



**MUNICIPAL GOVERNMENT OF PAETE**

**CITIZEN'S CHARTER**

2021 (1<sup>st</sup> Edition)

# MUNICIPAL GOVERNMENT OF PAETE

## Profile

### **I. Mandate:**

The Municipal Government of Paete shall exercise the powers expressly granted, those necessarily implied there from 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. Further, the local government 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 and appropriate and self-reliant scientific and technological capabilities, improve public morals, economic prosperity and social justice, promote full employment among their residents, maintain peace and order and preserve the safety and convenience of their inhabitants.

### **II. Vision:**

PAETE, LAGUNA: “*The Carving Capital of the Philippines*”, endowed with rich natural resources, renowned for world-class artist, with God-centered, warm and industrious people living in a dynamic and peaceful society under a consultive, participative, responsive and ethical leadership towards people empowerment through transparency and good governance.

### **III. Mission:**

The Municipal Government of PAETE aims to preserve its arts, heritage, culture and good social values, nurture and enhance its human and natural resources to sustain socio-economic development by providing efficient and effective programs, project and policies that will protect and manage its ecological, human resources and promote its distinctive art products worldwide.

### **IV. Service Pledge:**

Advocate for the adoption of effective government practices for efficient government service delivery and prevention of graft and corruption; Capacitate government agencies to reengineer its systems and procedures to reduce processing time and regulatory burden for the transacting public; Promote the implementation of simplified requirements and procedures that will reduce red tape and expedite business and non-business related transactions in the government; Provide assistance to the public in filing and investigating complaints against government agencies and/or officials for non-compliance to R.A. 11032. Attend to all applicants or requesting parties who are within the premises of the office prior to the end of official working hours and during lunch break.



# **OFFICE OF THE MUNICIPAL MAYOR**

## **Service Category**

- Affidavit Of Loss / Joint Affidavit Of Late Or Delayed Registration Of Birth, Death And Marriage / Affidavit Of Consent To Use Property Without Rental, Bir Registration And Exception / Of Cohabitation / Article 34 / Of Two Adjoining Owner / Of Explanation (Correct Name, Place Of Birth, Birthdate, Gender, Of No Income, No Tenant, No Relative, Of The Same Name, Etc.) / Out Of Town Registration / Of Transfer Of Benefits / Of Heirs / Of Adjudication / Supplemental Report / Proof Of Employment / Of Scholarship And Others.**

### Service Information

<b>Office or Division:</b>	OFFICE OF THE MUNICIPAL MAYOR			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2C – GOVERNMENT TO CITIZEN			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
CEDULA		BARANGAY or TREASURY OFFICE OF LGU		
OFFICIAL RECEIPT		TREASURY OFFICE OF LGU		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure and bring the necessary requirements needed. 1.1 Present the necessary documents needed in preparation of affidavit such as Passport No., Savings Account No., PT No. of Loan Company, ID No., Proof of residency and other documents needed.	1. State the necessary requirements for the Affidavit.	P150.00	2 minutes	<b>Jose Mario P. Cadapan</b> <i>(M.O. Clerk)</i>  and <b>Orlyn Q. Bagabaldo</b> <i>(Municipal Administrator)</i>
2. Pay the Affidavit fee at Treasury Office. <i>Note: Affidavit fee is NOT required for indigents and in case of Affidavit of Loss in Senior Citizen ID only.</i>	2. Prepare the Affidavit and let the client review/peruse it for correction.		15 minutes	<b>Jose Mario P. Cadapan</b> <i>(M.O. Clerk)</i>  and <b>Orlyn Q. Bagabaldo</b> <i>(Municipal Administrator)</i>
3. After payment and review, the client will sign the Affidavit on top of his name	3. The LCE then sign the Affidavit after the review and signature of client.		2 minutes <i>(Note: depending of the availability of LCE's presence)</i>	<b>Hon. Rojilyn Q. Bagabaldo</b> <i>(Municipal Mayor)</i>
	4. Dry seals the Affidavit on top of LCE signature.		30 seconds	Office of the Mayor Staff

**2. Issuance Of Mayors Permit For The Use Of Paete Town Plaza And Agarao Basketball Covered Court.**

**Service Information**

<b>Office or Division:</b>	OFFICE OF THE MUNICIPAL MAYOR			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2C – GOVERNMENT TO CITIZEN			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
REQUEST LETTER TO USE PLAZA OR ACC			PERSONAL	
OFFICIAL RECEIPT			TREASURY OFFICE OF LGU	
<hr/>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p>1. File a request letter in duplicate stating the date and time of usage.</p> <p>1.1 Formal written request done in duplicate stating the date and time desired.</p> <p>1.2 If there is NO conflict in schedule, proceed to the Treasurer's Office for payment of fees.</p>	<p>1. Prepare a statement to the client endorsing to Treasury Office for the equivalent amount of time of rent.</p>	<p>P100.00 per hour for Paete Town Plaza (day and night)</p> <p>and</p> <p>P100.00 per hour daytime rate in Agarao Covered Court,</p>	<p>2 minutes</p>	<p><b>Orlyn Q. Bagabaldo</b> <i>(Municipal Administrator)</i></p>
<p>2. Pay the Mayor's Permit fee at Treasury Office.</p> <p>2.1 Present the Official Receipt to the personnel in charge.</p> <p>2.2 Accept and receiving of the permit to be presented to ACC and Plaza Caretaker/s.</p>	<p>2. Prepare the necessary permit for the use of either Paete Town Plaza or Agarao Covered Court (ACC).</p>	<p>P200.00 per hour during night (6:00PM-9:00PM only)</p>	<p>10 minutes</p>	<p>Treasury Office and <b>Orlyn Q. Bagabaldo</b> <i>(Municipal Administrator)</i></p>

### 3. Issuance Of Burial Permit And Cemetery Condominium Contract.

#### Service Information

<b>Office or Division:</b>	OFFICE OF THE MUNICIPAL MAYOR			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2C – GOVERNMENT TO CITIZEN			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
DEATH CERTIFICATE (for Burial Permit)		FUNERAL SERVICE or MCR		
CEDULA (for Condominium Contract)		BARANGAY or TREASURY OFFICE OF LGU		
OFFICIAL RECEIPT		TREASURY OFFICE OF LGU		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure and bring the necessary requirements needed (Burial Permit). 1.1 Present the necessary documents to receive a 2 copy of Forms of Burial Permit. 1.2 Accomplished the form and have signed by Municipal Cemetery Caretaker for proof of available condominium for Clearing Officer signature. 1.3 Present the Certificate of Death to Municipal Civil Registrar for registration. 1.4 Send a copy of the form to the Office of the Mayor to be signed by the LCE.	1. State the necessary requirements for the Affidavit.	P50.00 for Burial Permit (Senior Citizen is entitled for free fee)  and  P200.00 for Condo Contract for 5 years	20 minutes	<b>Jose Mario P. Cadapan</b> <i>(M.O. Clerk)</i>  <b>Orlyn Q. Bagabaldo</b> <i>(Municipal Administrator)</i>  <b>Frederick M. Dalhag</b> <i>(Municipal Cemetery Caretaker)</i> and <b>Jonathan T. Castillo</b> <i>(Treas. Office Clerk)</i>  <b>Nenita B. Gajitos</b> <i>(MCR Officer)</i>  <b>Orlyn Q. Bagabaldo</b> <i>(Municipal Administrator)</i>
2. Pay the Burial Permit and Condominium Contract fee at Treasury Office. 2.1 Present the latest CTC of client for the contract.	2. Prepare the Contract for the client holding documents for 5 years.		5 minutes	<b>Jose Mario P. Cadapan</b> <i>(M.O. Clerk)</i>
3. After payment and review, the client will sign the Affidavit on top of his name	3. The LCE then sign the Contract after the review and signature of client.		2 minutes (Note: depending of the availability of LCE's presence)	<b>Hon. Rojilyn Q. Bagabaldo</b> <i>(Municipal Mayor)</i>

**4. ISSUANCE OF MAYOR'S CLEARANCE / CERTIFICATE OF SCHOLARSHIP / OF GOOD MORAL CHARACTER / OF AUTHORIZATION / NO BUSINESS / OF RESIDENCY / JOB RECOMMENDATION AND OTHERS.**

**Service Information**

<b>Office or Division:</b>	OFFICE OF THE MUNICIPAL MAYOR			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2C – GOVERNMENT TO CITIZEN			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
CEDULA			BARANGAY or TREASURY OFFICE OF LGU	
OFFICIAL RECEIPT			TREASURY OFFICE OF LGU	
DOCUMENTARY STAMP			ASSESSOR OFFICE OF LGU	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure and bring the necessary requirements needed. 1.1 (for Certificate of Scholarship) Present the latest CTC of parent's concern of their child application for scholarship. 1.2 (for good moral and the rest stated above) Present the latest CTC and Doc Stamp of the applicant/s.	1. State the necessary requirements for the Certification needed.	P75.00 (Student and Job seeker exempt from the fee)	10 minutes	<b>Jose Mario P. Cadapan</b> (M.O. Clerk)
2. Pay the necessary Permit fee at Treasury Office. <i>Note: Fee is exempted for students and Job seeker as a simple act of assistance for them.</i>	2. Prepare the necessary Certification or documents needed by the client.		5 minutes	<b>Jose Mario P. Cadapan</b> (M.O. Clerk)
3. Present the Original Receipt for proof of payment to be attached in the certification. <i>(if necessary)</i>	3. The LCE then sign the Certification after the review and approval of client.		2 minutes  (Note: depending of the availability of LCE's presence)	Treasury Office
	4. Dry seals the Certification on top of the documentary stamp.		30 seconds	Office of the Mayor Staff

## VII. BUSINESS PERMIT ANG LICENSING OFFICE

### 1. NEW & RENEWAL BUSINESS APPLICATION

<b>Office or Division:</b>	BUSINESS PERMIT AND LICENSING OFFICE			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2C – GOVERNMENT TO CITIZEN G2B – GOVERNMENT TO BUSINESS			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Barangay Clearance		Respective Barangays		
2. Proof of Business Registration		DTI/ SEC/ CDA		
3. Contract of Lease (if Lease)		Space Owner		
4. Basis of Computing of Taxes & Fees		Respective Bookkeepers		
5. Other Clearances		Based on required by Law		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit fully accomplish Application Form with complete requirements attached.	1. Accepts complete application form. 2. Verify on records and assess all fees required. 3. Process thru backroom operations of OBO, BFP, Sanitary, Zoning.	NONE	20 mins	Frank Albert N. dela Rosa, BPLO
1. Accept Tax Order of Payment	2. Issues Tax Order of Payment	NONE	10 mins.	Frank Albert N. dela Rosa, BPLO
1. Pay the corresponding fees and received Business Permit	Proceed to the Cashier and BPLO			Mun. Treasury BPLO





# **MUNICIPAL TRICYCLE FRANCHISE & REGULATORY BOARD**

**Service Category**

**REGULAR FRANCHISE & TEMPORARY PERMITS**

# 1 NEW BUSINESS PERMIT

## Service Information

<b>Office or Division:</b>	MUNICIPAL TRICYCLE FRANCHISE & REGULATORY BOARD			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2C – GOVERNMENT TO CITIZEN			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
FOR TRICYCLE OPERATORS:		Barangay where the applicants resides		
1. Barangay Certificate of Residency				
2.Voter's ID or Certification (active voter)		COMELEC		
3.Certificate of Registration (CR) & Official Receipt (OR) of Motor from Land Transportation Office		Land Transportation Office		
3.a.For Second Hand Owners				
a. Notarized Deed of Sale				
3.b. With No Plates				
a. Authorization or Certification declaring No Plate Available classified as:				
a.1 "For Hire" or Yellow Plated				
b.2. "Private".or Green Plated				
4. Certificate Of Attendance for Tricycle Operators & Drivers Seminar		MTFRB		
5. Certificate of Tricycle Parking Space/Garage		Barangay where the tricycle is being parked		
6. Tricycle pictures (front Rear & sideway clearly showing the plate number)		Owner		
7. Tricycle Inspection for Road Worthy		MTFRB's assigned Inspector		
8. Certification from Accredited Tricycle Federation		Federation of Paete Tricycle Operators & Drivers Association		
FOR TRICYCLE DRIVERS:		Barangay where the applicants resides		
1. Barangay Clearance		Land Transportation Office		
2. Professional Driver's License		MTFRB		
3.Certificate Of Attendance for Tricycle Operators & Drivers Seminar		Federation of Paete Tricycle Operators & Drivers Association		
4. Certification from Accredited Tricycle Federation		MTFRB		
5. Identification Card				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Secure the necessary initial requirements from different agency	1. Verified the submitted initial requirements	:	5 minutes	MTFRB Secretariat

2.Fill up the application forms for Regular Franchise/Temporary Permits	2. Check the application forms if fully accomplished		5 minutes	MTFRB Secretariat
3.Attached the initial requirements	3. Examine if the requirements are all attached		5 minutes	MTFRB Secretariat
4.Submit the application forms together with the initial requirements	4. Verified & check if properly accomplished Then schedule unit for inspection		10 minutes	MTFRB Secretariat
5. Wait for the schedule unit inspection	5. Refer the unit to assigned inspector		10 minutes	MTFRB assigned Inspector
6. Get the Order of Payment for Franchise, Mayor's Permit, ID & pay the amount at the Treasurer's Office	6. Compute the fees for payment	REGULAR FRANCHISE: Tricycle Franchising Fee – P200.00 Inspection Fee P60.00  Mayor's Permit P650.00  TEMPORARY PERMITS: Tricycle Franchising Fee – P400.00 Inspection Fee P60.00  Mayor's Permit P450.00  DRIVER'S PERMIT:  Occupational Fee - P120.00 Identification Card - P100.00	5 minutes	MTFRB Secretariat

		Change Motor P400.00 Change Sidecar P200.00		
7..Present the Official Receipt to the MTFRB personnel	7.Prepare the Franchise permit & submit to the signatory		5 minutes	MTFRB Secretariat
8. Wait for the approval/releasing of the Franchise	8. Release the Franchise Permit, Mayor's Permit, ID		5 minutes	MTFRB Secretariat
9. Sign the duplicate copy of the Franchise prior to the release	9.Have the duplicate copy of the Franchise Permit signed by the Grantee		5 minutes	MTFRB Secretariat
10. See to it that the corresponding tricycle sticker is posted on the sidecar by MTFRB personnel	10. Have the corresponding sticker to designated MTFRB personnel to be posted on the sidecar		5 minutes	MTFRB Secretariat

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Through Dropbox , personal or in writings
How feedbacks are processed	Discussed with the members of the MTFRB
How to file a complaint	Put in writing the complaints with their signature, if minors with their parents or guardians
How complaints are processed	Letter is sent to person concerned with the attached complaint /s
Contact information of CCB, PCC, ARTA	



**OFFICE OF THE HON. SANGGUNIANG BAYAN**

**LEGISLATIVE**

## REQUEST FOR A COPY OF RESOLUTIONS, ORDINANCES, MINUTES OF MEETING AND MINUTES OF SESSION

### Service Information

<b>Office or Division:</b>	OFFICE OF THE HON. SANGGUNIANG BAYAN			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2C – GOVERNMENT TO CITIZEN G2G- GOVERNMENT TO GOVERNMENT			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter of request for a copy of the document				
2. Payment fee for the document		Office of the Municipal Treasurer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit a letter of request for a copy of the needed document to the SB Staff.	Acknowledge the receipt of the document	None	3-5 mins.	Mrs. Sheryll R. Baldemor Mrs. Sheila L. Caday
2. Fill up application form for the requested document to be given by SB Staff.		None	3-5 mins.	Mrs. Sheila L. Caday
3. Pay the amount of fee in the Office of the Municipal Treasurer.		Php 100.00	5 mins.	Mrs. Jobeth S. Valdecantos
4. Present the Official Receipt and acknowledge the receipt of the document.	Release of the requested document	None	10 mins.	Mrs. Ana Victoria A. Ramos

## ACCREDITATION OF NON-GOVERNMENT ORGANIZATION (NGO'S)

### Service Information

<b>Office or Division:</b>	OFFICE OF THE HON. SANGGUNIANG BAYAN			
<b>Classification:</b>	COMPLEX			
<b>Type of Transaction:</b>	G2C – GOVERNMENT TO CITIZEN G2G- GOVERNMENT TO GOVERNMENT			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter of request for accreditation to the SB Office.				
2. By-Laws with Official Logo of NGO's				
3. Pictures and accomplishments of the organization				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit a letter of request together with the Application Form for Accreditation and by-laws of the organization to the SB Office.	Receipt of the form for accreditation.	None	5 mins.	Mrs. Sheryll R. Baldemor
	1. The application will be read on the Regular session of the Hon. Sangguniang Bayan of Paete, Laguna.		1 day	Mrs. Ana Victoria A. Ramos
	2. The application will be forwarded to Committee on Rules and Privileges, NGO's, PO's and CO's.		1 day	Hon. Aurelio P. Paraiso Mun. Vice-Mayor
2. Attend Committee Hearing as scheduled by the Chairman of NGO's/PO's and	3. There will be a Committee Hearing wherein the officers of the NGO's will be invited by the Committee on		30 mins.	Hon. Aurelio P. Paraiso Mun. Vice-Mayor SB Chairman, Committee on Peace, Order & Public

CO's.	Rules and Privileges, NGO's, PO's and CO's.			Safety/NGO's, PO's at CO's
	4. Proposed resolution for accreditation will be submitted for first reading on its regular session.	None	1 day	Coun. Hermie B. Bagongahasa Vice-Chairman Committee on Peace, Order & Public Safety/NGO's, PO's at CO's
3. Officers of the Organization applying for the NGO's must attend to the regular session of the Hon. Sangguniang Bayan.	5. The officers applying for accreditation will be invited on the regular session of the Hon. Sangguniang Bayan for an opportunity to introduce and present their by-laws to the Hon. Sangguniang Bayan.	None	1 hour	Coun. Hermie B. Bagongahasa Vice-Chairman Committee on Peace, Order & Public Safety/NGO's, PO's at CO's
	5. Proposed Resolution will be deliberated on the First Reading and internal Rules will be suspended for the urgent deliberation and ratification of the said accreditation.			Coun. Hermie B. Bagongahasa Vice-Chairman Committee on Peace, Order & Public Safety/NGO's, PO's at CO's
	6. Upon approval, the resolution will be printed and signed by the concerned officials			Mrs. Ana Victoria A. Ramos
4. Acknowledge the copy of accreditation and certificate of accreditation.	7. Release a copy of resolution with Cert of Accreditation which will be given to the newly accredited NGO's.		20 mins.	Mrs. Sheila L. Caday Mr. Moises G. Afuggol

# FILING OF ADMINISTRATIVE COMPLAINTS FOR ELECTIVE BARANGAY OFFICIALS AND PETITION FOR APPROPRIATE ACTION OF THE HON. SANGGUNIANG BAYAN

Service Information

<b>Office or Division:</b>	HON. SANGGUNIANG BAYAN OFFICE			
<b>Classification:</b>	HIGHLY TECHNICAL			
<b>Type of Transaction:</b>	G2C – GOVERNMENT TO CITIZEN G2G- GOVERNMENT TO GOVERNMENT			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Administrative Complaints: 1. Duly notarized affidavit of complaint stating the name, position and offense made by the elected official being complained of and a chronological statement of events which is duly signed by the complainant. 2. Affidavit of witness/es.				
Petition letter: 1. Letter indicating the requested petition duly signed by petitioners. 2. Pictures or other documents to support the petition.				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>Administrative Complaint:</b> 1. Submit complaint/petition thru writing	Receipt of the submitted document.			Mrs. Sheryll R. Baldemor
	1. The letter will be read during Regular session of the Hon. Sangguniang Bayan	None	5 mins.	Mrs. Ana Victoria A. Ramos
	2. The letter will be forwarded to the concerned SB	None	5 mins.	Hon. Aurelio P. Paraiso Mun. Vice-Mayor

	Chairman for appropriate action.			
	3.The Hon. Vice Mayor will response to the said letter to inform the person regarding the status of his/her complaint.	None	10 mins	Hon. Aurelio P. Paraiso Mun. Vice-Mayor Mrs. Ana Victoria A. Ramos
	4. If it is a formal complaint, the procedure for the handling of the administrative complaint will be observed pursuant to Res. No. 005 s. 2004, Ordinance No. 182 s. 2004 of the Hon. Sangguniang Bayan of Paete, Laguna.	None	42 days	Hon. Emerito B. Gajitos Chairman, Comm. On Rules and Privileges Hon. Sangguniang Bayan Mrs. Ana Victoria A. Ramos
	5. If it is a petition letter, meetings or public hearing will be held.	None	30 days	Chairman of the concerned committee
	6. Prepare the response for administrative complaint or petition letter.	None	20 mins.	Hon. Aurelio P. Paraiso Mun. Vice-Mayor Mrs. Ana Victoria A. Ramos
Acknowledge the receipt of a copy of the Resolution.	7. Release of the Resolution or response to the complainant or petitioner.	None	20 mins.	Mrs. Sheila L. Caday Mr. Moises G. Afuggol



# OFFICE of the MUNICIPAL PLANNING and DEVELOPMENT COORDINATOR

## Service Category



## **I. Mandate:**

As mandated by law, the OFFICE of the MUNICIPAL PLANNING and DEVELOPMENT COORDINATOR (MPDC) shall function as the backbone of a Local Government Unit. Thus, the office formulates the integrated economic, social, physical and other development plans and policies for consideration of the local government and the Local Development Council. Furthermore, it also conducts continuing studies, researches and training programs necessary to evolve plans and programs for implementation. It also monitors and evaluates the implementation of the different development programs, projects and activities in the local government unit concerned in accordance with the approved development plan.

## **II. Vision:**

A dynamic and responsive organization with responsible, committed, pro-active and innovative staff equipped with new capabilities to generate and utilize a vast array of information and technology to evolve socio-economic, physical, cultural and environmental development frameworks and policies and able to work harmoniously with other local government functionaries to support the local government achieve its development goals.

## **III. Mission:**

To provide an effective and efficient mechanism that promotes better quality services through the utilization of accurate, well-processed quality information and technology that will enhance pro-active, responsive and accountable decision-making and local governance.

## **IV. Service Pledge**

To fully implement programs, projects and activities that enhance the socio-economic status of the marginalized sector and well-managed environment and natural resources for the benefit of all residents and constituents of the municipality.

## ISSUANCE OF ZONING CERTIFICATE/LOCATIONAL CLEARANCE

<b>Office or Division:</b>	OFFICE OF THE MUNICIPAL PLANNING and DEVELOPMENT COORDINATOR			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2C GOVERNMENT TO CLIENT/G2B GOVERNMENT TO BUSINESS			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Application letter for Zoning Certification/Locational Clearance addressed to the MPDC.		1. Office of the MPDC		
2. Photocopy of Land Title or Tax Declaration		2. Applicant's copy of Office of the Municipal Assessor		
3. Location/Vicinity Map		3. Applicant's copy (Architect/Contractor)		
4. Site Development Plan		4. Applicant's copy (Architect/Contractor)		
5. Real property Tax (RPT) payment receipt		5. Municipal Treasurer's Office		
6. Clearance/Certification from the Municipal Assessor's Office		6. Municipal Assessor's Office		
7. Official Receipt (OR) for Zoning Certification/Locational Clearance fee		7. Municipal Treasurer's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish the necessary application requirements.	1. Provides client with list of requirements/ documents. Fills up the payment assessment form & gives to client.	Municipal Ordinance- P300.00	10 Minutes	<i>Lourdes F. Sunga, EnP MPDC/Zoning Officer</i>
				<i>Lourdes F. Sunga, EnP MPDC/Zoning Officer</i>
2. Client proceeds to the Treasurer's Office for payment of fees.	2. Waits for the Official Receipt to be submitted by the client.	Based on HLURB Res. 912 S. 2013	10 Minutes	<i>Lourdes F. Sunga, EnP MPDC/Zoning Officer</i>
3. Return to the MPDC Office and submit all requirements/ documents.	3. Checks all submitted requirements/ documents.			<i>Lourdes F. Sunga, EnP MPDC/Zoning Officer</i>
4. Receives the Zoning Certificate/ Locational Clearance	4. Prepares & signs the Zoning Certificate / Locational Clearance. -Have client sign upon receipt of copy of the Zoning Certificate/ Locational Clearance			Municipal Ordinance - P300.00  Based on HLURB Res. 912 S. 2013

**PROVIDE INFORMATION and STATISTICAL DATA FOR RESEARCH PURPOSES**

<b>Office or Division:</b>	OFFICE OF THE MUNICIPAL PLANNING and DEVELOPMENT COORDINATOR			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2G GOVERNMENT TO GOVERNMENT G2C GOVERNMENT TO CLIENT G2B GOVERNMENT TO BUSINESS			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter of Request from concerned agency or client.		1. Mother Agency, Educational Institution, Company or Corporation		
2. ID Card of researcher for verification		2. Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Representative of Agency or corporation or student/academic researcher approaches front-line personnel, gives the letter of request and fills up personal data in the office logbook.	1. Checks details of the request :the purpose and the information/data needed.	Free Service  Case-to-Case Basis	5 Minutes	<i>Lourdes F. Sunga, EnP MPDC/Zoning Officer</i>
2. Access information- Client proceeds to person-in-charge to verify if needed information is available, conducts data gathering & interview if necessary; Information /Data obtained by client	2. Provides necessary information or statistical data to client, could be hard or soft copy.		20 Minutes (Depends on the availability of data and reference materials)	<i>Lourdes F. Sunga, EnP MPDC/Zoning Officer</i>

## ISSUANCE OF CLEARANCE CERTIFICATE/ CERTIFICATION FOR LAND TITLING PURPOSES

<b>Office or Division</b>	OFFICE OF THE MUNICIPAL PLANNING and DEVELOPMENT COORDINATOR			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2G GOVERNMENT TO GOVERNMENT G2C GOVERNMENT TO CLIENT G2B GOVERNMENT TO BUSINESS			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter of Request from CENRO for clearance/certification addressed to the Municipal Mayor Thru the MPDC Office		1. DENR-CENRO		
2. Certified True Copy of Tax Declaration		2. Office of the Municipal Assessor		
3. Proof of Ownership (Supporting Legal Docs)		3. Applicant's original file copy (Notarized)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish the necessary application requirements.	1. Provides client with list of requirements/ documents. -Fills up the payment assessment form & gives to client.	Residential P 150.00	10 Minutes	<i>Lourdes F. Sunga, EnP MPDC/Zoning Officer</i>
2. Client pays the assessed fees at the Municipal Treasurer's Office.	2. Waits for the Official Receipt to be submitted by the client.	Commercial p 250.00	10 Minutes	<i>Lourdes F. Sunga, EnP MPDC/Zoning Officer</i>
3. Return to the MPDC Office and submit all requirements/ documents. - Receives the Zoning Certificate/Clearance	3. Checks all submitted requirements/ documents. - Prepares, signs and issues Zoning Certificate/ Clearance		10 Minutes	<i>Lourdes F. Sunga, EnP MPDC/Zoning Officer</i>



# **ENGINEERING OFFICE**

## **Service Category**

# 1 ISSUANCE OF BUILDING PERMIT

## Service Information

<b>Office or Division:</b>	<b>ENGINEERING OFFICE</b>
<b>Classification:</b>	<b>HIGHLY TECHNICAL</b>
<b>Type of Transaction:</b>	<b>G2C – GOVERNMENT TO CITIZEN</b>
<b>Who may avail:</b>	<b>ALL</b>
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<ul style="list-style-type: none"> <li>Accomplish prescribe application form/s</li> </ul>	Office of the Building Official
<ul style="list-style-type: none"> <li>In case the applicant is the registered owner of the lot:               <ol style="list-style-type: none"> <li>Certified True Copy of TCT/OCT, on file with the Register of Deeds</li> <li>Tax Declaration; and</li> <li>Current Real Property Tax Receipt</li> </ol> </li> </ul>	Register of Deeds/ Office of the Mun. Assessor/ Treasurer's Office
<ul style="list-style-type: none"> <li>In case the applicant is not the registered owner of the lot:               <ol style="list-style-type: none"> <li>Copy of contract of lease, or Deed of Absolute Sale</li> </ol> </li> </ul>	
<ul style="list-style-type: none"> <li>Five (5) sets of survey plans, design plans specifications, cost estimates and other documents prepared, sign and sealed over the printed names of the duly licensed and registered professionals:               <ol style="list-style-type: none"> <li>Geodetic Engineer, in case of lot survey plan</li> <li>Architect, in case of architectural documents (In case of architectural interior/interior design documents, either an architect or interior designer may design;</li> <li>Civil Engineer, in case of civil/structural documents;</li> <li>Professional Electrical Engineer, in case of electrical documents</li> <li>Sanitary Engineer, in case of plumbing documents</li> <li>Professional Mechanical Engineer, in case of mechanical documents;</li> <li>Electronics Engineer, in case of electronic documents;</li> <li>Structural analysis (for structures two storeys and higher)</li> </ol> </li> </ul>	
<ul style="list-style-type: none"> <li>Two (2) copies of Locational Clearance</li> </ul>	MPDC Office
<ul style="list-style-type: none"> <li>Two (2) copies of Fire Clearance</li> </ul>	BFP Office
<ul style="list-style-type: none"> <li>Authorization of person allowed to follow-up the application forms</li> </ul>	

<p>Notes:</p> <ol style="list-style-type: none"> <li>1. Submit photocopies of PRC ID and PTR of Professionals who sign the plans and application forms.</li> <li>2. Show originals of photocopies for verification.</li> </ol>				
<p>To facilitate processing, please check compliance of the following before submitting plans and pertinent documents to the office of the Building Official.</p> <ol style="list-style-type: none"> <li>a. Requirements of the National Building Code</li> <li>b. Compliance with BP 344 (Accessibility Law)</li> <li>c. Fire Code Requirements</li> <li>d. All application forms and letters must be properly filled-up with all the required information and signature</li> </ol> <p>Special Power of Attorney shall be required if the owner is not the signatory to the application forms, plans and other pertinent documents</p>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Securing of 1 <sup>st</sup> Endorsement to other Offices/ Agencies	<ol style="list-style-type: none"> <li>1.1 Present the plans and the required supporting documents for initial verification on the requirements</li> <li>1.2 Get an endorsement to other Offices/Agencies (BFP, etc.) to secure the required clearance</li> </ol>		20 minutes	Office of the Building Official/ Engr. Noel T. Viray
2. Submission of requirements	Submit the plans and required supporting documents and clearances.		15 minutes	OBO/ Engr. Noel T. Viray
3. Evaluation and Assessment	Have your plans and pertinent documents evaluated and assessed by the OBO for compliance with the requirements of the National Building Code (NBC), referral codes, laws and ordinances.		1 hour	OBO/ Engr. Noel T. Viray
4. Inquiry of Status/Returning of plans and documents/submi	Inquire one of the status of your application after one (1) day. Make the necessary correction if		35 minutes	OBO/ Engr. Noel T. Viray

ssion of lacking documents or corrected plans	there are deficiencies found, then submit lacking documents/corrected plans for review			
5. Order of Payment/Payment of Fees/ Submission of Official Receipt (OR)	If the applicants is found to be complete and in order, and/if the lacking documents have been submitted and have been corrected, acquired fees, then go back to the OBO and present the OR.			
6. Processing of Permits	Wait for one (1) day while the OBO processes the plans and pertinent documents for approval		1 day	OBO/ Engr. Noel T. Viray
7. Release of Permit	Claim the approved permit after one (1) day from submission of the OR		5 minutes	OBO/ Engr. Noel T. Viray

## 2 ISSUANCE OF BUILDING INSPECTION CERTIFICATE

### Service Information

<b>Office or Division:</b>	<b>ENGINEERING OFFICE</b>			
<b>Classification:</b>	<b>COMPLEX</b>			
<b>Type of Transaction:</b>	<b>G2C – GOVERNMENT TO CITIZEN</b>			
<b>Who may avail:</b>	<b>ALL</b>			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li><i>For Renewal:</i> Business Permit Application duly Accomplished</li> </ul>			Office of the Building Official	
<ul style="list-style-type: none"> <li><i>For New Enterprises:</i> Detailed Information about the business and sketch of location; Certificate of Occupancy:</li> </ul>				
<ul style="list-style-type: none"> <li>Authorization of person allowed to follow-up the application forms</li> </ul>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEE TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

8. For Renewal of Business Permit Application	8.1 Present the business permit application forms for assessment of the required building inspection fee. 8.2 Then follow the usual procedure for renewing business permit		5 minutes	Office of the Building Official/ Engr. Noel T. Viray
For New Enterprises				
9. Submission of requirements	Submit the necessary requirements		10 minutes	OBO/ Engr. Noel T. Viray
10. Site inspection	Allow the OBO to conduct Inspection of the building/ structure to verify compliance with NBC, referral codes laws and ordinances.			
11. Follow-up Status	Follow-up on the status of the application one(1) day after the inspection			OBO/ Engr. Noel T. Viray
12. Preparation of Inspection Report	Acquire a copy of the inspection report detailing violations, if there is any.		30 minutes	OBO/ Engr. Noel T. Viray
13. Administering corrections/ compliance with Building Requirements.	5.1 Make the necessary corrections/ comply with building requirements listed in the inspection report, afterwards inform the OBO that corrections have been made. 5.2 Return to Step No. 3		15 minutes	OBO/ Engr. Noel T. Viray
14. Assessment of Building Inspection fee and payment of fees.	Once all requirements have been complied with, secure an assessment of the building inspection fee proceed to the Municipal Treasurer's Office.		15 minutes	OBO/ Engr. Noel T. Viray
15. Issuance of Clearance Certificate	Present the Official Receipt (OR) to the office of the Building Official and claim the clearance Certificate		15 minutes	OBO/ Engr. Noel T. Viray

### 3 ISSUANCE OF CERTIFICATE OF OCCUPANCY

#### Service Information

<b>Office or Division:</b>	<b>ENGINEERING OFFICE</b>			
<b>Classification:</b>	<b>COMPLEX</b>			
<b>Type of Transaction:</b>	<b>G2C – GOVERNMENT TO CITIZEN</b>			
<b>Who may avail:</b>	<b>APPLICANTS FOR CERTIFICATE OF OCCUPANCY</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Duly accomplished prescribed application form</li> </ul>		Office of the Building Official		
<ul style="list-style-type: none"> <li>As-built plans and specification duly signed by the respective professional discipline:</li> </ul>				
<ul style="list-style-type: none"> <li>Certificate of Completion duly notarized.</li> </ul>				
<ul style="list-style-type: none"> <li>Daily construction works logbook and building inspection sheet duly accomplished by the contractor (if undertaken by contract) and signed and sealed by the Bureau of Fire Protection (BFP)</li> </ul>				
<ul style="list-style-type: none"> <li>Authorization of person allowed to follow-up the application forms</li> </ul>				
Notes: <ol style="list-style-type: none"> <li>Submit photocopies of PRC ID and PTR of Professionals who sign the as-built plans and application forms.</li> <li>Show originals of photocopies for verification.</li> </ol>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Securing of 2 <sup>nd</sup> Endorsement to other Offices/ Agencies	1.1 Present the requirements for initial verification. 1.2 Get an endorsement to the BFP to secure FSIC		15 minutes	Office of the Building Official/
2. Submission and evaluation of documents	Submit the plans, requirements and supporting clearances		20 minutes	OBO/ Engr. Noel T. Viray
3. Site inspection	Allow the OBO to conduct Inspection of the building/ structure and to check if the same building is in accordance with the		2 hours	OBO/ Engr. Noel T. Viray

	approved plans and specification.			
4. Follow-up Status	Follow-up on the status of the application one(1) day after the inspection			OBO/ Engr. Noel T. Viray
5. Preparation of Inspection Report	Obtain a copy of a inspection report with the list of the needed corrections and other required documents.		30 minutes	OBO/ Engr. Noel T. Viray
6. Administering corrections/ submission of Additional Documents.	5.1 Make the necessary corrections/ submit additional documents listed in the inspection report, afterwards inform the OBO that corrections have been made. 5.2 Return to Step No. 3			OBO/ Engr. Noel T. Viray
7. Order of Payment/ Payment of fees/ Submission of Official Receipt (OR)	Once all requirements have been complied with, acquire an assessment/ order of payments, then proceed to the Municipal Treasurer's Office for the payments of the required fees. Go back to the OBO and present the OR		15 minutes	OBO/ Engr. Noel T. Viray
8. Processing of Permits	Wait for one (1) day as the OBO processes the application and prepare the certificate.			OBO/ Engr. Noel T. Viray
9. Approval of BFP	Proceed to BFP for signature in the certificate from the Building Official.			Fire Chief
10. Release of Certificate	Claim the approved certificate from the Building Official		10 minutes	OBO/ Engr. Noel T. Viray





# **OFFICE OF THE MUNICIPAL BUDGET OFFICER**

## **Budgetary Services**

### **1 PREPARATION OF ANNUAL BUDGET**

## Service Information

<b>Office or Division:</b>	MUNICIPAL BUDGET OFFICER			
<b>Classification:</b>	HIGHLY TECHNICAL APPLICATIONS			
<b>Type of Transaction:</b>	G2G – GOVERNMENT TO GOVERNMENT			
<b>Who may avail:</b>	CONCERNED GOVERNMENT AGENCIES AND LGU OFFICIALS			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Heads of office budget proposal		Heads of office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Preparation and finalization of estimated income	Meeting of Local Finance Committee	None	5 days	Maria Louisa B. Sena, Menchie P. Española, Marita B. Bagabaldo, Lourdes F. Sunga
Consolidation of budget proposals	Accept copies of budget proposal submitted to the Municipal Mayor		July 15 - August 30	Maria Louisa B. Sena
	Computation of PS not exceeding 55% limitation			Maria Louisa B. Sena
	Computation of appropriations for mandatory requirements			Maria Louisa B. Sena
	Provide appropriation for other special purposes/programs			Maria Louisa B. Sena
Preparation of Executive Budget	Finalization of proposed annual budget		September 1 - October 10	Maria Louisa B. Sena
Submission of proposed annual budget to Sangguniang Bayan	Transfer of proposed budget to Local Expenditure Program forms		October 11 – October 15	Maria Louisa B. Sena
	Submit Executive Budget to Sangguniang Bayan			Maria Louisa B. Sena

### 3 PROCESSING OF OBLIGATION REQUEST

#### Service Information

<b>Office or Division:</b>	MUNICIPAL BUDGET OFFICER			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2G – GOVERNMENT TO GOVERNMENT			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Obligation Request signed		Requesting office		
Letter approved for grants and donations		Municipal Mayor		
Approved purchase request for office equipment		Municipal Mayor		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Accept Obligation Request	Assign obligation number	None	2 minutes	Rodeline V. Nombrado
	Record numbered Obligation Request in the record book	None	5 minutes	Rodeline V. Nombrado
	Encode transaction in the eBudgeting system	None	5 minutes	Maria Louisa B. Sena
	Transfer Obligation Request number of eBudgeting to original Obligation Request	None	2 minutes	Maria Louisa B. Sena
	Print eBudgeting Obligation Request	None	2 minutes	Maria Louisa B. Sena
	Print eBudgeting Obligation Request	None	5 minutes	Maria Louisa B. Sena
	Certify as to existence of available appropriation only	None	5 minutes	Maria Louisa B. Sena
	Release of transaction to appropriate office	None	4 minutes	Rodeline V. Nombrado

## 2 SUBMISSION OF APPROVED ANNUAL BUDGET

### Service Information

<b>Office or Division:</b>	MUNICIPAL BUDGET OFFICER			
<b>Classification:</b>	COMPLEX			
<b>Type of Transaction:</b>	G2G – GOVERNMENT TO GOVERNMENT			
<b>Who may avail:</b>	SANGGUNIANG PANLALAWIGAN			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Resolution/Appropriation Ordinance		Sangguniang Bayan		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Accept Resolution/Appropriation Ordinance	Transfer of approved annual budget to corresponding Budget Preparation Foms	None		Maria Louisa B. Sena/Rodeline V. Nombrado
	Submit prepared annual budget to Sangguniang Bayan secretary for submission to reviewing authority		10 days upon approval of Local Chief Executive	Maria Louisa B. Sena/Rodeline V. Nombrado



# **OFFICE OF THE MUNICIPAL TREASURER**

## **FRONTLINE SERVICE**



**MISSION:**

GENERATION OF SUFFICIENT LOCAL REVENUES TO ACHIEVE ECONOMIC STABILITY AND SUPPORT THE BASIC SOCIAL NEED OF THE PAETENIANS.

**VISION:**

PROGRESSIVE PAETE THROUGH INCREASED INCOME AND STABLE ECONOMY.



## 1. COLLECTS / RECEIVE PAYMENT OF BUSINESS TAX

### Service Information

<b>Office or Division:</b>	OFFICE OF THE MUNICIPAL TREASURER			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2C – GOVERNMENT TO CITIZEN			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
TAX ORDER OF PAYMENT			BPLO	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. PRESENT THE TAX ORDER OF PAYMENT.	CHECK THE TAX ORDER OF PAYMENT			
2. PROCEED TO RCC TO PAY THE ASSESSED AMOUNT.	RECEIVE THE PAYMENT OF THE CLIENT	BASED ON TAX ORDER OF PAYMENT	2 MINS.	JONATHAN CASTILLO / DEAN EMERSON GAJITOS
3. WAIT AND GET THE OFFICIAL RECEIPT.	GIVE THE OFFICIAL RECEIPT			



## 2. ISSUANCE OF COMMUNITY TAX CERTIFICATE

### Service Information

<b>Office or Division:</b>	OFFICE OF THE MUNICIPAL TREASURER			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2C – GOVERNMENT TO CITIZEN			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
ACTUAL PERSON				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. PROCEED TO REVENUE COLLECTOR AND GIVE THE INFORMATION THEY NEED TO FILL-UP THE CTC.	COLLECT THE INFORMATION GIVEN IN THE CTC AND COMPUTE THE AMOUNT TO BE COLLECTED			
2. PAY THE CORRESPONDING AMOUNT TO THE REVENUE COLLECTOR, SIGN ON THE CTC AND PUT YOUR THUMB MARK ON THE SPACE PROVIDED.	COLLECT THE CORRESPONDING PAYMENT THEN GIVE THE CTC TO THE CLIENT.	BASIC SALARY * 0.1% + 5PESOS  (WITH PENALTY) BASIC SALARY * 0.1% + 5PESOS + PENALTY	8MINS.	JONATHAN CASTILLO / ARMANDO CAGAYAT SR.



### 3. RELEASING OF SALARIES AND WAGES

Service Information

<b>Office or Division:</b>	OFFICE OF THE MINICIPAL TREASURER			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2C – GOVERNMENT TO CITIZEN			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
DATE AND TIME RECORD			HR OFFICE	
ACCOMPLISHMENT REPORT				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. EMPLOYEES PROCEED TO TREASURY OFFICE WINDOW 1 TO GET THEIR INDIVIDUAL SALARIES	CHECK THE REQUIREMENTS	NONE	1-2 MINS PER EMPLOYEE	OFELIA M. BABAEL



#### 4. RELEASING OF CHECKS

Service Information

<b>Office or Division:</b>	OFFICE OF THE MINICIPAL TREASURER			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2C – GOVERNMENT TO CITIZEN			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
OFFICIAL RECEIPT				
GOVERNMENT I.D.				
COMPLETE THE REQUIREMENTS FOR PAYMENT OF VOUCHER				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. PROCEED TO ADMIN AIDE TO GET THE CHECK	CHECK THE REQUIREMENTS AND ADVICE BEFORE RELEASING THE CHECKS.	NONE	5 MINS.	BRYAN ACHOY JONATHAN CASTILLO



## 5. PREPARATION OF TAX BILL / LETTER OF DELINQUENCY

### Service Information

<b>Office or Division:</b>	OFFICE OF THE MINICIPAL TREASURER			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2C – GOVERNMENT TO CITIZEN			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	COMPUTE TAX BILL OF RPT TAXPAYER, CURRENT AND DELINQUENT ACCOUNT.	NONE	10 MINS.	JOBETH VALDECANTOS
RECEIVE THE TAX BILL / LETTER OF DELIQUENCY WITH YOUR SIGNATURE WITH DATE.	GIVE IT TO THE AUTHORIZED PERSON.		30MINS – 1HR	TERRENCE CADAYONA JONATHAN CASTILLO



## 6. COLLECTS / RECEIVE PAYMENT FOR REAL PROPERTY TAX

### Service Information

<b>Office or Division:</b>	OFFICE OF THE MINICIPAL TREASURER			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2C – GOVERNMENT TO CITIZEN			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
NAME OR TAX DEC. NO. OF PROPERTY		ASSESSOR OFFICE		
PREVIOUS RECEIPT		MTO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. PROCEED TO REVENUE COLLECTOR TO COMPUTE THE AMOUNT OF YOUR REAL PROPERTY TAX.	GET THE INFORMATION OF THE PROPERTY THEN COMPUTE THE AMOUNT TO BE COLLECTED	(WITHOUT TAX)  AV * 1% - DISCOUNT (10% OF THE 1% AV) x 2 (SEF)  (W/ TAX)  AV * 1% + PENALTY x2 (SEF)	8 – 15 mins.	JOBETH VALDECANTOS



## 7. ISSUING OF OFFICIAL RECEIPT

### Service Information

<b>Office or Division:</b>	OFFICE OF THE MINICIPAL TREASURER			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2C – GOVERNMENT TO CITIZEN			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
REQUIREMENTS FOR DIFFERENT OFFICES			DIFFERENT OFFICES	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. PROCEED TO REVENUE COLLECTOR AND PAY THE CORRESPONDING AMOUNT TO GET THE OFFICIAL RECIEPT.	GET THE INFORMATION NEEDED, AND COMPUTE THE AMOUNT TO BE COLLECTED	BASED OF THE DIFFERENT OFFICES REQUIREMENTS.	1 – 3 MINS.	JONATHAN CASTILLO ARMANDO CAGAYAT SR. DEAN EMERSON GAJITOS



Municipality of Pate

Paete, Laguna

Accounting Department

Financial Institution



#### **I. MANDATE:**

The Accounting Department/Accountant take charge of accounting and internal reports needed for Local Government Units, maintain, prepare and submit Financial Statement to the Mayor, SB, and COA; keep all the records, reports related thereto and exercise such other power and perform such other duties and function. As may be provided By-Law Ordinances.

#### **II. VISION:**

Promotion of good governance with the attributes of honesty, transparency, accountability, credibility, efficiency and effectiveness to enhance trust in the government and foster a better quality of life.

#### **III. MISSION:**

To ensure compliance with applicable laws, accounting and auditing rules and regulation, and International Accounting Standards to promote accuracy, reliability, completeness and timeliness in recording government transactions.

#### **IV. SERVICE PLEDGE:**

To ensure the correctness of all datas stated in Financial Statement thru the best of our knowledge, work with dedication, in good faith, and with compliance with General Rules and Regulations of Government Accounting System.



Service Name: Journal Entry Preparation Procedure

Service Information: Posting Journal Entry Voucher (ENGAS)

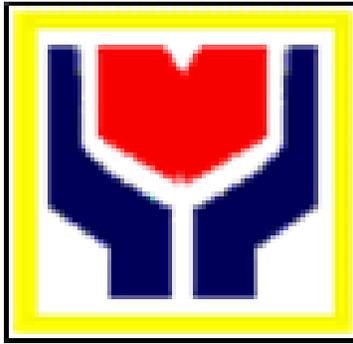
<b>Office or Division:</b>	ACCOUNTING DEPARTMENT			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2G- GOVERNMENT TO GOVERNMENT			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Disbursement Voucher				
Obligation Request				
Purchase Register		Requesting Agency		
Purchase Order				
Canvass of Goods				
Acceptance and Inspection Report				
BAC Resolution				
Obligation Request and Status MBO				
And Others requirement depend on kind of transaction				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Acceptance/Receiving	The Authorized Clerk/employees received the Disbursement Voucher accompanied with Obligation Request duly signed by the concern Department Head and Budget Officer.	NA	3 minutes	Receiving Clerk Perpetua D. Rebenque
2. Processing of Disbursement Voucher	The receiving clerk/employees verifies the amount and the deduction of BIR. To ensure of the correctness of amount before to post it Entry Voucher in eNGAS.	NA	15 minutes	Receiving Clerk Perpetua D. Rebenque
3. Pre-Audit of Disbursement Voucher	The Clerk/Employees will review or verify all the documents attached. To the Disbursement Voucher to make sure that all necessary documents-required for the transaction are completed and duly signed and approved by the authorized officers/employees.	NA	15 minutes	Receiving Clerk Perpetua D. Rebenque

4. Certification and Approval of Disbursement Voucher	The Municipal Accountant certifies the correctness, validity and legality of Disbursement Voucher transaction.	NA	15 minutes	Municipal Accountant Marita B. Bagabaldo
5. Recording and Releasing of Disbursement Voucher	a) The authorized employees/Clerk records the Disbursement Voucher and forward it to the Treasurer for check issuance. b) The Treasurer Office hands it back to the Accounting Department to encode the supporting documents, make the bank advice approved by Municipal Accountant and forwarded again to Municipal Treasurer Office.	NA	30 minutes	Municipal Accountant Marita B., Bagabaldo
6. Preparation of Monthly Trial Balance and Financial Statement	The Municipal Accountant prepared Financial Statement and balance sheets at the end of the month and submit to Commission on Audit copy furnished the Mayors Office, Sanggunian Bayan, Municipal Treasurer Office, Municipal Budget Office.	NA	1 day	Municipal Accountant Marita B., Bagabaldo



<b>Office or Division:</b>	ACCOUNTING DEPARTMENT			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2G- GOVERNMENT TO GOVERNMENT (Barangays Transaction)			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Cash Receipts and Deposit Register				
Cash on Hand and Bank Register				
Check Disbursement				
Cash Disbursement		Requesting Agency Barangay		
Summary of Collections and Deposits				
Summary of Collections and Remittance				
Summary of Checks Issued				
Summary of Cash Payments				
Report of Accountability of Accountable Forms				
Status of appropriations, Commitments and Balances				
Inventory and Inspection Report of Unserviceable Property				
Unpaid Liabilities (Supporte by Bills, Disbursement Voucher, etc.				
Liquidation Report				
Inspection and Acceptance Report				
Bank Statement				
Debit and Credit Memo				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Forwarding of Documents	Acceptance and receiving of Disbursement Voucher of all transactions /collection of barangays with a corresponding Punong Barangay's Certification (PBC) and with transmittal letter duly signed by the authorized Barangay official and Barangay Treasurer and the end the month.	NA	15 minutes	Receiving Clerk Josephine M. Baisas
2. Recording of Disbursement Voucher	The concerned employees/clerks post the transaction Journal Entry Voucher /Bank Reconciliation monthly based of their transmittal. RE: Cash Receipts/Deposit Register/Check	NA	30 minutes	Receiving Clerk Josephine M. Baisas

	Registry/Summary Collection of \Deposit			
3. Keeping the Records	<p>a) The concerned clerk/employees keeping and maintain the record for the purpose for preparing trial balance and Financial Statement for the year end.</p> <p>b) The Accountant prepared the Trial Balance and Financial Statement for the year end; submitted to Commissions on Audit</p>	NA	4 hours	<p>Receiving Clerk</p> <p>Josephine M. Baisas</p>



# **Municipal Social Welfare and Development Office**

## **Social Services**

### **VISION:**

An office committed, sensitive and responsive to the social welfare needs of the municipality.

### **MISSION:**

To develop, implement and monitor programs, projects and services for the poor, disadvantage and vulnerable sectors provided and efficiently deliver the basic social services within the municipality.

### **GOALS:**

- The poor and the disadvantage realize their potentials and becoming productive and contributing members of the community through the mobilization of different stakeholders in the convergence delivery of social services.
- The Families and communities become empower through family approach and community organization.
- The duty bearer formulated policies and measures addressing basic rights of children for survival, developmental, protection and participation.
- The rights and privileges are duly promoted upheld and recognize for the vulnerable and disadvantage sector of the community.

## 1. Pre-Marriage Counseling

The Office of the Municipal Social Welfare and Development Officer provides counseling to engaged and/or married couples for relationship enrichment pursuant to the provisions of the Family Code and Presidential Decree 965 which requires applicant for marriage license to receive instructions on family planning and responsible parenthood.

<b>Office or Division:</b>	MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	GOVERNMENT TO CITIZEN			
<b>Who may avail:</b>	Couple Applying for Marriage License			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Duly accomplished PMC –Application Form 2. Photo copy of Birth Certificate		1. MSWD Office 2. Philippine Statistics Office (PSA)		
<b>CLIENT STEPS</b>		<b>AGENCY ACTIONS</b>		
1. Submit the requirements to MSWDO		1. Provide the necessary information 2. Interview the couple for validation of necessary data		
2. Pre-Marriage Counseling	Provide counseling proper	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
3. Released of Pre-Marriage counseling Certificate	1. Record to Logbook 2. Released PMC Certificate	No	5 minutes	Andria Cuevas

## 2. Issuance of Certificate of Indigency

<b>Office or Division:</b>	MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	GOVERNMENT TO CITIZEN			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Barangay Indigency 2. Barangay clearance		Barangay Hall where the client resided		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the requirements to MSWDO and provide the information during interview	1. Review the require documents 2. Provide the necessary information	No	3 minutes	Andria Grace Cuevas
2. Intake sheet	Interview the client	No	5 minutes	Andria Grace Cuevas
3. Process the Certificate	1. Process the Certificate of Indigency 2. Certificate sign by the MSWDO 3. Certificate sign by Municipal Mayor		10 minutes	Geronimo G. Palmero  Municipal Mayor
3. Released the Certificate of Indigency	1. Record to Logbook 2. Released the Certificate of Indigency	No	3 minutes	Andrea Grace D. Cuevas

### 3. Issuance of Senior Citizen Identification (ID) Card & Purchase Booklet

The program provides Senior citizen ID card is the OSCA ID card. A document that proves a senior citizen's identity for availment of the privileges provided under Republic Act No. 9994 other known as Expanded Senior Citizen's Act of 2010.

<b>Office or Division:</b>	MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	GOVERNMENT TO CITIZEN			
<b>Who may avail:</b>	Senior Citizen 60 years old and above			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>New Applicant</b>				
1. Accomplished Information sheet	Mun. Social Welfare and Development Office			
2. Photo copy any of the Following documents:				
a. Birth Certificate	Philippines Statistic Authority (PSA) or Office of the Mun. civil Registrar			
b. Marriage Contract				
c. COMELEC Certificate of Registration	COMELEC			
d. Passport	POEA			
3. Picture 1 x 1 (For ID)				
4. Picture 2 x 2				
5. Barangay Certification of Residency	Barangay Hall where the client resided			
<b>For Replacement</b>				
1. Accomplished Information sheet	Mun. Social Welfare and Development Office			
2. Affidavit of Loss	Office the Mayor or Notary Public			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the requirements to MSWDO and provide the information during interview	1. Review the require documents 2. Provide the necessary information 3. Process the ID and Purchase booklet 4. ID and Purchase booklet sign by OSCA 5. ID sign by Municipal Mayor	No	25 minutes	Nancy D. Aseco  Evelyn Pagalanan  Municipal Mayor
2. Release of ID and Purchase booklet	3. Record to Logbook 4. Release the ID & Purchase booklet	No	3 minutes	Nancy D. Aseco

#### 4. Issuance of PWD Identification (ID) Card & Purchase Booklet

Programs that provides equal rights, opportunities and privileges as mandated by magna carta for Person with disability. This is done though individual and group counseling, orientation and mobility training, sports and recreational and socio-cultural activities, skills training, information dissemination and organization of Person with disability.

<b>Office or Division:</b>	MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE
<b>Classification:</b>	SIMPLE
<b>Type of Transaction:</b>	GOVERNMENT TO CITIZEN
<b>Who may avail:</b>	All Person with Disability and with special needs

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>New Applicant</b>	
1. Accomplished PWD Information sheet	Mun. Social Welfare and Development Office
2. Photo copy any of the Following documents:	
a. Birth Certificate	Philippines Statistic Authority (PSA) or Office of the Mun. civil Registrar
b. Marriage Contract	
c. COMELEC Certificate of Registration	COMELEC
d. Passport	POEA
3. Picture 1 x 1 (For ID)	
4. Picture 2 x 2	
5. Barangay Certification of Residency	Barangay Hall where the client resided
6. Medical Certificate stating the disability	RHU or Private Doctor specialist

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Submit the requirements to MSWDO and provide the information during interview	<ol style="list-style-type: none"> <li>Review the require documents</li> <li>Provide the necessary information</li> <li>Process the ID and Purchase booklet</li> <li>ID and Purchase booklet sign by MSWDO</li> <li>ID sign by Municipal Mayor</li> </ol>	No	25 minutes	<p>Nancy D. Aseco</p> <p>Geronimo G. Palmero MSWDO</p> <p>Municipal Mayor</p>
2. Release of ID and Purchase booklet	<ol style="list-style-type: none"> <li>Record to Logbook</li> <li>Release the ID &amp; Purchase booklet</li> </ol>	No	3 minutes	Nancy D. Aseco

## 5. Issuance of Solo Parent Identification (ID) Card & Purchase Booklet

Programs that involves social work activities that are aimed at improving the level of self-esteem and resolution of difficulties feeling arising from the situation of being solo parent. These feelings may be frustration, loneliness, helplessness, anger, hostility, fear, rejection, isolation, depression etc.

<b>Office or Division:</b>	MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	GOVERNMENT TO CITIZEN			
<b>Who may avail:</b>	All Solo Parent			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>New Applicant</b>				
3. Accomplished Solo Parent Information sheet		Mun. Social Welfare and Development Office		
2. Photo copy of the following:				
a. Birth Certificate of dependent children		Philippines Statistic Authority (PSA) or Office of the Mun. civil Registrar		
b. Death Certificate (if case is death)				
3. Picture 1 x 1 (For ID)				
4. Picture 2 x 2				
5. Barangay Certification of become Solo		Barangay Hall where the client resided		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the requirements to MSWDO and provide the information during interview	1.1 Review the require documents 1.2 Provide the necessary information 1.3 Process the ID and Purchase booklet 2. ID and Purchase booklet sign by MSWDO 3. ID sign by Municipal Mayor	No	30 minutes	Nancy D. Aseco  Geronimo G. Palmero MSWDO  Municipal Mayor
2. Release of ID and Purchase booklet	7. Record to Logbook  8. Release the ID & Purchase booklet	No	3 minutes	Nancy D. Aseco

## 6. Issuance of Social Case Study Report for Referral

Program catered for family and individual in crisis situation, victims/survivor of abuse and exploitation. It facilitates case management and referral to other social welfare or caring institution based on their needs and category.

<b>Office or Division:</b>	MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	GOVERNMENT TO CITIZEN			
<b>Who may avail:</b>	All person in crisis situation			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Accomplished Intake sheet		Mun. Social Welfare and Development Office		
2. Photo copy of any of the Following documents: (Optional)				
a. Barangay Certificate Residency		Barangay Hall where the client resided		
b. Medical Certificate/Abstract		Hospital private or government		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
3. Submit the requirements to MSWDO and provide the information during interview	1. Review the require documents	No	1 Hour	Andrea Grace Cuevas
	2. Provide the necessary information			Geronimo G. Palmero MSWDO
	3. Process the Social Case Study Report			
	4. Sign the Social Case Study Report by MSWDO			
	5. Social Case Study Report sign by Municipal Mayor			Municipal Mayor
2. Release of Social Case Study	9. Record to Logbook	No	5 minutes	Andrea Grace Cuevas
	10. Release the Social Case Study Report			

## 7. Availment of Provision of Assistance to Individual in Crisis Situation (AICS)

Provision of integrated services such as provision of direct financial and materials assistance to individual and families in crisis or difficult situation to enable them to meet their requirement for food, medical, transportation, burial and other in a form of referrals for legal, burial, medical, psychosocial, temporary shelter and other services.

<b>Office or Division:</b>	MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	GOVERNMENT TO CITIZEN			
<b>Who may avail:</b>	All Person in Crisis Situation			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Medical/Hospital Assistance</b>				
1. Accomplished Intake sheet	Mun. Social Welfare and Development Office			
2. Original Barangay Certification of Indigency	Barangay Hall where the client resided			
3. Original Barangay Clearance				
4. Medical Abstract or Medical Certificate/ Doctor's Prescription	Private or government Hospital			
5. Certified Photo copy of Community Tax	Barangay Treasurer or Municipal Treasurer			
<b>Burial assistance</b>				
1. Original Barangay Clearance	Barangay Hall where the client resided			
2. Original Barangay Indigency				
3. Certified photo copy of Death Certificate	Municipal Civil Registrar			
4. Certified Photo copy of Community Tax	Brgy. Treasurer or Mun. Treasurer			
<b>Educational Assistance</b>				
1. Enrolment Form & ID	Department of Education			
2. Barangay Clearance	Barangay Hall where the client resided			
3. Barangay Indigency				
4. Certified Photo copy of Community Tax				
<b>Financial/ Cash Assistance</b>				
1. Original Barangay Clearance				
2. Original Barangay Indigency				
3. Certified Photo copy of Community Tax				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the requirements to MSWDO and provide the information during interview	1. Review the require documents	No	30 minutes	Andrea Grace Cuevas
	2. Facilitate Intake interview			Geronimo G. Palmero MSWDO
2. Release of Assistance	3. Provide the necessary information	No	1 week	Municipal Mayor
	4. Process the documents -Sign by the Mayor			Geronimo Palmero MSWDO
	1. P1,000 and below Provided assistance from MSWDO through payroll			
	2. P1,000 and above assistance release to Municipal Treasury		3 minutes	Andrea Grace Cuevas
	3. Record to Logbook			

## 8. Provision of Livelihood Training/ assistance

Activities to acquire skills for employment and livelihood opportunities in their homes or in the community. This also involves assessment of potential identification of available employment opportunities through public employment services.

<b>Office or Division:</b>	MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	GOVERNMENT TO CITIZEN			
<b>Who may avail:</b>	Sectoral Group (Women, PWD, Men, drug surrendered and Youth)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Project Proposal/ Training Design		Sectoral group		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the requirements to MSWDO and provide the information during interview	1. Review the require documents 2. Provide the necessary information 3. Process the documents 4. Sign of approval by municipal Mayor	No	30 minutes	Geronimo G. Palmero MSWDO    Municipal Mayor
2. Livelihood Implementation proper	1. Process the livelihood program/training	No	5 days	Geronimo Palmero

Republic of the Philippines  
Province of Laguna  
Municipality of Paete

**OFFICE OF THE MUNICIPAL CIVIL REGISTRAR**



**MUNICIPAL CIVIL REGISTRAR**

**Social Services**



## 2 TIMELY REGISTRATION OF CERTIFICATE OF LIVE BIRTH (COLB)

### Service Information

<b>Office or Division:</b>	MUNICIPAL CIVIL REGISTRAR OFFICE			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	GOVERNMENT TO CITIZEN			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
PRINCIPAL				
For Married: Marriage Certificate (1 certified Xerox copy)		Local Civil Registrar Office /City Civil Registrar Office.		
For not Married: Cedula of Parents ( 1 photocopy each)		Barangay Hall		
AUSF (Affidavit to use the Surname of the Father) Form (3 original copy)		Mayor's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Present the Requirements and the prescribe form.	1.Interview and Verification of the necessary requirements for the registration.		5 mins.	Mary Grace Dantoc Nenita B.Gajitos
	2.Assigning Registry Number in the cert. to be registered		5 mins.	Mary Grace Dantoc Nenita B.Gajitos
2.Proceed to Treasurer Office to pay the Amount.		P250.00 (L.I.)	2 mins.	Client
	3.Review, Signing the the COLB to be registered		1 min.	Nenita B.Gajitos
3.Present the Official Receipt	4.Issuance of the Registerd COLB.		1 min.	Mary Grace Dantoc

### 3 TIMELY REGISTRATION OF CERTIFICATE OF MARRIAGE

#### Service Information

<b>Office or Division:</b>	MUNICIPAL CIVIL REGISTRAR OFFICE			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	GOVERNMENT TO CITIZEN			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
PRINCIPAL				
Certificate of Registration of Authority to solemnize Marriage.(1 photocopy)		Solemnizing Officer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Present the the prescribe form.	1.Interview and Verification of the necessary requiremetns for the registration.		5 mins.	Mary Grace Dantoc Nenita B. Gajitos
	2.Assigning Registry Number in the cert. to be registered		5 mins.	Mary Grace Dantoc Nenita B. Gajitos
	3.Review,Signing the the COLB to be registered		2 mins.	Nenita B. Gajitos
2.Proceed to Treasurer Office to pay the Amount.			2 mins.	Client
3.Present the Official Receipt	4.Issuance of the Registerd COLB.		1 min.	Mary Grace Dantoc

#### 4 TIMELY REGISTRATION OF CERTIFICATE OF DEATH

##### Service Information

<b>Office or Division:</b>	MUNICIPAL CIVIL REGISTRAR OFFICE			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	GOVERNMENT TO CITIZEN			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
PRINCIPAL				
		Mayor's Office		
		Funeral Service		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Present the the prescribe form.	1.Interview and Verification of the necessary requiremetns for the registration.		5 mins.	Mary Grace Dantoc Nenita B. Gajitos
	2.Assigning Registry Number to be registered		5 mins.	Mary Grace Dantoc Nenita B. Gajitos
	3.Review, Signing the the COLB to be registered		2 mins.	Nenita Gajitos
2.Proceed to Treasurer Office to pay the Amount.			2 mins.	Client
3.Present the Official Receipt	4.Issuance of the Registerd COLB.		1 min.	Mary Grace Dantoc Nenita B. Gajitos

## 5 DELAYED REGISTRATION OF CERTIFICATE OF LIVE BIRTH (COLB)

### Service Information

<b>Office or Division:</b>	MUNICIPAL CIVIL REGISTRAR OFFICE			
<b>Classification:</b>	HIGHLY TECHNICAL			
<b>Type of Transaction:</b>	GOVERNMENT TO CITIZEN			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>PRINCIPAL</b> <b>( At Least Three)</b> PSA-Negative Certification ( 1 original 2 photocopy) Baptismal Certificate ( 1 original 2 photocopy) Brgy,Captain Certification( 1 original 2 photocopy) Medical Record ( 3 photocopy) School Record (Form 137-E) ( 3 photocopy) Voter's Registration Record( 1 original 2 photocopy) <b>( Required all)</b> Marriage Cert.if Married (1 certified Xerox copy) AUSF if not Married (3 original copy) Joint Affidavit for late Reg.of Birth (2 original copy) Cedula parents (1 photocopy each)		Philippine Statistics Authority (PSA)  Church  Barangay Hall were the child is born  Rural Health Unit – Center School  Comelec  Loca/Cityl Civil Registrar office  Office of the Mayor Office of the Mayor  Barangay Hall		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Present the the prescribe form and the requirements	1.Interview and Validate the necessary requiremetns for the late registration.		5 mins.	Mary Grace Dantoc Nenita B. Gajitos
2.Signing to the form			1 min.	Mary Grace Dantoc Nenita B. Gajitos

	2.Preparation of the Documents.		10 mins.	Mary Grace Dantoc Nenita B. Gajitos
3.Proceed to Treasurer Office to pay the Amount			2 mins.	Client
	3.Posting notice for delayed registration of birth		10 days	Mary Grace Dantoc Nenita B. Gajitos
4.return after 10 days of posting period and present the Official receipt.	4.Signing/ Issuance of the Registerd COLB.		2 mins.	Nenita B. Gajitos

## 6 DELAYED REGISTRATION OF CERTIFICATE OF MARRIAGE (COM)

### Service Information

<b>Office or Division:</b>	MUNICIPAL CIVIL REGISTRAR OFFICE			
<b>Classification:</b>	HIGHLY TECHNICAL			
<b>Type of Transaction:</b>	GOVERNMENT TO CITIZEN			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
PRINCIPAL				
PSA-Negative Certification ( 1 original 2 photocopy)		Philippine Statistics Authority (PSA)		
CENOMAR of both parties (1 original 2 photocopy)		Philippine Statistics Authority (PSA)		
Marriage Cert issued by the church (if solemnized at the church) ( 1 original 2 photocopy)		Church		
Affidavit of contracting parties (3 original copy)		Office of the Mayor		
Joint Affidavit for late Reg.of Marriage (2 original copy)		Office of the Mayor		
Cedula of contracting parties. (1 photocopy)		Barangay Hall		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Present the the prescribe form and the requirements	1.Interview and Validate the necessary requiremetns for the late registration.		5 mins.	Mary Grace Dantoc Nenita B. Gajitos
2.Signing to the form			1min.	Mary Grace Dantoc Nenita B. Gajitos

<p>3.Proceed to Treasurer Office to pay the Amount</p>	<p>2.Preparation of the Documents.</p>		<p>10 mins.</p>	<p>Mary Grace Dantoc Nenita B. Gajitos</p>
<p>3.Proceed to Treasurer Office to pay the Amount</p>	<p>3.Posting notice for delayed registration of Marriage</p>		<p>2 mins.</p>	<p>client</p>
<p>4.return after 10 days of posting period and present the Official receipt.</p>	<p>4.Signing/ Issuance of the Registerd COM</p>		<p>10 days</p>	<p>Mary Grace Dantoc Nenita B. Gajitos</p>
<p>4.return after 10 days of posting period and present the Official receipt.</p>	<p>4.Signing/ Issuance of the Registerd COM</p>		<p>2 mins.</p>	<p>Nenita B. Gajitos</p>

## 7 DELAYED REGISTRATION OF CERTIFICATE OF DEATH (COD)

### Service Information

<b>Office or Division:</b>	MUNICIPAL CIVIL REGISTRAR OFFICE			
<b>Classification:</b>	HIGHLY TECHNICAL			
<b>Type of Transaction:</b>	GOVERNMENT TO CITIZEN			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
PRINCIPAL				
PSA-Negative Certification ( 1 original 2 photocopy) Death Cert issued by the church ( 1 original 2 photocopy) Joint Affidavit for late Reg.of Death (2 original copy) Cedula (1 photocopy) Burial Permit Form		Philippine Statistics Authority (PSA)  Church  Office of the Mayor  Barangay Hall Office of the Mayor		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Present the the prescribe form and the requirements	1.Interview and Validate the necessary requiremetns for the late registration.		5 mins.	Mary Grace Dantoc Nenita B. Gajitos
2.Signing to the form	2.Preparation of the Documents.		1 min.	Mary Grace Dantoc Nenita B. Gajitos
3.Proceed to Treasurer Office to pay the Amount			10 mins.	Mary Grace Dantoc/ Nenita B. Gajitos
			2 mins.	client

	3.Posting notice for delayed registration of Marriage		10 days	Mary Grace Dantoc\ Nenita B. Gajitos
4.return after 10 days of posting period and present the Official receipt.	4.Signing/ Issuance of the Registerd COM		2 mins.	Nenita B. Gajitos

## 8 APPLICATION FOR MARRIAGE LICENSE

### Service Information

<b>Office or Division:</b>	MUNICIPAL CIVIL REGISTRAR OFFICE			
<b>Classification:</b>	HIGHLY TECHNICAL			
<b>Type of Transaction:</b>	GOVERNMENT TO CITIZEN			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>PRINCIPAL</b>				
Application form for Marriage License (4 original copy)		Local Civil Registrar Office		
CENOMAR (1 original 1 photocopy)		Philippine Statistics Authority (PSA)		
Birth Certificate (1 original 1 photocopy)		Municipal/City Civil Registrar		
Family Planning seminar (1 original 1 photocopy)		RHU – Center		
Marriage Counselling seminar (1 original 1 photocopy)		MSWD Office		
Parental Consent form (18-20 yrs.old) (2 original )		Local Civil Registrar Office		
Parental Advice form (21-24 yrs.old) (2 original)		Local Civil Registrar Office		
Cedula (1 photocopy)		Barangay Hall		
Legal Capacity to contract Marriage if one of the contracting parties is foreigner (1 original 1 photocopy)		Embassy		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Present the prescribe form and the requirements.	1.Validate the necessary requirements for marriage application.		3 mins.	Mary Grace Dantoc/ Nenita B. Gajitos
	2.Interview and Review the information entered in the form.		5 mins.	Mary Grace Dantoc/ Nenita B. Gajitos
2.Signing the client and the parents if needed.			3 mins.	Mary Grace Dantoc/ Nenita B. Gajitos

	3. Recording the Marriage application to registry book and assigning Reg. number		2 mins.	Mary Grace Dantoc/ Nenita B. Gajitos
3. Proceed to Treasurer Office to pay the Amount			2 mins.	Client
	4. Posting notice for Marriage Application	P 552.00	10 days	Mary Grace Dantoc/ Nenita B. Gajitos
4. return after 10 days of posting period and present the Official receipt.	5. Signing/ Issuance of Marriage License		2 mins.	Nenita B. Gajitos

**9 ROCESSING LEGAL INSTRUMENT – ACKNOWLEDGMENT AND LEGITIMATION (IN THE CERTIFICATE OF LIVE BIRTH)**

Service Information

<b>Office or Division:</b>	MUNICIPAL CIVIL REGISTRAR OFFICE			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	GOVERNMENT TO CITIZEN			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
PRINCIPAL				
<b>For Acknowledgment:</b> Affidavit of Acknowledgment Cedula-Father <b>For Legitimation:</b> Certified Xerox Copy of Marriage Cert. CENOMAR Affidavit of Legitimation Cedula - Parents		Attorney/Notary Public Barangay Hall  Municipal/City Civil Registrar Philippine Statistics Authority (PSA) Office of the Mayor Barangay Hall		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Present the requirements	1.Validate the requiremetns and interview.		3 mins.	Mary Grace Dantoc/ Nenita B. Gajitos
	2.Recording at Registry book of Legal Instrument and Assigning Registry Number on Affidavit.		5 mins.	Mary Grace Dantoc/ Nenita B. Gajitos
3.Proceed to Treasurer Office to pay the Amount	3.Assigning Remarks/Annotati on on the COLB.	P250.00	2 mins.	Client
			10 mins.	Mary Grace Dantoc/ Nenita B. Gajitos
4.Present the Official receipt.	4.Signing/ Issuance of Annotaed Documents.		2 mins.	Nenita B. Gajitos

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**10 ROCESSING OF CORRECTION OF CLERICAL ERROR (R.A.9048) IN THE CERTIFICATE OF BIRTH, MARRIAGE AND DEATH**

Service Information

<b>Office or Division:</b>	MUNICIPAL CIVIL REGISTRAR OFFICE			
<b>Classification:</b>	HIGHLY TECHNICAL			
<b>Type of Transaction:</b>	GOVERNMENT TO CITIZEN			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
PRINCIPAL				
PSA Copy of affected Certificate (1 original 8 photocopy)		Philippine Statistics Authority (PSA)		
Baptismal Cert.(1 original 2 photocopy)		Church		
School Record Form 137-E (1 original 2 photocopy)		School		
Voter's Registration Record (1 original 2 photocopy)		Comelec		
Marriage Certificate if Married (1 CTC 2 photocopy)		Municipal/City Civil Registrar		
CEDULA of the Affiant ( 1 photocopy)		Barangay Hall		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Present the requirements	1.Validate the requiremetns and interview.		5 mins.	Mary Grace Dantoc/ Nenita B. Gajitos
2.Signing on the form	2.Prepare the prescribed form		3 mins.	Mary Grace Dantoc/ Nenita B. Gajitos
	2.Recording at Registry book of RA 9048 and Assigning CCE Number.		5 mins.	Nenita B. Gajitos
3.Proceed to Treasurer Office to pay the Filing fee and processing fee		P1,500.00		Client
	3.Assigning Remarks/Annotati on the Affected Certificate		10 mins.	Nenita B. Gajitos

	4.Posting of notice and Decision		15 days	Nenita B.Gajitos
4.Return after 15 days of posting period and Decision	5.Issuance of Annotated Documents.		5 mins.	Nenita B.Gajitos

## 11 ROCESSING OF CHANGE OF FIRST NAME (R.A.9048) IN THE CERTIFICATE OF LIVE BIRTH

### Service Information

<b>Office or Division:</b>	MUNICIPAL CIVIL REGISTRAR OFFICE			
<b>Classification:</b>	HIGHLY TECHNICAL			
<b>Type of Transaction:</b>	GOVERNMENT TO CITIZEN			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
PRINCIPAL				
PSA Copy of affected Certificate (1 original 8 photocopy)		Philippine Statistics Authority (PSA)		
Baptismal Cert.(1 original 2 photocopy)		Church		
School Record Form 137-E (1 original 2 photocopy)		School		
Voter's Registration Record (1 original 2 photocopy)		Comelec		
Marriage Certificate if Married (1 CTC 2 photocopy)		Municipal/City Civil Registrar		
CEDULA of the Affiant ( 1 photocopy)		Barangay Hall		
Affidavit of Publication Newspaper Clippings }		News Paper Publication		
NBI Clearance ( 3 xerox copy)		NBI		
Police Clearance ( 1 orig.2 photocopy)		Police		
Certificate of Employment if employed		Company		
Affidavit of non- Employment if not		Office of the Municipal Mayor		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Present the requirements	1.Validate the requirements and interview.		5 mins.	Mary Grace Dantoc/ Nenita B. Gajitos
2.Signing on the form	2.Prepare the prescribed form		3 mins.	Mary Grace Dantoc/ Nenita B. Gajitos
	2.Recording at Registry book of RA 9048 and Assigning CFN Number.		5 mins.	Nenita B. Gajitos

<p>3.Proceed to Treasurer Office to pay the Filing fee and processing fee</p>	<p>3.Assigning Remarks/Annotati on the Affected Certificate</p> <p>4.Posting of notice and Decision</p>	<p>P3,500.00</p>	<p>10 mins.</p> <p>15 days</p>	<p>Client</p> <p>Nenita B.Gajitos</p> <p>Nenita B.Gajitos</p>
<p>4.Return after 15 days of posting period and Decision</p>	<p>5.Issuance of Annotated Documents.</p>		<p>5 mins.</p>	<p>Nenita B.Gajitos</p>

**2 ROCESSING OF CORRECTION OF GENDER/SEX AND DATE OF BIRTH (R.A.10172) IN THE CERTIFICATE OF LIVE BIRTH**

Service Information

<b>Office or Division:</b>	MUNICIPAL CIVIL REGISTRAR OFFICE			
<b>Classification:</b>	HIGHLY TECHNICAL			
<b>Type of Transaction:</b>	GOVERNMENT TO CITIZEN			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
PRINCIPAL				
PSA Copy of affected Certificate (1 original 8 photocopy)		Philippine Statistics Authority (PSA)		
Baptismal Cert.(1 original 2 photocopy)		Church		
School Record Form 137-E (1 original 2 photocopy)		School		
Voter's Registration Record (1 original 2 photocopy)		Comelec		
Marriage Certificate if Married (1 CTC 2 photocopy)		Municipal/City Civil Registrar		
CEDULA of the Affiant ( 1 photocopy)		Barangay Hall		
Affidavit of Publication Newspaper Clippings }		News Paper Publication		
NBI Clearance ( 3 xerox copy)		NBI		
Police Clearance ( 1 orig.2 photocopy)		Police		
Certificate of Employment if employed		Company		
Affidavit of non- Employment if not		Office of the Municipal Mayor		
Medical Certificate stating that the petitioner or the owner of the documents has not undergone sex change or sex transplant.		RHU – Center		
Certificate of Authenticity		LCR Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Present the requirements	1.Validate the requirements and interview.		5 mins.	Mary Grace Dantoc/ Nenita B. Gajitos
2.Signing on the form	2.Prepare the prescribed form		3 mins.	Mary Grace Dantoc/ Nenita B. Gajitos
	3.Recording at Registry book of RA 9048 and Assigning CFN Number.		5 mins.	Nenita B. Gajitos

<p>3.Proceed to Treasurer Office to pay the Filing fee and processing fee</p>	<p>3.Assigning Remarks/Annotati on the Affected Certificate</p> <p>4.Posting of notice and Decision</p>	<p>P3,500.00</p>	<p>10 mins.</p> <p>15 days</p>	<p>Client</p> <p>Nenita B.Gajitos</p> <p>Nenita B.Gajitos</p>
<p>4.Return after 15 days of posting period and Decision</p>	<p>4.Issuance of Annotated Documents.</p>		<p>5 mins.</p>	<p>Nenita B.Gajitos</p>

Republic of the Philippines  
Province of Laguna  
Municipality of Paete



## OFFICE OF THE MUNICIPAL CIVIL REGISTRAR

- I. **Mandate:** CIVIL REGISTRY OFFICES HAVE FOR THEIR PRIMORDIAL TASK TO PUT INTO RECORD VITAL EVENTS RELATED TO AN INDIVIDUAL FROM BIRTH TO DEATH AND LIFE CIRCUMSTANCES THAT AFFECT THE CIVIL STATUS OF THE PERSON. ITS CREATION IS MANDATED BY REPUBLIC ACT 7160 (THE LOCAL GOVERNMENT CODE OF 1991), ACT 3753 (CIVIL REGISTRY LAW), AND REPUBLIC ACT NO. 386 (THE CIVIL CODE OF THE PHILIPPINES).
  
- II. **Vision:** AIDS AT TAKING STEPS TOWARD A SUCCESSFUL TRANSFORMATION TO A KNOWLEDGE-BASED CIVIL REGISTRATION SYSTEM, FOCUS ON THE EMERGING INFORMATION TECHNOLOGY AND INTENSIFY INFORMATION DISSEMINATION THROUGH MODERNIZATION.
  
- III. **Mission:** LOCAL CIVIL REGISTRAR IS DIRECTLY INVOLVES ANALYZING EXISTING AND PROCEDURES THAT REQUIRES CHANGES AND INNOVATIONS. IDENTIFY CIVIL REGISTRATION RULES AND REGULATIONS THAT ARE NO LONGER RELEVANT TO THE PRESENT TIMES AND INTEREST TO NEW AND PRACTICAL SOLUTIONS FOR THE IMPROVEMENT OF CIVIL REGISTRY SERVICES THAT WILL CONTRIBUTE TO NATION-BUILDING
  
- IV. **Service Pledge:**
  - TRANSPARENCY AND ACCOUNTABILITY OF MCR STAFF SUSTAINED.
  - MCR CAPACITY TO PREPARE AND BUILD RESILIENCY TO REGISTRATION RECORDS AND BACK-UP DATA ENHANCED.
  - MCR CAPACITY TO DEVELOP AND IMPLEMENT PROTECTION AND SECURITY TO DATA RECORDS IMPLEMENTED.
  - MCR UPGRADED TO COMPUTERIZED DATA RECORDS FOR FASTER TRANSACTIONS





# **HUMAN RESOURCE MANAGEMENT OFFICE**

## **Personnel Services**

### 3. ON THE JOB TRAINING OF STUDENTS

Service Information

<b>Office or Division:</b>	HUMAN RESOURCE MANAGEMENT OFFICE			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2C GOVERNMENT TO CITIZEN			
<b>Who may avail:</b>	College students who will undergo their OJT			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request letter from school		School		
Resume with latest picture		OJT student		
Photocopy of enrolment form		School Registrar's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of requirements	1.1 The HRMO assistant will receive the requirements to the HRMO for evaluation	None	1 minute	Editha C. Palor/ Maritess G. Reyes
	1.2 The HRMO will interview the OJT student/s	None	2 minutes	Beatriz C. Cainto
	1.3 The HRMO assistant will forward said request to the Municipal Mayor who will approve/ disapprove the request.	None	1 minute	Editha C. Palor/ Maritess G. Reyes
2. Wait for the approval of the Municipal Mayor.	2. If approved, you will be oriented with the basic information relative with the basic requirements on the job.	None	5 minutes	Beatriz C. Cainto
3. Endorsement to the assigned office.	3. You will be endorsed to the department where you will be assigned.	None	2 minutes	Editha C. Palor/ Maritess G. Reyes
4. For your daily time record, you have to register in the Face Id Biometric for your daily time monitoring record	4. The MIS will register you in the face id	None	2 minutes	Frank Albert N. Dela Rosa

## 2. ISSUANCE OF SERVICE RECORDS, CERTIFICATE OF EMPLOYMENT AND OTHER CERTIFICATIONS AND PERSONNEL RECORDS

Service Information

<b>Office or Division:</b>	HUMAN RESOURCE MANAGEMENT OFFICE			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2G GOVERNMENT TO GOVERNMENT			
<b>Who may avail:</b>	LGU PAETE OFFICIALS AND EMPLOYEES			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Verbal Request		N/A		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEE TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach HRMO / staff and make a request.	1. Review and verify the requested records.	None	2 minutes	MARITESS G. REYES
2. Wait while the requested documents are being retrieved and process.	2. HRMO will sign the said documents after review and verification.	None	2 minutes	BEATRIZ C. CAINTO
3. Received the documents requested.	3. Release requested documents to the clients	None	1 minute	EDITHA C. PALOR

## 2. ISSUANCE OF SERVICE RECORDS, CERTIFICATE OF EMPLOYMENT AND OTHER CERTIFICATIONS AND PERSONNEL RECORDS

Service Information

<b>Office or Division:</b>		HUMAN RESOURCE MANAGEMENT OFFICE		
<b>Classification:</b>		SIMPLE		
<b>Type of Transaction:</b>		G2G GOVERNMENT TO GOVERNMENT		
<b>Who may avail:</b>		LGU PAETE OFFICIALS AND EMPLOYEES		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Verbal Request		N/A		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



Republic of the Philippines  
Province of Laguna  
Municipality of Paete

**MUNICIPAL AGRICULTURE OFFICE**

# **AGRICULTURE**

## **Service Category**



## **I. Mandate:**

The Department is the government agency responsible for the promotion of agricultural development by providing the policy framework, public investments and support services needed for domestic and export-oriented business enterprises.

In the fulfillment of this mandate, it shall be the primary concern of the Department to improve farm income and generate work opportunities for farmers, fishermen and other rural workers. It shall encourage people's participation in agricultural development through sectoral representation in agricultural policy-making bodies so that the policies, plans and programs of the Department are formulated and executed to satisfy their needs.

It shall also use a bottom-up self-reliant farm system approach that will emphasize social justice, equity, productivity and sustainability in the use of agricultural resources.

## **II. Vision:**

A modernized smallholder agriculture and fisheries; a diversified rural economy that is dynamic, technologically advanced and internationally competitive. Its transformation is guided by the sound practices of sustainability, the principles of social justice, and a strong private sector participation.

## **III. Mission:**

To help and empower the farming and fishing communities and the private sector to produce enough, accessible and affordable food for every Filipino and a decent account for all.

## **IV. Service Pledge:**

Improved farm income and generated work opportunity for farmers & fishermen and other rural workers.



## TECHNICAL ASSISTANCE FOR CROP PRODUCTION & PROTECTION

<b>Office or Division:</b>	AGRICULTURE OFFICE			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2C- GOVERNMENT TO CITIZEN			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
(For Walk-In)				
Approach the MA/AT/ Staff				
Present the Written Or Verbal Request	MAO personnel received the inquiry and provided/extended technical assistance or information	N/A	5-10 min	Antonio C. Dela Rosa- Mun. Agriculturist Ma. Vivian. Sanchez- Agricultural Tech. I John Paul C. Cortez Admin. Aide
	Sign the Logbook	N/A	1 min	John Paul C. Cortez Admin. Aide
(On-Call)				
Call or text MA/AT/Staff & wait for the schedule or result. Submit name and address/Contact no.	Inquiries replied/ answered	N/A	2 min	Antonio C. Dela Rosa- Mun. Agriculturist Ma. Vivian. Sanchez- Agricultural Tech. I John Paul C. Cortez Admin. Aide



## FARM INPUTS/ SEED/FERTILIZER DISTRIBUTION & OTHER INTERVENTION

### Service Information

<b>Office or Division:</b>	AGRICULTURE OFFICE			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2C- GOVERNMENT TO CITIZEN			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Approach the assigned personnel and sign the logbook	Inputs provided and recipient/s list signed	N/A	1 min	Antonio C. Dela Rosa- Mun. Agriculturist Ma. Vivian. Sanchez- Agricultural Tech. I John Paul C. Cortez Admin. Aide
Ask for planting material/s, seed/s, seedling/s and sign the logbook or recipients list	Input/s distributed/availed and recipients list signed	N/A	2 mins	Antonio C. Dela Rosa- Mun. Agriculturist Ma. Vivian. Sanchez- Agricultural Tech. I John Paul C. Cortez Admin. Aide
Approach personnel and ask for fertilizer & other intervention from the province and regional office	Input/s distributed/ provided and recipients list signed	N/A	5 mins	Antonio C. Dela Rosa- Mun. Agriculturist Ma. Vivian. Sanchez- Agri. Tech. I John Paul C. Cortez Admin. Aide



## ANTI-RABIES VACCINATION AND OTHER LIVESTOCK INTERVENTION

### Service Information

<b>Office or Division:</b>	AGRICULTURE OFFICE			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2C- GOVERNMENT TO CITIZEN			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
(On- call)				
Call or Text and wait for the schedule/ home service by arrangement	Registered/ Recorded the dog's profile and pay the necessary fee.	50.00 per head	15 mins	Antonio C. Dela Rosa- Mun. Agriculturist John Paul C. Cortez Admin. Aide Nenita Q. Rellosa Senior Agriculturist
(Walk-in)				
Approach the personnel and pay the necessary fee	Registered/ Recorded the dog's profile and pay the necessary fee.	50.00 per head	15 mins	Antonio C. Dela Rosa- Mun. Agriculturist John Paul C. Cortez Admin. Aide Nenita Q. Rellosa Senior Agriculturist
Mass Vaccination	Registered/ Recorded the dog's profile and pay the necessary fee.	50.00 per head	5 mins	Antonio C. Dela Rosa- Mun. Agriculturist John Paul C. Cortez Admin. Aide Nenita Q. Rellosa Senior Agriculturist

## ANTI-RABIES VACCINATION AND OTHER LIVESTOCK INTERVENTION

### Service Information

<b>Office or Division:</b>	AGRICULTURE OFFICE			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2C- GOVERNMENT TO CITIZEN			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Carabao Branding	Received request and schedule the branding with necessary documents	N/A	5 mins	Antonio C. Dela Rosa- Mun. Agriculturist Ma. Vivian. Sanchez- Agricultural Tech. I John Paul C. Cortez Admin. Aide Nenita Q. Rellosa Senior Agriculturist
	Interview with the treasurer's office personnel in-charged for documentation and pay the necessary fees	120.00	5 mins	Antonio C. Dela Rosa- Mun. Agriculturist Ma. Vivian. Sanchez- Agricultural Tech. I John Paul C. Cortez Admin. Aide Nenita Q. Rellosa Senior Agriculturist
	Schedule the branding	N/A	10 mins per head	Antonio C. Dela Rosa- Mun. Agriculturist Ma. Vivian. Sanchez- Agricultural Tech. I John Paul C. Cortez Admin. Aide Nenita Q. Rellosa Senior Agriculturist

## ANTI-RABIES VACCINATION AND OTHER LIVESTOCK INTERVENTION

### Service Information

<b>Office or Division:</b>	AGRICULTURE OFFICE			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2C- GOVERNMENT TO CITIZEN			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
(Walk-in or on- call procedure) For Hog Vaccination/ Artificial insemination, vitamins intake and disease treatment	Hog vaccinated/ inseminated, vitamins given and disease treated. Recorded animal cases.	Owner's expense	10-15 mins	Antonio C. Dela Rosa- Mun. Agriculturist Ma. Vivian. Sanchez- Agricultural Tech. I John Paul C. Cortez Admin. Aide Nenita Q. Rellosa Senior Agriculturist



# **MUNICIPAL ASSESSOR'S OFFICE**

## **Frontline Services**

# 1 ISSUANCE OF CERTIFIED TRUE COPY OF TAX DECLARATIONS

## Service Information

<b>Office or Division:</b>	OFFICE OF THE MUNICIPAL ASSESSOR			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2C – GOVERNMENT TO CITIZEN			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Personal/ Owner				
Tax Declaration Number		Office of the Municipal Assessor		
Official Receipt		Office of the Municipal Treasurer		
Documentary Stamp		Bureau of Internal Revenue Satellite Office Paete		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. SECURE/VERIFICATION OF PREVIEWS TAX DECARATION NUMBER OF THE OWNER.	ACCEPTANCE OF REQUEST	None	10 mins	Liezel C. Mercado
2. PAY NECESSARY FEE AT THE TREASURERS OFFICE	ISSUANCE OF OFFICIAL RECIEPT	75.00	5 mins	Jonathan T. Castillo
3. SECURE DOCUMENTARY STAMP FROM BUREAU OF INTERNAL REVENUE	ISSUANCE OF DOCUMENTARY STAMP	30.00	2 mins	Aileen Rosales
4. PROCEED TO ASSESSOR'S OFFICE FOR PROCESSING	PROCESSING OF REQUESTED CERTIFICATION	None	15 mins	Liezel C. Mercado
5. RECEIVING OF THE CERTIFIED TRUE COPY THAT WAS REQUESTED	ISSUANCE OF CERTIFIED TRUE COPY OF THE TAX DECLARATION	None	3 mins	Juanita C. Bagabaldo, REA

## 2 ISSUANCE OF AGGREGATE LAND HOLDING CERTIFICATE

### Service Information

<b>Office or Division:</b>	OFFICE OF THE MUNICIPAL ASSESSOR			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2C – GOVERNMENT TO CITIZEN			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Owner/ Representatiove				
Tax Declaration's Name of Owner			Office of the Municipal Assessor	
Official Reciept			Office of the Municipal Treasurer	
Documentary Stamp			Bureau of Internal Revenue Satellite Office Paete	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. SUBMIT NAME OF TAX PAYER/ OWNER AND VERIFICATION OF PROPERTIES FROM THE INDEX CARD	ACCEPTANCE OF REQUEST	None	10 mins	Rosalinda G. Ballares
2. PAY NECESSARY FEE AT THE TREASURER'S OFFICE	ISSUANCE OF OFFICIAL RECIEPT	75.00	5 mins	Jonathan T. Castillio
3. SECURE DOCUMENTARY STAMP FROM BUREAU OF INTERNAL REVENUE	ISSUANCE OF DOCUMENTARY STAMP	30.00	2 mins	Aileen Rosales
4. PROCEED TO ASSESSOR'S OFFICE FOR PROCESSING	PROCESSING OF REQUESTED CERTIFICATION	None	15 mins	Rosalinda G. Ballares
5. RECEIVING OF THE CERTIFIED TRUE COPY THAT WAS REQUESTED	ISSUANCE OF CERTIFIED TRUE COPY OF THE TAX DECLARATION	None	3 mins	Juanita C. Bagabaldo, REA

### 3 ISSUANCE OF CERTIFICATE OF NO PROPERTY

#### Service Information

<b>Office or Division:</b>	OFFICE OF THE MUNICIPAL ASSESSOR			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2C – GOVERNMENT TO CITIZEN			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Requester/ Representative				
Official Receipt		Office of the Municipal Treasurer		
Documentary Stamp		Bureau of Internal Revenue Satellite Office Paete		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. SUBMIT NAME OF REQUESTER AND VERIFICATION FROM THE REAL PROPERTY TAX INDEX.	ACCEPTANCE OF REQUEST	None	10 mins	Andrea A. Almario
2. PAY NECESSARY FEE AT THE TREASURER'S OFFICE	ISSUANCE OF OFFICIAL RECIEPT	75.00	5 mins	Jonathan T. Castillo
3. SECURE DOCUMENTARY STAMP FROM BUREAU OF INTERNAL REVENUE	ISSUANCE OF DOCUMENTARY STAMP	30.00	2 mins	Aileen Rosales
4. PROCEED TO ASSESSOR'S OFFICE FOR PROCESSING	PROCESSING OF REQUESTED CERTIFICATION	None	15 mins	Andrea A. Almario
5. RECEIVING OF THE CERTIFIED TRUE COPY THAT WAS REQUESTED	ISSUANCE OF CERTIFIED TRUE COPY OF THE TAX DECLARATION	None	3 mins	Juanita C. Bagabaldo, REA

#### 4 ISSUANCE OF CERTIFICATE OF NO IMPROVEMENTS

##### Service Information

<b>Office or Division:</b>	OFFICE OF THE MUNICIPAL ASSESSOR			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2C – GOVERNMENT TO CITIZEN			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Requester/ Representative				
Official Receipt		Office of the Municipal Treasurer		
Documentary Stamp		Bureau of Internal Revenue Satellite Office Paete		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. SUBMIT NAME OF REQUESTER AND VERIFICATION FROM THE REAL PROPERTY TAX INDEX.	ACCEPTANCE OF REQUEST	None	10 mins	Andrea A. Almario
2. PAY NECESSARY FEE AT THE TREASURER'S OFFICE	ISSUANCE OF OFFICIAL RECEIPT	75.00	5 mins	Jonathan T. Castillio
3. SECURE DOCUMENTARY STAMP FROM BUREAU OF INTERNAL REVENUE	ISSUANCE OF DOCUMENTARY STAMP	30.00	2 mins	Aileen Rosales
4. PROCEED TO ASSESSOR'S OFFICE FOR PROCESSING	PROCESSING OF REQUESTED CERTIFICATION	None	15 mins	Andrea A. Almario
5. RECEIVING OF THE CERTIFIED TRUE COPY THAT WAS REQUESTED	ISSUANCE OF CERTIFIED TRUE COPY OF THE TAX DECLARATION	None	3 mins	Juanita C. Bagabaldo, REA

## 5 VERIFICATION OF PROPERTY LOCATION AND VICINITY

### Service Information

<b>Office or Division:</b>	OFFICE OF THE MUNICIPAL ASSESSOR			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2C – GOVERNMENT TO CITIZEN			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Requester				
Name of the Property Owner, Tax Declaration, Lot Number, Title or any available data		Office of the Municipal Assessor		
Official Receipt		Office of the Municipal Treasurer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. SUBMIT NAME OF THE PROPERTU OWNER, TAX DECLARATION, LOT NUMBER, TITLE OR ANY AVAILABLE DATA.	ACCEPTANCE OF REQUEST	None	5 mins	Gino E. dela Cruz
	VERIFICATION OF RESEARCH OF THE LOCATION OF THE REAL PROPERTY ON THE TAX MAP OR CAD MAP	None	1 day	Gino E. dela Cruz
2. PAY NECESSARY FEE AT THE TREASURER'S OFFICE	ISSUANCE OF OFFICIAL RECIEPT	75.00	5 mins	Jonathan T. Castillio
3. IDENTIFICATION OF PROPERTY LOCATION	ISSUANCE OF VICINITY MAP OF THE VERIFIED PROPERTY	None	5 mins	Gino E. dela Cruz

## 6 ISSUANCE OF LAND SURVEY PERMIT

### Service Information

<b>Office or Division:</b>	OFFICE OF THE MUNICIPAL ASSESSOR			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2C – GOVERNMENT TO CITIZEN			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Requester/ Surveyor Letter			Surveyor	
Tax Declaration's Name of Owner			Office of the Municipal Assessor	
Official Reciept			Office of the Municipal Treasurer	
Documentary Stamp			Bureau of Internal Revenue Satellite Office Paete	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. SUBMIT OWNER'S COPY OF THE TAX DECLARATION OR VERIFICATION FORM	ACCEPTANCE OF REQUEST	None	5 mins	Rosalinda G. Ballares
2. PAY NECESSARY FEE AT THE TREASURER'S OFFICE	ISSUANCE OF OFFICIAL RECIEPT	200.00	5 mins	Jonathan T. Castillo
3. SECURE DOCUMENTARY STAMP FROM BUREAU OF INTERNAL REVENUE	ISSUANCE OF DOCUMENTARY STAMP	30.00	2 mins	Aileen Rosales
4. PROCEED TO ASSESSOR'S OFFICE FOR PROCESSING	PROCESSING OF REQUESTED CERTIFICATION	None	15 mins	Rosalinda G. Ballares
5. RECEIVING OF THE LAND SURVEY PERMIT	ISSUANCE OF LAND SURVEY PERMIT	None	3 mins	Juanita C. Bagabaldo, REA

## 7 ISSUANCE OF CERTIFIED TRUE XEROX OF TAX DECLARATIONS, MAPS AND OTHER DOCUMENTS

### Service Information

<b>Office or Division:</b>	OFFICE OF THE MUNICIPAL ASSESSOR			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2C – GOVERNMENT TO CITIZEN			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Requester				
Tax Declaration's Name of Owner		Office of the Municipal Assessor		
Official Receipt		Office of the Municipal Treasurer		
Documentary Stamp		Bureau of Internal Revenue Satellite Office Paete		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. PRESENT OWNER'S COPY OF TAX DECLARATION	ACCEPTANCE OF REQUEST	None	5 mins	Anjolina Ongtauco
2. PAY NECESSARY FEE AT THE TREASURER'S OFFICE	ISSUANCE OF OFFICIAL RECIEPT	75.00	5 mins	Jonathan T. Castillo
3. SECURE DOCUMENTARY STAMP FROM BUREAU OF INTERNAL REVENUE	ISSUANCE OF DOCUMENTARY STAMP	30.00	2 mins	Aileen Rosales
4. PROCEED TO ASSESSOR'S OFFICE FOR PROCESSING	PROCESSING OF REQUESTED CERTIFICATION	None	15 mins	Anjolina Ongtauco
5. RECEIVING OF CERTIFIED XEROX COPY OF THE FILE REQUESTED	ISSUANCE OF CERTIFIED XEROX COPY OF THE FILE REQUESTED	None	3 mins	Juanita C. Bagabaldo, REA

## 8 SECURING OF TAX DECLARATION FOR TRANSFER OF OWNERSHIP FOR LAND

### Service Information

<b>Office or Division:</b>	OFFICE OF THE MUNICIPAL ASSESSOR			
<b>Classification:</b>	HIGHLY TECHNICAL APPLICATION			
<b>Type of Transaction:</b>	G2C – GOVERNMENT TO CITIZEN			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Deed of Conveyance		Lawyer		
Tax Clearance		Municipal Treasurer's Office		
Tax Clearance or Payment of Capital Gains Tax		Bureau of Internal Revenue		
Photocopy of Title		Registry of Deeds		
Clearance from the Department of Agrarian Reform		Department of Agrarian Reform		
Copy of Approved subdivision, segregation or consolidation plan		Department of Environment and Natural Resources		
Annotation Fee		Municipal Treasurer's Office		
Transfer Fee		Municipal Treasurer's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. SUBMIT ALL NECESSARY DOCUMENTS	ACCEPTANCE OF THE REQUEST	None	5 mins	Rosalinda G. Ballares
	REVIEW AND VERIFICATION OF DOCUMENTS SUBMITTED	None	10 mins	Rosalinda G. Ballares
2. PAY NECESSARY FEE AT THE TREASURERS OFFICE	ISSUE TRANSFER TAX RECIEPT AND ANNOTATION FEE	MV(Market Value)/CP(Contract Price) which ever is higher x .5%= Transfer Tax  Surcharge 25% after 60 days of notarization  AV- 3,000/1000x5+30 = Annotation Fee	10 mins	Jobeth Vadecantos
3. PROCEED TO ASSESSOR'S OFFICE FOR PROCESSING	PROCESSING OF TRANSFER OF OWNERSHIP FOR LAND AND APPROVAL OF THE PROVINCIAL/	None	10 Days (paused-clock)	Engr. Abet F. Arellano

	MUNICIPAL ASSESSOR			
4. VERIFICATION AND SIGNING OF DOCUMENTS	ISSUANCE OF NEWLY TRANSFERRED TAX DECLARATION	None	10 mins	Juanita C. Bagabaldo, REA

## 9 SECURING ASSESSMENT FOR A NEW BUILDING AND MACHINERY

### Service Information

<b>Office or Division:</b>	OFFICE OF THE MUNICIPAL ASSESSOR			
<b>Classification:</b>	HIGHLY TECHNICAL APPLICATION			
<b>Type of Transaction:</b>	G2C – GOVERNMENT TO CITIZEN			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Building Plan/ Bill of Materials		Contractor/ Engineer		
Sales Invoice, Freight Expense and Installation Cost		Contractor		
Assessment Request Form to be submitted to the Office of the Provincial Assessor for Properties above 2 million pesos		Municipal Assessor's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. SUBMISSION OF ALL NECESSARY DOCUMENTS	ACCEPTANCE OF THE REQUEST	None	5 mins	Juanita C. Bagabaldo, REA
2. A. SCHEDULE DATE OF INSPECTION (FOR PROPERTIES BELOW 2 MILLION)	MUNICIPAL ASSESSOR WILL DO AN ACTUAL INSPECTION TO ASSES THE VALUE OF TNE NEW BUILDING/ MACHINERY	None	within the day	Juanita C. Bagabaldo, REA
B. SCHEDULE DATE OF INSPECTION (FOR PROPERTIES ABOVE 2 MILLION)	PROVINCIAL ASSESSOR WILL DO AN ACTUAL INSPECTION TO ASSES THE VALUE OF TNE NEW BUILDING/ MACHINERY	None	15 days (paused-clock)	Engr. Abet F. Arellano, REB, REA
	PREPARATION OF FIELD APPRAISAL ASSESSMENT SHEET (FAAS)	None	20 mins	Liezel C. Mercado
	PREPARATION OF TAX DECLARATION	None	15 mins	Liezel C. Mercado

	REVIEW AND SIGNING OF TAX DECLARATION	None	5 mins	Juanita C. Bagabaldo, REA
	TRANSMITTAL OF TAX DECLARATION TO THE OFFICE OF THE PROVINCIAL ASSESSOR FOR APPROVAL	None	7 days	Engr. Abet F. Arellano, REB, REA
	ISSUANCE OF TAX DECLARATION AND NOTICE OF ASSESSMENT FORM	None	10 mins	Liezel C. Mercado

## 10 SECURING ASSESSMENT FOR NEWLY DECLARED LOT

### Service Information

<b>Office or Division:</b>	OFFICE OF THE MUNICIPAL ASSESSOR			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2C – GOVERNMENT TO CITIZEN			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Approved plan or sketch plan with certification		Department of Environment and Natural Resources (DENR and CENRO)		
Copy of Title		Registry of Deeds		
Affidavit of Ownership		Lawyer		
Affidavit of Barangay Captain and Adjoining Owners		Barangay Captain and Adjoining Lot Owners		
10 Years Back Taxes		Municipal Treasurer's Office		
Sworn Statement stating the kind and number of plants		Lawyer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. SUBMIT ALL NECESSARY DOCUMENTS.	ACCEPTANCE OF THE REQUEST	None	5 mins	Juanita C. Bagabaldo, REA
	COMPUTAION OF 10 YEARS BACK TAXES	Past 10 Year SMV+ current year SMV x Assessment Level x 2% ( Basic & SEF)	within a day	Juanita C. Bagabaldo, REA
	PREPARATION OF FIELD APPRAISAL ASSESSMENT SHEET	None	20 mins	Liezel C. Mercado

	PREPARATION OF TAX DECLARATION	None	15 mins	Juanita C. Bagabaldo, REA
	REVIEW AND SIGNING OF TAX DECLARATION	None	5 mins	Juanita C. Bagabaldo, REA
	TRANSMITTAL OF TAX DECLARATION TO THE OFFICE OF THE PROVINCIAL ASSESSOR FOR APPROVAL	None	7 days	Engr. Abet F. Arellano, REB, REA
	ISSUANCE OF TAX DECLARATION AND NOTICE OF ASSESSMENT FORM	None	10 mins	Liezel C. Mercado



# **OFFICE OF THE MUNICIPAL HEALTH OFFICER**

## **HEALTH SERVICES**

# 1. GENERAL CONSULTATION

## SERVICE INFORMATION

<b>OFFICE OR DIVISION:</b>	OFFICE OF THE MUNICIPAL HEALTH OFFICER			
<b>CLASSIFICATION:</b>	SIMPLE			
<b>TYPE OF TRANSACTION:</b>	G2C – GOVERNMENT TO CITIZEN			
<b>WHO MAY AVAIL:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
INDIVIDUAL TREATMENT RECORD (ITR)		BARANGAY HEALTH STATION (BHS) / RURAL HEALTH UNIT (RHU)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. REGISTRATION	CHECKING OF ITR FROM BHS / MAKING OF ITR (IF W/O ITR)	NONE	2 MINUTES	MUNICIPAL HEALTH NURSE, MUNICIPAL HEALTH MIDWIFE, NURSING AIDE
2. INITIAL ASSESSMENT	CHECKING OF VITAL SIGNS	NONE	10 MINUTES (DEPENDS ON THE CASE)	MUNICIPAL HEALTH NURSE, MUNICIPAL HEALTH MIDWIFE,
3. EXAMINATION AND TREATMENT	GIVING OF INTERVENTIONS, PRESCRIPTION, AND LAB REQUEST(IF NEEDED)	NONE	15 MINUTES (DEPENDS ON THE CASE)	DONNE RANDOLF M. FRAMIL, MD, MUNICIPAL HEALTH NURSE, MUNICIPAL HEALTH MIDWIFE
	MAKING OF REFERRAL FORM (IF NEEDED)	NONE	3 MINUTES	DONNE RANDOLF M. FRAMIL, MD, MUNICIPAL HEALTH NURSE, MUNICIPAL HEALTH MIDWIFE

## 2. MEDICAL CERTIFICATE

### SERVICE INFORMATION

<b>OFFICE OR DIVISION:</b>	OFFICE OF THE MUNICIPAL HEALTH OFFICER			
<b>CLASSIFICATION:</b>	SIMPLE			
<b>TYPE OF TRANSACTION:</b>	G2C – GOVERNMENT TO CITIZEN			
<b>WHO MAY AVAIL:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
INDIVIDUAL TREATMENT RECORD (ITR)		BARANGAY HEALTH STATION (BHS) / RURAL HEALTH UNIT (RHU)		
AND/OR PHYSICAL ASSESSMENT FORM		REQUESTING AGENCY/ORGANIZATION		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. REGISTRATION	CHECKING OF ITR FROM BHS / MAKING OF ITR (IF W/O ITR), FILLING UP OF PHYSICAL ASSESSMENT FORM	NONE	2 MINUTES	MUNICIPAL HEALTH NURSE, MUNICIPAL HEALTH MIDWIFE, NURSING AIDE
2. INITIAL ASSESSMENT	CHECKING OF VITAL SIGNS	NONE	10 MINUTES (DEPENDS ON THE CASE)	MUNICIPAL HEALTH NURSE, MUNICIPAL HEALTH MIDWIFE,
3. EXAMINATION AND TREATMENT	GIVING OF INTERVENTIONS, PRESCRIPTION, AND LAB REQUEST(IF NEEDED)	NONE	15 MINUTES (DEPENDS ON THE CASE)	DONNE RANDOLF M. FRAMIL, MD
4. PAYMENT OF FEE AT MUNICIPAL TREASURY	COLLECTION OF PAYMENT	PHP 50.00	3 MINUTES	JONATHAN CASTILLO
5. RELEASING OF MEDICAL CERTIFICATE	ISSUANCE OF MEDICAL CERTIFICATE	NONE	2 MINUTES	DONNE RANDOLF M. FRAMIL, MD

### 3. MEDICO LEGAL

#### SERVICE INFORMATION

<b>OFFICE OR DIVISION:</b>	OFFICE OF THE MUNICIPAL HEALTH OFFICER			
<b>CLASSIFICATION:</b>	SIMPLE			
<b>TYPE OF TRANSACTION:</b>	G2C – GOVERNMENT TO CITIZEN			
<b>WHO MAY AVAIL:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
MEDICO – LEGAL FORM			RURAL HEALTH UNIT (RHU)	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. REGISTRATION	PREPARING OF MEDICO-LEGAL FORM	NONE	10 MINUTES	MUNICIPAL HEALTH NURSE, MUNICIPAL HEALTH MIDWIFE, NURSING AIDE
2. INITIAL ASSESSMENT AND INTERVENTION	CHECKING OF VITAL SIGNS	NONE	5 MINUTES	MUNICIPAL HEALTH NURSE, MUNICIPAL HEALTH MIDWIFE, NURSING AIDE
	COORDINATION WITH POLICE DEPARTMENT AND MSWD	NONE	3 MINUTES	MUNICIPAL HEALTH NURSE, MUNICIPAL HEALTH MIDWIFE, NURSING AIDE
3. EXAMINATION AND TREATMENT	GIVING OF INTERVENTIONS, PRESCRIPTION, AND LAB REQUEST(IF NEEDED)	NONE	15 MINUTES	DONNE RANDOLF M. FRAMIL, MD,
4. RELEASING OF MEDICAL CERTIFICATE	ISSUANCE OF MEDICAL CERTIFICATE	NONE	3 MINUTES	DONNE RANDOLF M. FRAMIL, MD,

#### 4. DENTAL SERVICES

##### SERVICE INFORMATION

<b>OFFICE OR DIVISION:</b>	OFFICE OF THE MUNICIPAL HEALTH OFFICER			
<b>CLASSIFICATION:</b>	SIMPLE / COMPLEX			
<b>TYPE OF TRANSACTION:</b>	G2C – GOVERNMENT TO CITIZEN			
<b>WHO MAY AVAIL:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
INDIVIDUAL TREATMENT RECORD (ITR)		BARANGAY HEALTH STATION (BHS) / RURAL HEALTH UNIT (RHU)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. REGISTRATION	CHECKING OF ITR FROM BHS / MAKING OF ITR (IF W/O ITR)	NONE	2 MINUTES	FERMIN C. MADRIDEJOS, DMD
2. EXAMINATION	CHECKING OF VITAL SIGNS	NONE	5 MINUTES	FERMIN C. MADRIDEJOS, DMD
3. TREATMENT	EXTRACTION	PHP 300.00	30 MINUTES	FERMIN C. MADRIDEJOS, DMD
	CLEANING	PHP 400.00	30 MINUTES	FERMIN C. MADRIDEJOS, DMD
	PASTA	PHP 400.00	30 MINUTES	FERMIN C. MADRIDEJOS, DMD
	IMPACTION SURGERY	PHP 2,500.00	1 HOUR	FERMIN C. MADRIDEJOS, DMD
	FULL DENTURE UPPER & LOWER (PLASTIC)	PHP 8,000.00	4 DAYS	FERMIN C. MADRIDEJOS, DMD
	FULL DENTURE UPPER & LOWER (PORCELAIN)	PHP 9,000.00	4 DAYS	FERMIN C. MADRIDEJOS, DMD
	GIVING OF HEALTH ADVICE	NONE	10 MINUTES	FERMIN C. MADRIDEJOS, DMD

## 5. DIRECTLY OBSERVED TREATMENT SHORTCOURSE (DOTS)

### SERVICE INFORMATION

<b>OFFICE OR DIVISION:</b>	OFFICE OF THE MUNICIPAL HEALTH OFFICER			
<b>CLASSIFICATION:</b>	HIGHLY TECHNICAL			
<b>TYPE OF TRANSACTION:</b>	G2C – GOVERNMENT TO CITIZEN			
<b>WHO MAY AVAIL:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
DOCTOR'S REFERRAL (IF SEEN BY OTHER DOCTOR)		REFERRING PHYSICIAN		
CHEST X-RAY RESULT (IF SEEN BY OTHER DOCTOR)		ANY HOSPITAL OR DIAGNOSTIC CENTER		
INDIVIDUAL TREATMENT RECORD (ITR)		BARANGAY HEALTH STATION (BHS), RURAL HEALTH UNIT (RHU)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. REGISTRATION	PREPARING OF ITR / CHECKING OF DOCTOR'S REFERRAL AND CHEST X-RAY RESULT (IF SEEN BY OTHER DOCTOR)	NONE	3 MINUTES	MUNICIPAL HEALTH NURSE, MUNICIPAL HEALTH MIDWIFE, NURSING AIDE
2. INITIAL ASSESMENT	CHECKING OF VITAL SIGNS	NONE	2 MINUTES	MUNICIPAL HEALTH NURSE, MUNICIPAL HEALTH MIDWIFE, NURSING AIDE
3. INITIAL INTERVENTION	GIVING OF ADVICE/HEALTH TEACHING	NONE	5 MINUTES	DONNE RANDOLF M. FRAMIL, MD, MUNICIPAL HEALTH NURSE, MUNICIPAL HEALTH MIDWIFE
	GIVING OF REQUEST FOR CHEST X-RAY/ GENE XPRT	NONE	3 MINUTES	DONNE RANDOLF M. FRAMIL, MD, MUNICIPAL HEALTH NURSE, MUNICIPAL HEALTH MIDWIFE
4. SUBMISSION OF SPUTUM SAMPLE AT RHU FOR GENE XPRT EXAMINATION	COLLECTION OF SPUTUM SAMPLE	NONE	5-10 MINUTES	NANIT S. FERRER, RMT
	SENDING OF SAMPLE TO KALAYAAN RHU	NONE	2 DAYS	NANIT S. FERRER, RMT

	FOR GENE XPRT EXAMINATION			
	RELEASING OF RESULT	NONE	1 MINUTE	NANIT S. FERRER, RMT
5. FOLLOW-UP CONSULTATION	CHECKING OF GENE XPRT RESULT - IF POSITIVE, FOR ENROLLMENT TO DOTS PROGRAM. IF NEGATIVE, FOR DOCTOR'S REVIEW IF TO BE ENROLLED IN DOTS PROGRAM.	NONE	3 MINUTES	DONNE RANDOLF M. FRAMIL, MD
6. ENROLLMENT TO DOTS PROGRAM (6 MONTHS REGIMEN)	CHECKING OF ITR, GENE XPRT RESULT	NONE	2 MINUTES	MUNICIPAL HEALTH NURSE, MUNICIPAL HEALTH MIDWIFE,
	DATA COLLECTION, TAKING OF VITAL SIGNS, SECURING OF CONSENT	NONE	10 MINUTES	MUNICIPAL HEALTH NURSE, MUNICIPAL HEALTH MIDWIFE, NURSING AIDE
	GIVING OF ADVICE AND HEALTH TEACHING RE: TUBERCULOSIS AND DOTS	NONE	5-10 MINUTES	DONNE RANDOLF M. FRAMIL, MD, MUNICIPAL HEALTH NURSE, MUNICIPAL HEALTH MIDWIFE,
	GIVING OF TB MEDICATION (EVERYDAY FOR 6 MONTHS)	NONE	3 MINUTES	MUNICIPAL HEALTH NURSE, MUNICIPAL HEALTH MIDWIFE, NURSING AIDE
	FOLLOW-UP SPUTUM EXAMINATION (SCHEDULE OF FOLLOW-UP DEPENDS UPON THE CASE)	NONE	5-10 MINUTES	NANIT S. FERRER, RMT

## 6. ANTI-RABIES VACCINATION

### SERVICE INFORMATION

<b>OFFICE OR DIVISION:</b>	OFFICE OF THE MUNICIPAL HEALTH OFFICER			
<b>CLASSIFICATION:</b>	COMPLEX			
<b>TYPE OF TRANSACTION:</b>	G2C – GOVERNMENT TO CITIZEN			
<b>WHO MAY AVAIL:</b>	ANIMAL BITE PATIENTS			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
INDIVIDUAL TREATMENT RECORD (ITR)		BARANGAY HEALTH STATION (BHS) / RURAL HEALTH UNIT (RHU)		
VACCINATION CARD		RURAL HEALTH UNIT (RHU)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. REGISTRATION	CHECKING OF ITR FROM BHS / MAKING OF ITR (IF W/O ITR)	NONE	5-10 MINUTES	MUNICIPAL HEALTH NURSE, MUNICIPAL HEALTH MIDWIFE, NURSING AIDE
2. EXAMINATION	CHECKING OF VITAL SIGNS	NONE	2 MINUTES	MUNICIPAL HEALTH NURSE, MUNICIPAL HEALTH MIDWIFE,
3. TREATMENT	WASHING OF WOUND	NONE	10 MINUTES	MUNICIPAL HEALTH NURSE, MUNICIPAL HEALTH MIDWIFE, NURSING AIDE
	APPLICATION OF POVIDONE IODINE ON THE WOUND	NONE	1 MINUTE	MUNICIPAL HEALTH NURSE, MUNICIPAL HEALTH MIDWIFE
	GIVING OF ANTI-TETANUS INJECTION	NONE	35 MINUTES	MUNICIPAL HEALTH NURSE,
4. GIVING OF ANTI-RABIES VACCINE	HEALTH TEACHING RE: ANTI-RABIES PROGRAM	NONE	10-15 MINUTES	DONNE RANDOLF M. FRAMIL, MD
	SCHEDULING OF ANTI-RABIES VACCINATION	NONE	2 MINUTES	DONNE RANDOLF M. FRAMIL, MD
	INJECTION OF ANTI-RABIES VACCINE (DAY 0, DAY 3, DAY 7, DAY 14 - IF THE ANIMAL DIED)	NONE	2-3 MINUTES	DONNE RANDOLF M. FRAMIL, MD

## 7. CARE FOR PERSONS WITH DISABILITY

### SERVICE INFORMATION

<b>OFFICE OR DIVISION:</b>	OFFICE OF THE MUNICIPAL HEALTH OFFICER			
<b>CLASSIFICATION:</b>	SIMPLE			
<b>TYPE OF TRANSACTION:</b>	G2C – GOVERNMENT TO CITIZEN			
<b>WHO MAY AVAIL:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
INDIVIDUAL TREATMENT RECORD (ITR)			RURAL HEALTH UNIT (RHU)	
DOCTOR'S REFERRAL			REFERRING PHYSICIAN / FAMILY DOCTOR / PRIVATE DOCTOR	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. REGISTRATION	PREPARING OF ITR, CHECKING OF DOCTOR'S REFERRAL	NONE	5 MINUTES	MUNICIPAL HEALTH NURSE, MUNICIPAL HEALTH MIDWIFE, NURSING AIDE, MELODY G. REYES
2A. CARE FOR PERSONS WITH PHYSICAL DISABILITY	INITIAL ASSESSMENT/ EVALUATION	NONE	30 MINUTES	DINAH T. RAFOL, PTRP
	GIVING OF APPROPRIATE THERAPY	NONE	1 HOUR (DEPENDS ON THE CASE)	DINAH T. RAFOL, PTRP
2B. CARE FOR PERSONS WITH MENTAL DISABILITY	CHECKING OF VITAL SIGNS	NONE	3 MINUTES	MUNICIPAL HEALTH NURSE, MUNICIPAL HEALTH MIDWIFE, NURSING AIDE
	EXAMINATION, TREATMENT, AND GIVING OF ADVICE	NONE	15 MINUTES	DR. CYNTHIA AGUSTIN (VISITING PSYCHIATRIST)
	PREPARING OF REFERRAL (IF NEEDED)	NONE	5 MINUTES	MUNICIPAL HEALTH NURSE, MUNICIPAL HEALTH MIDWIFE

## 8. LABORATORY EXAMINATIONS

### SERVICE INFORMATION

<b>OFFICE OR DIVISION:</b>	OFFICE OF THE MUNICIPAL HEALTH OFFICER			
<b>CLASSIFICATION:</b>	SIMPLE			
<b>TYPE OF TRANSACTION:</b>	G2C – GOVERNMENT TO CITIZEN			
<b>WHO MAY AVAIL:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
LAB REQUEST		BARANGAY HEALTH STATION (BHS), RURAL HEALTH UNIT (RHU), REQUESTING PHYSICIAN		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. REGISTRATION	CHECKING OF LAB REQUEST	NONE	1 MINUTE	NANIT S. FERRER, RMT
2. PAYMENT OF FEE AT MUNICIPAL TREASURY (FREE IF W/ PHILHEALTH, 4PS, SENIOR CITIZEN)	COLLECTION OF PAYMENT: URINALYSIS FECALYSIS CBC BLOOD TYPING	PHP 40.00 PHP 40.00 PHP 60.00 PHP 60.00	3 MINUTES	JONATHAN CASTILLO
3. EXAMINATION	COLLECTION OF SPECIMEN AND EXAMINATION: URINALYSIS FECALYSIS CBC BLOOD TYPING SPUTUM EXAM SYPHILIS TEST HIV TEST NS1Ag	NONE	30 MINUTES 30 MINUTES 1 HOUR 10 MINUTES 2 DAYS 30 MINUTES 30 MINUTES 30 MINUTES	NANIT S. FERRER, RMT
4. RELEASING OF LAB RESULT	ISSUANCE OF LAB RESULT	NONE	3 MINUTES	NANIT S. FERRER, RMT

## 9. HEALTH PERMIT AND SANITARY PERMIT

### SERVICE INFORMATION

<b>OFFICE OR DIVISION:</b>	OFFICE OF THE MUNICIPAL HEALTH OFFICER			
<b>CLASSIFICATION:</b>	SIMPLE			
<b>TYPE OF TRANSACTION:</b>	G2B – GOVERNMENT TO BUSINESS			
<b>WHO MAY AVAIL:</b>	BUSINESSES			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
INDIVIDUAL TREATMENT RECORD (ITR)		BARANGAY HEALTH STATION (BHS) / RURAL HEALTH UNIT (RHU)		
LABORATORY RESULTS ( CHEST X-RAY, FECALYSIS, HBsAg)		RHU-LABORATORY OR ANY LABORATORY/DIAGNOSTIC CENTER		
CSW REQUIREMENTS: BRGY. CLEARANCE,POLICE CLEARANCE, BIRTH CERTIFICATE, 2X2 PICTURE		BRGY. HALL, MUNICIPAL POLICE DEPARTMENT, MUNICIPAL CIVIL REGISTRY		
ADDITIONAL LABORATORY RESULTS FOR CSW (URINALYSIS, HIV TEST, DRUG TEST)		RHU-LABORATORY OR ANY LABORATORY/DIAGNOSTIC CENTER		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. REGISTRATION	CHECKING OF ITR	PHP 100.00	5 MINUTES	SOFIA C. DAGSINTAL, RM
2. EXAMINATION & EVALUATION	CHECKING OF LABORATORY RESULTS	NONE	15 MINUTES	DONNE RANDOLF M. FRAMIL, MD
3. RELEASING OF HEALTH CARD	ISSUANCE OF HEALTH CARD			
	YELLOW CARD FOR FOOD HANDLERS/ ESTABLISHMENT	SMALL ESTABLISHMENT- PHP 50.00  BIG ESTABLISHMENT- PHP 100.00	3 MINUTES	SOFIA C. DAGSINTAL, RM
	PINK CARD FOR CSW'S	PHP 150.00	3 MINUTES	SOFIA C. DAGSINTAL, RM

## 10. TRANSFER PERMIT

### SERVICE INFORMATION

<b>OFFICE OR DIVISION:</b>	OFFICE OF THE MUNICIPAL HEALTH OFFICER			
<b>CLASSIFICATION:</b>	SIMPLE			
<b>TYPE OF TRANSACTION:</b>	G2C – GOVERNMENT TO CITIZEN			
<b>WHO MAY AVAIL:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
DEATH CERTIFICATE			MUNICIPAL CIVIL REGISTRY	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. REGISTRATION	CHECKING OF DEATH CERTIFICATE		3 MINUTES	DONNE RANDOLF M. FRAMIL, MD, SOFIA C. DAGSINDAL, RM
2. PAYMENT OF FEE AT MUNICIPAL TREASURY	COLLECTION OF PAYMENT	PHP 100.00	3 MINUTES	JONATHAN CASTILLO
3. RELEASING OF TRANSFER PERMIT	ISSUANCE OF TRANSFER PERMIT		3 MINUTES	DONNE RANDOLF M. FRAMIL, MD, SOFIA C. DAGSINDAL, RM

## 11. PRENATAL CONSULTATION

### SERVICE INFORMATION

<b>OFFICE OR DIVISION:</b>	OFFICE OF THE MUNICIPAL HEALTH OFFICER			
<b>CLASSIFICATION:</b>	SIMPLE			
<b>TYPE OF TRANSACTION:</b>	G2C – GOVERNMENT TO CITIZEN			
<b>WHO MAY AVAIL:</b>	PREGNANT WOMEN			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
HOME-BASED MOTHER'S RECORD (HBMR)			RURAL HEALTH UNIT (RHU), BARANGAY HEALTH STATION	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. REGISTRATION	PREPARING/ UPDATING OF HBMR	NONE	10 MINUTES	MUNICIPAL HEALTH NURSE, MUNICIPAL HEALTH MIDWIFE, NURSING AIDE, BHW
2. INITIAL ASSESSMENT	CHECKING OF VITAL SIGNS, COMPUTING OF AGE OF GESTATION	NONE	5 MINUTES	MUNICIPAL HEALTH NURSE, MUNICIPAL HEALTH MIDWIFE, NURSING AIDE, BHW
3. EXAMINATION	MEASURING OF FUNDIC HT., COUNTING OF FETAL HEART TONE, IDENTIFICATION OF BABY'S PRESENTATION AND LOCATION	NONE	5 MINUTES	MUNICIPAL HEALTH NURSE, MUNICIPAL HEALTH MIDWIFE
4. TREATMENT	GIVING OF Td INJECTION	NONE	1 MINUTE	DONNE RANDOLF M. FRAMIL, MD, MUNICIPAL HEALTH NURSE, MUNICIPAL HEALTH MIDWIFE
	GIVING OF FERROUS SULFATE, AND PRESCRIBING OF VITAMINS	NONE	1 MINUTE	DONNE RANDOLF M. FRAMIL, MD, MUNICIPAL HEALTH NURSE, MUNICIPAL HEALTH MIDWIFE

	GIVING OF NECESSARY LAB REQUESTS (CBC, BLOOD TYPING, ETC.)	NONE	2 MINUTES	DONNE RANDOLF M. FRAMIL, MD, MUNICIPAL HEALTH NURSE, MUNICIPAL HEALTH MIDWIFE
	GIVING OF ADVICE/HEALTH TEACHINGS	NONE	3 MINUTES	DONNE RANDOLF M. FRAMIL, MD, MUNICIPAL HEALTH NURSE, MUNICIPAL HEALTH MIDWIFE
	PREPARING OF REFERRAL (IF NEEDED, IF HIGH RISK PREGNANCY)	NONE		DONNE RANDOLF M. FRAMIL, MD, MUNICIPAL HEALTH NURSE, MUNICIPAL HEALTH MIDWIFE

## 12. DELIVERY OF BABY (NSD)

### SERVICE INFORMATION

<b>OFFICE OR DIVISION:</b>	OFFICE OF THE MUNICIPAL HEALTH OFFICER			
<b>CLASSIFICATION:</b>	SIMPLE			
<b>TYPE OF TRANSACTION:</b>	G2C – GOVERNMENT TO CITIZEN			
<b>WHO MAY AVAIL:</b>	PREGNANT WOMEN (EXCEPT HIGH RISK PREGNANCIES)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
HOME-BASED MOTHER'S RECORD (HBMR)		BARANGAY HEALTH STATION		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. REGISTRATION	CHECKING OF HBMR, PREPARING OF HBMR (IF W/O RECORD)	NONE	3 MINUTES	MUNICIPAL HEALTH NURSE, MUNICIPAL HEALTH MIDWIFE, NURSING AIDE
2. INITIAL ASSESSMENT	CHECKING OF VITAL SIGNS	NONE	2 MINUTES	MUNICIPAL HEALTH NURSE, MUNICIPAL HEALTH MIDWIFE, NURSING AIDE
3. EXAMINATION	CHECKING OF IE MEASUREMENT AND CERVICAL DILATION, MEASURING OF FUNDIC HT., COUNTING OF FETAL HEART TONE, IDENTIFICATION OF BABY'S PRESENTATION AND LOCATION	NONE	5 MINUTES	MUNICIPAL HEALTH NURSE, MUNICIPAL HEALTH MIDWIFE,
4. MONITORING	MONITORING OF PROGRESS OF LABOR	NONE	4 HOURS (DEPENDS ON THE CASE)	MUNICIPAL HEALTH NURSE, MUNICIPAL HEALTH MIDWIFE,
5. DELIVERY	DELIVERY OF BABY AND NEWBORN CARE	NONE	2 HOURS (DEPENDS ON THE CASE)	DONNE RANDOLF M. FRAMIL, MD, MUNICIPAL HEALTH NURSE, MUNICIPAL HEALTH MIDWIFE,

### 13. BIRTH CERTIFICATE

#### SERVICE INFORMATION

<b>OFFICE OR DIVISION:</b>	OFFICE OF THE MUNICIPAL HEALTH OFFICER			
<b>CLASSIFICATION:</b>	SIMPLE			
<b>TYPE OF TRANSACTION:</b>	G2C – GOVERNMENT TO CITIZEN			
<b>WHO MAY AVAIL:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
BIRTH CERTIFICATE FORM		MUNICIPAL CIVIL REGISTRY		
BIRTH CERTIFICATE DATA FORM		RURAL HEALTH UNIT (RHU)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. SECURING BIRTH CERTIFICATE FORM FROM MUNICIPAL CIVIL REGISTRY	GIVING OF BIRTH CERTIFICATE FORM	NONE	3 MINUTES	NENITA B. GAJITOS
2. PAYMENT OF FEE AT MUNICIPAL TREASURY	COLLECTION OF PAYMENT	PHP 20.00	3 MINUTES	JONATHAN CASTILLO
3. SUBMISSION OF REQUIREMENTS	CHECKING OF DATA IN THE BIRTH CERTIFICATE DATA FORM	NONE	3 MINUTES	MARGIE S. DELOS SANTOS
4. RELEASING OF BIRTH CERTIFICATE	PRINTING OF BIRTH CERTIFICATE	NONE	3 MINUTES	MARGIE S. DELOS SANTOS
	SIGNING OF BIRTH CERTIFICATE	NONE	2-3 DAYS (DEPENDS ON THE SCHEDULE OF STAFF WHO ATTENDED THE DELIVERY)	DONNE RANDOLF M. FRAMIL, MD, MUNICIPAL HEALTH NURSE, MUNICIPAL HEALTH MIDWIFE, NURSING AIDE
	ISSUANCE OF BIRTH CERTIFICATE	NONE	1 MINUTE	MUNICIPAL HEALTH NURSE, MUNICIPAL HEALTH MIDWIFE, NURSING AIDE

## 14. NEWBORN SCREENING

### SERVICE INFORMATION

<b>OFFICE OR DIVISION:</b>	OFFICE OF THE MUNICIPAL HEALTH OFFICER			
<b>CLASSIFICATION:</b>	HIGHLY TECHNICAL			
<b>TYPE OF TRANSACTION:</b>	G2C – GOVERNMENT TO CITIZEN			
<b>WHO MAY AVAIL:</b>	INFANTS AGE 0-28 DAYS			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
NEWBORN SCREENING REQUEST FORM		RURAL HEALTH UNIT (RHU) / REQUESTING BIRTHING FACILITY		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. REGISTRATION	DATA COLLECTION	NONE	5 MINUTES	EDITHA D. CAGAYAT, RM, PEMABELLE B. ADEA, RM, JOVITA I. VALDELLON, RM
2. PAYMENT OF FILTERCARD (IF W/O PHILHEALTH)	COLLECTION OF PAYMENT	PHP 1,800.00	1 MINUTE	EDITHA D. CAGAYAT, RM
3. NEWBORN SCREENING	COLLECTION OF BLOOD SAMPLE	NONE	5 MINUTES	EDITHA D. CAGAYAT, RM, PEMABELLE B. ADEA, RM, JOVITA I. VALDELLON, RM
	DRYING OF SAMPLE CARD	NONE	4 HOURS	EDITHA D. CAGAYAT, RM, PEMABELLE B. ADEA, RM, JOVITA I. VALDELLON, RM
	PACKAGING OF SAMPLE CARD	NONE	3 MINUTES	EDITHA D. CAGAYAT, RM, PEMABELLE B. ADEA, RM, JOVITA I. VALDELLON, RM
	SENDING OF SAMPLE CARD TO LABORATORY AND EXAMINATION OF BLOOD SAMPLE	NONE	2-3 WEEKS	COURIER (DHL EXPRESS), NEWBORN SCREENING CENTER – SOUTHERN LUZON, DANIEL O.

				MERCADO MEDICAL CENTER
4. RELEASING OF NEWBORN SCREENING RESULT	GIVING OF NEWBORN SCREENING RESULT	NONE		EDITHA D. CAGAYAT, RM, PEMABELLE B. ADEA, RM, JOVITA I. VALDELLON, RM

## 15. IMMUNIZATION

### SERVICE INFORMATION

<b>OFFICE OR DIVISION:</b>	OFFICE OF THE MUNICIPAL HEALTH OFFICER			
<b>CLASSIFICATION:</b>	SIMPLE			
<b>TYPE OF TRANSACTION:</b>	G2C – GOVERNMENT TO CITIZEN			
<b>WHO MAY AVAIL:</b>	CHILDREN AGE 0-12 MONTHS			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
IMMUNIZATION CARD			RURAL HEALTH UNIT (RHU)	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. REGISTRATION	DATA COLLECTION, WEIGHING, SECURING OF CONSENT	NONE	5 MINUTES	BARANGAY HEALTH WORKER
2. VACCINATION	RECORDING, SCHEDULING OF RETURN VISIT	NONE	10-15 MINUTES	EDITHA E. DELA CRUZ, RN MUNICIPAL HEALTH MIDWIFE
	GIVING OF VACCINATION	NONE	5 MINUTES	MUNICIPAL HEALTH NURSE, MUNICIPAL HEALTH MIDWIFE

## 16. ADOLESCENT AND YOUTH HEALTH COUNSELING

### SERVICE INFORMATION

<b>OFFICE OR DIVISION:</b>	OFFICE OF THE MUNICIPAL HEALTH OFFICER			
<b>CLASSIFICATION:</b>	SIMPLE			
<b>TYPE OF TRANSACTION:</b>	G2C – GOVERNMENT TO CITIZEN			
<b>WHO MAY AVAIL:</b>	ADOLESCENTS AND YOUTH (10-24Y/O)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
INDIVIDUAL TREATMENT RECORD (ITR)		RURAL HEALTH UNIT (RHU)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. REGISTRATION	DATA COLLECTION,	NONE	5 MINUTES	EDITHA E. DELA CRUZ, RN LERMA B. PANGILINAN, RM
2. ADOLESCENT AND YOUTH HEALTH COUNSELING	GIVING OF HEALTH TEACHING AND ADVICE RE: HEALTHY LIFESTYLE, SUBSTANCE ABUSE, SEXUAL & REPRODUCTIVE HEALTH, GENERAL, AND MENTAL HEALTH CONCERNS	NONE	30 MINUTES - 1 HOUR	EDITHA E. DELA CRUZ, RN RODHELYN D. REYES, RN
	TEENAGE PREGNANCY COUNSELING	NONE	30 MINUTES - 1 HOUR	DONNE RANDOLF M. FRAMIL, MD, EDITHA E. DELA CRUZ, RN LERMA B. PANGILINAN, RM

## 17. PRE-MARITAL COUNSELING

### SERVICE INFORMATION

<b>OFFICE OR DIVISION:</b>	OFFICE OF THE MUNICIPAL HEALTH OFFICER			
<b>CLASSIFICATION:</b>	SIMPLE			
<b>TYPE OF TRANSACTION:</b>	G2C – GOVERNMENT TO CITIZEN			
<b>WHO MAY AVAIL:</b>	ENGAGED COUPLES			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
PRE-MARITAL COUNSELING FORM			RURAL HEALTH UNIT (RHU)	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. REGISTRATION	DATA COLLECTION,	NONE	5 MINUTES	EDITHA E. DELA CRUZ, RN
2. PRE-MARITAL COUNSELING	GIVING OF HEALTH TEACHING AND ADVICE RE: RESPONSIBLE PARENTHOOD, FAMILY PLANNING, ETC.	NONE	1-3 HOURS	EDITHA E. DELA CRUZ, RN RODHELYN D. REYES, RN

## 18. HEALTH TEACHING

### SERVICE INFORMATION

<b>OFFICE OR DIVISION:</b>	OFFICE OF THE MUNICIPAL HEALTH OFFICER			
<b>CLASSIFICATION:</b>	SIMPLE			
<b>TYPE OF TRANSACTION:</b>	G2C – GOVERNMENT TO CITIZEN			
<b>WHO MAY AVAIL:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
INDIVIDUAL TREATMENT RECORD (ITR)			RURAL HEALTH UNIT (RHU)	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. REGISTRATION	DATA COLLECTION,	NONE	5 MINUTES	RODHELYN D. REYES, RN,
2. HEALTH TEACHING	DIABETES MELLITUS EDUCATION	NONE	1-2 HOURS	DONNE RANDOLF M. FRAMIL, MD, CORAZON E. DE JESUS, RND RODHELYN D. REYES, RN
	MOTHER'S CLASS (FAMILY PLANNING, HEALTHY PREGNANCY, NEWBORN SCREENING, IMMUNIZATION,	NONE	1 HOUR	DONNE RANDOLF M. FRAMIL, MD, MUNICIPAL HEALTH NURSE, MUNICIPAL HEALTH MIDWIFE

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	<p>Answer the client feedback form and drop it at the designated box in Assistance and Complaints Desk.</p> <p>Contact No. (049) 501-6475 complaints@paete.gov.ph</p>
How feedbacks are processed	<p>Every Friday, the Public Relations Officer opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: (049) 501-6475</p>
How to file a complaint	<p>Answer the client Complaint Form and drop it at the designated drop box in front of the City Public Relations &amp; Information Office.</p> <p>Complaints can also be filed via telephone. Make sure to provide the following information:</p> <ul style="list-style-type: none"> <li>- Name of person being complained</li> <li>- Incident</li> <li>- Evidence</li> </ul> <p>For inquiries and follow-ups, clients may contact the following telephone number: (049) 501-6475</p>
How complaints are processed	<p>The Complaints Officer opens the complaints drop box on daily and evaluates each complaint.</p> <p>Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the relevant office for their explanation.</p> <p>The Complaints Officer will create a report after the investigation and shall submit it to the Head of Agency for appropriate action</p> <p>The Complaints Officer will give the feedback to the client. For inquiries and follow-ups, clients may contact the following telephone number: (049) 501-6475</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph 8478 5093</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>

Office	Address	Contact Information
Municipal Government of Paete	JV Quesada St. Municipal Building. Paete, Laguna	Trunklines: (049) 501-6475 (049) 501-6488 (049) 501-6490