Goat: Small	P150.00
Large	P 200.00
Poultry	P 10.00



2. Application of Lease for Space/Stall/Table for Public Market

All applicant of lease for space/stall/table for public market must secure first necessary requirements and permits before the actual business/operation takes place.

Office or Division:	Economic Enterprise Development & Management Office			
Classification:	Simple			
Type of Transaction:	Government to Business, Government to Citizen			
Who may avail:	Stall/Vendors/ and other Business Operators			
CHECKLIST OF REQUIREMENTS		Where to secure		
Purok Clearance		Purok Center		
Barangay Clearance		Barangay Hall		
Police Clearance		Police Station		
Community Tax Certificate		Barangay Hall/Municipal Treasurer's Office		
Application Form for Lease		Public Market Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signs the Client Logbook.	1.1 Give the Logbook to the client and have it signed	None	2 Minutes	<i>Freddie Salarza Public Market In-charge Carmen Bautista Admin. Officer V</i>
	1.2 Assess the requirements	None	15 Minutes	<i>Freddie Salarza Public Market In-charge Carmen Bautista Admin. Officer V</i>
2.1 Fill out Application for Lease.	2.1 Prepares and Approves the contract of lease.	None	30 Minutes	<i>Freddie Salarza Public Market In-charge Engr. Edgardo Cahayag Jr. EEDMO Hon. Maria Theresa R. Timbol Municipal Mayor</i>
3. Pays and receives Official Receipts.	3.1 Issuance of official receipt	(see payment matrix)	3 Minutes	<i>Freddie Salarza Public Market In-charge</i>
		Total payment fee: (see payment matrix)	Total processing time: 50 minutes	



PAYMENT MATRIX FOR THE APPLICATION OF LEASE FOR SPACE/STALL/TABLE FOR PUBLIC MARKET

Market Stall	P 20,000.00
Fruit stand	P 10,000.00
Fish & Meat Stall	P 5,000.00
Low Cost/Vegetable Stall	P 5,000.00



3. Kapalong Overland Transport Terminal

Kapalong public terminal provides adequate station for various public transport and riding public. It has also stall offered for rental to the public and monitors the entrance of all kinds of vehicle transacting business in the municipality.

Office or Division:	Economic Enterprise Development & Management Office			
Classification:	Simple			
Type of Transaction:	Government to Business, Government to Citizen			
Who may avail:	Various public transport and riding public			
CHECKLIST OF REQUIREMENTS		Where to secure		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Payment of fees	1.1 Issuance of cash tickets	(see payment matrix)	3 minutes	<i>Dioscio Semblante Administrative aide i Ticket booth collector</i>
	1.2 Issuance of Official Receipt	(see payment matrix)	5 minutes	<i>Artemio Comorposa Administrative Aide I Public terminal in-charge</i>
2. Present acquired cash ticket to ticket booth collector.	2.1 Received cash ticket	none	2 minutes	<i>Dioscio Semblante Administrative Aide I Ticket booth collector</i>
		Total payment fee: (see payment matrix)	Total processing time: 10 minutes	

PAYMENT MATRIX KAPALONG OVERLAND TRANSPORT TERMINAL

Bus:	
large	P 50.00
small	P 30.00
Jeepney	P 20.00
Tricycle	P 10.00
Toll Fees per entry:	
4wheels	P 25.00
6wheels	P 35.00
10wheelers	P 55.00
16 wheelers	P 80.00
Stall Fee per sqm.	P 5.50



4. Heavy Equipment Services

Facilitate the dispatching of heavy equipment to the implementation of road maintenance and carry out various infrastructure projects to include social services. Collects revenues through equivalent rentals

Office or Division:	Economic Enterprise Development & Management Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		Where to secure		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signs the client logbook.	1.1 Give the logbook and have it signed. 1.2 Prepares Equipment Rental Request Order.	None	2 Minutes	<i>Jovee Ann R. Arrocena Administrative Aide IV</i>
2. Pays the required rental fees.	2.1 Issues official receipt. 2.2 Approval of Equipment Rental Request Order.	(see payment matrix)	15 Minutes	<i>Genard Remitre Administrative Aide I Jay Cesar Panal Administrative Aide I Jay Marlon Lagar Administrative Aide I Jojo Lagare Administrative Aide I Fernando Atis Administrative Aide I Noel Malaga Administrative Aide I Armando Salas Heavy Equipment In-charge</i>
3. Receives approved ERRO.	3.1 Releases approved ERRO to the client.	None	15 Minutes	<i>Engr. Edgardo B. Cahayag, Jr EEDMO Armando R. Salas Heavy Equipment In-charge</i>
		Total payment fee: None	Total processing time: 32 minutes	



PAYMENT FOR HEAVY EQUIPMENT SERVICES (PER HOUR)

Dump truck	P 385.00
Payloader	P 770.00
Backhoe loader	P 770.00
Grader	P 1,100.00
Bulldozer	P 1,500.00
Road Roller	P 750.00
Self-loading	P1,200.00



5. Mechanical Services Operation

It provides repair and maintenance for both light and heavy equipment and collect equivalent mechanical fees.

Office or Division:	Economic Enterprise Development & Management Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		Where to secure		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signs the client logbook.	1.1 Give the logbook and have it signed.	None	3 minutes	<i>McMillan L. Quezon Administrative Assistant III Ignacio Gonzales Jr. Administrative Aide I</i>
2. Request for Mechanical Services.	2.1 Extend Mechanical Services. Prepares billing of the equivalent fee for services rendered.	None	8 hours	<i>McMillan L. Quezon Administrative Assistant III Ignacio Gonzales Jr. Administrative Aide I Jovee Ann R. Arrocena Administrative Aide IV</i>
3. Pays the required fees and receives Official Receipt.	3.1 Issues Official Receipts	(see payment matrix)	5 minutes	<i>Jovee Ann R. Arrocena Administrative Aide IV</i>
		Total Payment fee: (see payment matrix)	Total Processing Time: 8 hours and 8 minutes	

PAYMENT MATRIX FOR MECHANICAL SERVICES OPERATION

Heavy Equipment	
Engine	P 8,800.00
Diff.	P22,000/11,000/9,000
Change Oil	P 700.00
Tune-up	P 1,320.00
Assembly	P 550.00
Light Vehicle	
Engine	P 6,000.00
Diff.	P 3,500.00
Change Oil	P250.00
Tune-up	P550.00



Assembly	P220.00
Motorcycle	
Engine	P 720.00
Diff.	P 55.00
Change Oil	P 55.00
Tune-up	P 55.00
Assembly	P 55.00



6. Training Center Hall Rental

Accommodation of interested individuals or groups that will hold trainings, seminars, conference, birthdays and any other related activities. This generates revenue through imposition of fees.

Office or Division:	Economic Enterprise Development & Management Office			
Classification:	Simple			
Type of Transaction:	Government to Government, Government to Business, Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		Where to secure		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signs the client logbook	1.1 Give the logbook and have it signed.	None	3 Minutes	<i>Jovee Ann R. Arrocena Administrative Aide IV</i>
2. Fill out Request Form for rental.	2.1 Receives request form and issues order slip.	None	5 Minutes	<i>Jovee Ann R. Arrocena Administrative Aide IV</i>
3. Payment of fees.	3.1 Issuance of Official Receipt 3.2 Approval of Request Form and accommodation of rental	(see payment matrix)	5 Minutes	<i>Jovee Ann R. Arrocena Administrative Aide IV</i>
		Total Payment (see payment matrix)	Total Processing Time: 13 minutes	

PAYMENT MATRIX FOR TRAINING CENTER HALL RENTAL

Airconditioned	P430.00
Non-airconditioned	P380.00



7. Municipal Townsquare Venue Rental

Accommodation of interested individuals or groups that will hold trainings, seminars, conference, and any other related activities. This generates revenue through imposition of fees.

Office or Division:	Economic Enterprise Development & Management Office			
Classification:	Simple			
Type of Transaction:	Government to Government, Government to Business, Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		Where to secure		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signs the client logbook	1.1 Give the logbook and have it signed.	None	3 Minutes	<i>Jovee Ann R. Arrocena Administrative Aide IV</i>
2. Fill out Request Form for rental.	2.1 Receives request form and issues order slip.	None	5 Minutes	<i>Jovee Ann R. Arrocena Administrative Aide IV</i>
3. Payment of fees.	3.1 Issuance of Official Receipt 3.2 Approval of Request Form and accommodation of rental	P300/hour	5 Minutes	<i>Jovee Ann R. Arrocena Administrative Aide IV</i>
		Total Payment: P 300.00/ hour	Total Processing Time: 13 minutes	



8. Gymnasium Venue Rental

Accommodation of interested individuals or groups that will hold trainings, seminars, conference, and any other related activities. This generates revenue through imposition of fees.

Office or Division:	Economic Enterprise Development & Management Office			
Classification:	Simple			
Type of Transaction:	Government to Government, Government to Business, Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		Where to secure		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signs the client logbook	1.1 Give the logbook and make it sign.	None	3 Minutes	<i>Jovee Ann R. Arrocena Administrative Aide IV</i>
2. Fill out Request Form for rental.	2.1 Receives request form and issues order slip.	None	5 Minutes	<i>Jovee Ann R. Arrocena Administrative Aide IV</i>
3. Payment of fees.	3.1 Issuance of Official Receipt 3.2 Approval of Request Form and accommodation of rental	P 300/hour	5 Minutes	<i>Jovee Ann R. Arrocena Administrative Aide IV</i>
		Total Payment P300.00/ hour	Total Processing Time: 13 minutes	



9. Public Market Operation

The public market is one of the economic enterprises of LGU as the center of trade where buying and selling of commodities are engaged. This generates revenue through imposition of fees and rentals.

Office or Division:	Economic Enterprise Development & Management Office			
Classification:	Simple			
Type of Transaction:	Government to Business, Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		Where to secure		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signs the client logbook	1.1 Give the logbook and make it sign.	None	2 Minutes	<i>Carmen Bautista Administrative Officer V</i>
2. Request of monthly billing for rental.	1.2 Prepares and issues monthly billing to the client.	None	15 Minutes	<i>Freddie Salarza Administrative Aide I</i>
3. Pays monthly rental	1.3 Issues Official Receipts.	(see payment matrix)	3 Minutes	<i>Freddie Salarza Administrative Aide I Carmen Bautista Administrative Officer V</i>
		Total Payment (see payment matrix)	Total Processing Time: 20 minutes	

PAYMENT MATRIX FOR PUBLIC MARKET OPERATION (PER DAY)

Class A stall (sq.)	P 1.25
Fowl/Meat/Table	P 7.50
Fish/Crustaceans/table/day	P 5.90
Vegetables stalls	P 3.25
Low Cost Bldg. stall	P 2.00
Fruit stand/stall/day	P 18.00



MUNICIPAL DISASTER AND RISK REDUCTION MANAGEMENT OFFICE

External Services



1. Disaster Risk Reduction and Management 24/7 Search and Rescue Operation

The immediate action of MDRRM Operation Center 24/7 Operation in response to all types of emergencies

Office or Division:	Disaster Risk Reduction and Management Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Business, Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		Where to secure		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call for emergency incidents (all types)	1.1 Receive call, indicating complete detail including name, age, address, type of incident or case	None	2 Minutes	<i>Jaiasent G. Cabactulan Administrative Aide I</i>
	1.2 Deployment of Response Team	None	w/ 10 minutes upon the time of call	
	1.3 Conduct Emergency Response in the site of incident	None	on set of incidents required	
	1.4 Return and logging of incident in the Operation center	none	5 minutes	
		Total payment fee: None	Total Processing Time: depends upon the call time	



2. Issuance of Certifications

The service provided to clients who seek for hazard certification, risk certification, incident certification and other certifications related to claims affected by any form of disaster.

Office or Division:	Disaster Risk Reduction and Management Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Business, Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		Where to secure		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign log -in log Book at MDRRMO	1.1 Give Logbook to Client	None	1 Minute	<i>Dymphna T. Palapar Local DRRM Officer II</i>
2. Client to issuing in charge In-Charge	2.1 Entertain Client for certification preparation Issue payment slip to client for certification fee	None None	5 minutes	<i>Dymphna T. Palapar Local DRRM Officer II</i>
3. Payment of Certification Fee	3.1 Issue official receipt	Php 50.00	5 minutes	<i>Richie Joy B. Balabat Revenue Collection Clerk I Rose N. Dianco Revenue Collection Clerk I Cherry Duque Revenue Collection Clerk I</i>
4. Return to MDRRMO to claim certification w/ Official Receipt	4.1 Receive OR, indicate number to certification, dry seal and release to client	None	10 minutes	<i>Dymphna T. Palapar Local DRRM Officer II</i>
		Total payment fee: P 50.00	Total processing time: 21 minutes	



3. Disaster Risk Reduction and Management Trainings and Information Education Campaign

Serving as resource person in multi-sectoral conduct of capability building, information education campaign on DRRM and disaster preparedness, hazard and risk assessment.

Office or Division:	Disaster Risk Reduction and Management Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Business, Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		Where to secure		
Request letter		Requesting party		
Approved Program/ Activity Design (Government)		Requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign Log -in Log Book at MDRRMO	1.1 Give Logbook to Client	None	1 Minute	<i>Dymphna T. Palapar Local DRRM Officer II</i>
2. Endorse Client to Training In-Charge	2.1 Entertain Client on the Scheduling of Training	None	5 Minutes	<i>Dymphna T. Palapar Local DRRM Officer II</i>
		Total Payment Fee: None	Total Processing Time: 6 minutes	



4. Disaster Risk Reduction and Management Plan Review and Endorsement

Barangay Disaster Risk Reduction and Management Plan process for the approval to the Sangguniang Bayan adhering to the prescribed template and Program, Activities and Project as mandated in RA 10121.

Office or Division:	Disaster Risk Reduction and Management Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	BDRRMC in the Municipality			
CHECKLIST OF REQUIREMENTS		Where to secure		
EO Organizing BDRRMC		Respective Barangays		
BDRRMC and Sangguniang Barangay Resolution				
Barangay Endorsement				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign Log -in Log Book at MDRRMO	1.1 Gives Logbook to Client	None	1 Minute	<i>Dymphna T. Palapar Local DRRM Officer II</i>
2. Client to Reviewing In- Charge	2.1 Entertain Client & review the draft plan for final printing	None	10 Minutes	<i>Dymphna T. Palapar Local DRRM Officer II</i>
3. Sign Log -in Log Book at MDRRMO	3.1 Gives Logbook to Client	None	1 Minute	<i>Dymphna T. Palapar Local DRRM Officer II</i>
4. Endorsement of BDRRM Plan to in charge	4.1 Receives sets of BDRRM Plans indicating time and date	None	1 Minute	<i>Dymphna T. Palapar Local DRRM Officer II</i>
	4.2 Endorses to the Sangguniang Bayan for agenda /concurrence	None	5 Minutes	<i>Dymphna T. Palapar Local DRRM Officer II</i>
5. Receive the SB approved and adopted BDRRM Plan	5.1 Facilitates receiving the copies of BDRRM Plan to BDRRMC Representative	None	1 Minute	<i>Dymphna T. Palapar Local DRRM Officer II</i>
	5.2 Archiving file copy of approved plan			
		Total payment fee: None	Total processing time: 19 minutes	



OFFICE OF THE MUNICIPAL LOCAL GOVERNMENT OPERATIONS OFFICER

External Services



1. Certificate of Incumbency and Travel Authority

Certificate of Incumbency and Travel Authority is issued to Barangay Officials

Office or Division:	Department of the Interior and Local Government (DILG)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Barangay Officials			
CHECKLIST OF REQUIREMENTS		Where to secure		
Letter Request from Barangay		Barangay		
Oath of Office, BOIS, master list of Barangay officials		Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign Log -in Log Book and submit requirements	1.1 Hands in logbook to Client 1.2 Verifies the completeness of the requirements 1.3 Prepare endorsement and submit to DILG Provincial Office	None	2 Days and 1 Hour	<i>Kim Lester V. Chan MLGOO VI</i>
2. Receive the Certificate of Incumbency and Authority to Travel abroad	2.1 Issue Certificate of Incumbency and Authority to Travel Abroad to the client	None	5 Minutes	<i>Kim Lester V. Chan MLGOO VI</i>
		Total payment fee: None	Total processing time: 2 days, 1 hour and 5 minutes	



FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	To be provided by Public Assistance Complaint Desk (PACD) Officer and drop it in the feedback and complaint box.
How feedbacks are processed	<p>The Human Resource Management Office through its authorized personnel collect and open feedback form from the drop box every Monday morning.</p> <p>The HRM Office will consolidate the feedback, verify their nature and refer the same to the office concerned.</p>
How to file a complaint	Fill out the complaint form available at Public Assistance Complaint Desk (PACD) of the concerned office and drop the filled-up complaint form at the feedback and complaint drop box.
How complaints are processed	<p>The Human Resource Management Office through its authorized personnel will collect and open the feedback and complaints from each drop box every Monday.</p> <p>The HRMO will consolidate the complaint/s, verify their nature and refer the same to the office concerned.</p>
Contact Information of the Human Resource Management Office	(084) 807-0002
Contact Information of CCB, PCC, ARTA	8888- Presidential Complaints Center 0908-8816565- CSC Contact Center ng Bayan 8478- 5093- Anti- Red Tape Authority



LIST OF OFFICES

Office	Address	Contact Information
Office of the Mayor	Maniki, Kapalong, Davao Del Norte	09274978253
Office of the Municipal Vice-Mayor	Maniki, Kapalong, Davao Del Norte	09213074802
Office of the Secretary to the Sanggunian	Maniki, Kapalong, Davao Del Norte	09557438731
Office of the Municipal Administrator	Maniki, Kapalong, Davao Del Norte	09176232309
Municipal Human Resource Management Office	Maniki, Kapalong, Davao Del Norte	091711387446
Municipal Planning and Development Office	Maniki, Kapalong, Davao Del Norte	091711065350
Municipal Civil Registrar's Office	Maniki, Kapalong, Davao Del Norte	09168526145
Municipal Accounting Office	Maniki, Kapalong, Davao Del Norte	09773905238
Municipal Treasurer's Office	Maniki, Kapalong, Davao Del Norte	09178935091
Municipal Assessor's Office	Maniki, Kapalong, Davao Del Norte	09359722311
Municipal Information Office	Maniki, Kapalong, Davao Del Norte	09219245959
Municipal Health Office	Maniki, Kapalong, Davao Del Norte	09176225875
Municipal Social Welfare and Development Office	Maniki, Kapalong, Davao Del Norte	09559460949
Municipal Agriculture Office	Maniki, Kapalong, Davao Del Norte	09176755768
Municipal Engineering Office	Maniki, Kapalong, Davao Del Norte	09757256321
Municipal Environment and Natural Resources Office	Maniki, Kapalong, Davao Del Norte	09358668329
Economic Enterprise Development and Management Office	Maniki, Kapalong, Davao Del Norte	09064768565
Municipal Disaster and Risk Reduction Management Office	Maniki, Kapalong, Davao Del Norte	09358668329