



Republic of the Philippines
MUNICIPALITY OF CAPAS
Province of Tarlac

CITIZEN'S CHARTER

2022-2024





MANDATE:

The Local Government Code of (RA7160) provides LGU's powers to promote the general well-being of its population; by promoting social justice, peace and order, health and safety, economic prosperity and employment opportunities.

VISION:

The economic hub of the Province of Tarlac, with empowered and healthy citizenry living in a socially just and safe community, sustainable environment, well-planned infrastructure, with an investment-friendly, progressive and diverse economy, governed by God-fearing and responsive leaders.

MISSION:

The Municipality of Capas shall foster and secure strong ties with its development partners in order to build a community of citizens and leaders who are capacitated to sustainably manage the town's resources for a healthy citizenry, tourism promotion, environmental protection, heritage conservation, educational and technological advancement, and socio-economic development. Furthermore, the LGU commits itself -

To increase the family income thereby improving the quality of life of its citizenry;

To provide for adequate infrastructure facilities and utilities;

To ensure environmental conservation and protection;

To achieve development at minimum environmental risk;

To upgrade the capability of individuals and organized groups in Capas;

To guide the spatial expansion of settlements and investment areas;

To increase the capability of local government officials and personnel in developmental planning and management;

To increase the municipality's source of revenue from the local level and to generate outside support and interest in the town's development efforts

GOALS

ECONOMIC - To enjoy a sound and vibrant state of development and a prosperous living condition of its constituents through a well-balanced and stable economy making use of its local resources while maintaining a healthy ecology.

SOCIAL - To create a habitable and harmonious community where people can enjoy a life full of comfort with readily available facilities and guaranteed basic social services vital to the fullness of human development.

INFRASTRUCTURE - To set in place suitable and proper urban amenities that will steer in a sustainable economy, nurture the oneness of every community, maintain the equilibrium of the ecosystem and guarantee the well-being of its constituents.

ENVIRONMENT - To care for the environment while blending urbanization and rural development keeping intact protected habitats with their natural flora and fauna.

LOCAL GOVERNMENT ADMINISTRATION - To periodically advance local government thrusts and programs that will emphasize transparency and accountability, make way for people empowerment and level up constituents' participation that would unify resource mobilization.



LIST OF SERVICES

MUNICIPAL CIVIL REGISTRAR

Delayed Registration of Birth Certificate and/or Advance Endorsement to PSA Manila	Page	8
Delayed Registration of Marriage and/or Advance Endorsement to PSA Manila	Page	9
Delayed Registration of Death Certificate and/or Advance Endorsement to PSA Manila	Page	10
Registration of Court Orders / Decrees	Page	11
Registration and Processing of Legal Instrument Under RA 9255	Page	12
Timely Registration and Processing of Birth, Marriage or Death Certificates		
Issuance of Municipal Forms Available, Not Available / Destroyed Civil Registry Records	Page	14
Application and Issuance of Marriage License	Page	15
Filing Of Petitions For Corrections Of Clerical Error Under R.A. 9048 And R.A. 10172.	Page	16
Advance Endorsement Of Civil Registry Documents	Page	17

MUNICIPAL TREASURY OFFICE

Collection of Real Property Tax	Page	19
Issuance of Official Receipt for Burial and Transfer of Cadaver	Page	20
Issuance of Official Receipt for Rental of Municipal Cemetery	Page	21
Issuance of Official Receipt for Regulatory Fees	Page	22
Issuance of Official Receipt for Regulatory Fees (for water supply, cable television, and telephone lines)	Page	23
Issuance of Official Receipt for Building Regulatory Fee	Page	24
Issuance of Official Receipt for Secretary Fee	Pages	25
Issuance of Community Tax Certificate (Individual and Corporation)	Pages	27
Issuance of Official Receipt for Building Permit	Page	29

MUNICIPAL BUSINESS LICENSING OFFICE (BPLO)

Issuance of Certification of Business Retirement	Pages	31
Registration of Business/Mayor's Permit	Pages	33
Renewal of Business/Mayor's Permit	Page	35

RURAL HEALTH UNIT

Medical Services / Immunization Service	Page	40
Medical Services / Medical Consultation	Page	41
Medical Services / Treatment For Malaria	Page	42
Medical Services / Treatment For Leprosy	Page	43
Medical Services / Services For Sexually Transmitted Infection	Page	44
Medical Services / Birthing Station / Deliveries	Page	45
Sanitary Officeservices / Preparation Of Death Certificate	Page	46
Sanitary Office Services / Issuance Of Health Certificates (Yellow/ Green Cards)	Page	47
Sanitary Office Services / Health Certificate (Red Card)	Page	48
Sanitation Inspectors' Services / Sanitary Permit	Page	49
Sanitary Office Services / Exhumation/ Transfer Permit Of Remains	Page	50

MUNICIPAL ASSESSOR'S OFFICE

Transfer Of Tax Declaration	Page	52
Issuance Of Tax Declaration For Consolidation / Subdivision	Page	54
Issuance of Certified Copy of Tax Declaration, Certification of Property	Page	56

MUNICIPAL SOCIAL WELFARE DEVELOPMENT

Aid To Individual In Crisis Situation	Page	59
---------------------------------------	------	----



Issuance Of Senior Citizen's And PWD's And Purchase Booklet For Medicines, And Prime Commodities	Pages	60
Issuance Of Social Case Study Report, Certificate Of Indigency	Page	62
Issuance Of Solo Parent ID	Page	63
PUBLIC EMPLOYMENT AND SERVICE OFFICE		
Recruitment Activity for Local & Overseas Employment	Page	65
Referral for JobSeekers	Page	66
Applicants Registration	Page	67
Career Coaching Seminar	Page	68
Tulong Panghanapbuhay Sa Ating Disadvantaged (Tupad) Worker	Page	69
Tesda Course Skills Training / Training for Work Scholarship Program /Special Training for Employment Program	Page	69
Owwa Programs & Services	Page	70
Foreign Language Training Program	Page	70
MUNICIPAL ENGINEERING OFFICE		
Issuance of Building Permit	Pages	71
Issuance of Occupancy	Pages	74
Issuance of Service Connection Permit and Permit for Temporary Service Connection (Electric Meter Connection)	Page	77
Issuance of Fencing Permit	Pages	79
Issuance of Demolition Permit	Pages	82
Issuance of Signed Permit	Pages	85
Issuance Of Excavation And Ground Preparation Permit	Page	97
MUNICIPAL PLANNING AND DEVELOPMENT OFFICE		
Provision Of Detailed Design And Program Of Works Of The Proposed Projects	Page	91
Provision Of Statistical Information, Road Networks And Maps	Page	92
MUNICIPAL TOURISM OFFICE		
Service Information	Pages	94
MUNICIPAL DISASTER RISK REDUCTION OFFICE		
SERVICES Of MDRPMC	Page	103
Public Order And Safety Management Office	Page	
Implementation / Enforcement of Traffic Laws, Regulations and Ordinance	Page	105
Issuance of Motorcade, Fun Run, Shooting, Recorrida Assistance	Page	106
Request For Amendment On Traffic Violation	Page	107
Issuance of Temporary Tricycle Terminal Permit	Page	108
Inspection / Verification of Various Public Safety and Security related Complain	Page	109
PUBLIC ORDER AND SAFETY MANAGEMENT OFFICE		
Implementation / Enforcement Of Traffic Laws, Regulations And Ordinance	Page	102
Issuance Of Motorcade, Fun Run. Shooting And Recorrida Assistance	Page	103
Request For Amendment On Traffic Violation	Page	104
Issuance Of Temporary Tricycle Terminal Permit	Page	105
Inspection/ Verification Of Various Public Safety And Security Related Complaints	Page	106
HUMAN RESOURCE MANAGEMENT OFFICE		
Recruitment Screening and Appointment Processing	Page	109
Performance Management, Evaluation Services	Page	110
Human Resource Development	Page	111



Administrative and Inter Office Services	Page	112
SANGGUNIAN BAYAN OFFICE		
Office of the Secretary to the Sangguniang Bayan	Page	114
ZONING OFFICE		
Issuance of Locational Clearance / Zoning Permit	Page	116
MUNICIPAL LEGAL OFFICE		
Vision - Mission Statement of Legal Office	Page	119
Public Legal Services (Documentation)	Page	120
Public Legal Assistance	Page	121
Addressing Internal Complaints against Municipal Employees for Administrative Neglect, Misconduct in Office	Page	122
Addressing Complaints against any person, firm, or corporation holding any franchise or excising any public privilege for failure to comply with terms and conditions for grant of said franchise of privilege	Page	123
Review of Contracts, Ordinances and other legal instruments	Page	124
Rendering of Legal Opinion	Page	125
GENERAL SERVICES OFFICE		
General Services Office Function	Page	127
MUNICIPAL PUBLIC INFORMATION OFFICE		
Timely Issuance of Certificate of Unemployment	Page	129
MUNICIPAL ENVIRONMENT AND NATURAL RESOURCES		
Issuance Of Tree Planting Certification / Issuance Of Cutting And Transport Permit	Page	157
MAYOR'S OFFICE		
Preparation of Marriage Certificate	Page	131
Affidavit of Loss for: Driver's License, Company ID, Senior Citizen ID, ATM	Page	132
Securing Joint Affidavit for Non – Appearance of Birth, Marriage, Death	Page	133
Issuance of Mayor's Clearance for Employment, Firearms License	Page	134
Application for Police and Military Training	Page	134
Securing Permit to Conduct Motorcade / Transport/ Travel	Page	135
MARKET OFFICE		
Rental Fees	Page	137
MUNICIPAL AGRICULTURE OFFICE		
Distribution of Farm Machineries	Page	139
Distribution of Farm Inputs to registered farmer (Certified seeds, corn, fingerlings, seedlings)	Page	140
Anti-Rabies Vaccine	Page	141
MUNICIPAL ACCOUNTING OFFICE		
Disbursement for the Purchase of goods and services through Public Bidding	Page	143
Disbursement for the Infrastructure Project through Public Bidding	Page	146
Disbursement for the Purchase of goods and services through alternative mode (Small Value Procurement)	Page	149
Processing of Cash Advance Application	Page	151
Processing of Liquidation of Cash Advance	Page	153
MUNICIPAL ENVIRONMENT AND NATURAL RESOURCES OFFICE		
Issuance Of Tree Planting Certification / Issuance Of Cutting And Transport Permit	Page	157
MUNICIPAL VETERINARY OFFICE		
General Veterinary Services	Page	159
MUNICIPAL COOPERATIVE ENTREPRENUERSHIP DEVELOPMENT OFFICE		



Identify And Assist Interested Groups In Forming Cooperative, Monitor And Assist Existing Cooperatives	Page	161
OSPITAL NING CAPAS		
Health Services / X ray and Ultrasound	Page	164
Medico-Legal	Page	165
Health Services / Blood and urine Testing	Page	166
Health Services / Dispensing of Medicines	Page	167
Medical Records / Securing Medical and Health Certificates	Page	168
Health Services / Outpatient Services	Page	169
Animal Bite Treatment	Page	170
Health Services	Page	171
CLIENT FEEDBACK FORM	Page	172
DIRECTORIES OF OFFICES	Pages	173-174



MUNICIPAL CIVIL REGISTRAR



DELAYED REGISTRATION OF BIRTH CERTIFICATE

Office or Division:	Municipal Civil Registrar’s Office			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	All (Citizens born within Capas)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PSA Negative Certificate (No Record) Baptismal Government Issued ID’s Affidavit of Two Disinterested Witnesses <i>Additional requirements for Non-Marital child:</i> Affidavit of Delayed Registration of Non-Marital Child Personal Appearance of Both Parents Government Issued ID’s Both Parents		PSA Citizen’s respective churches Government Agencies Municipal Treasury Office Any Notary Public Any Notary Public Government Agencies		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the required documents	Examine submitted Documents and provide Info sheet to the client	None	15 minutes	MCR Staff
Fill out Info sheet	Encode and print the document	None	20 minutes	MCR Staff
Review and sign the Document	Receive and post the document	None	10 minutes, 10 days	MCR Staff
	Sign and register the document	None	10 minutes	Adona C. Sicat (Registration Officer III) Atty. Marco Polo E. Cunanan (Municipal Civil Registrar)
Claim the registered Certificate of Live Birth and attachments.	Release the registered document	None	5 minutes	MCR Staff
TOTAL:			10 days, 1 hour	



DELAYED REGISTRATION OF MARRIAGE CERTIFICATE

Office or Division:	Municipal Civil Registrar’s Office			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	All (Citizens married within Capas)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PSA Negative Certificate (No Record) Affidavit of Two Disinterested Witnesses Original Copy of Marriage Certificate Birth Certificates of Children Any other documents of either or both spouses that show their date of marriage		PSA Any Notary Public Local or Church Copy PSA or Local Copy		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the required documents	Examine submitted Documents and provide Info sheet to the client	None	15 minutes	MCR Staff
Fill out Info sheet	Encode and print the document	None	20 minutes	MCR Staff
Review and sign the Document	Receive and post the document	None	10 minutes, 10 days	MCR Staff
	Sign and register the document	None	10 minutes	Adona C. Sicat (Registration Officer III) Atty. Marco Polo E.Cunanan (Municipal CivilRegistrar
Claim the registered Certificate of Marriage and attachments.	Release the registered document	None	5 minutes	MCR Staff
TOTAL:			10 days, 1 hour	



DELAYED REGISTRATION OF DEATH CERTIFICATE

Office or Division:	Municipal Civil Registrar’s Office			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	All (Citizens died within Capas)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PSA Negative Certificate (No Record) Cedula (Informant) Affidavit of Two Disinterested Witnesses Barangay Certificate Photocopy of Receipt of the Funeral Service		PSA Municipal Treasury Office Any Notary Public Barangay Hall Funeral Home		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the required documents	Examine submitted Documents and provide Info sheet to the client	None	15 minutes	MCR Staff
Fill out Info sheet	Encode and print the document	None	30 minutes	Municipal Health Office / Hospital
Pay amount due	Provide bill no. to be paid at the cashier (Municipal Treasury Office)	200.00 (Burial / Transfer Permit)	5 minutes	Cashier (Municipal Treasury Office)
Review and sign the Document	Receive and post the document	None	10 minutes, 10 days	MCR Staff
	Sign and register the document	None	10 minutes	Adona C. Sicat (Registration Officer III) Atty. Marco Polo E. Cunanan (Municipal Civil Registrar
Claim the registered Certificate of Death and attachments.	Release registered document	None	5 minutes	MCR Staff
TOTAL:		350.00	10 days, 1 hour	



REGISTRATION OF COURT ORDERS / DECREES

Office or Division:	Municipal Civil Registrar’s Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All (Citizen’s with Registered Civil Registry Document/s in Capas)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original/Certified Photocopy of the Court Order		Trial Court		
Certificate of Finality		Trial Court		
Certificate of Registration		Local Civil Registry Office where the trial court is located		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present Court Decisions and Certificate of Finality to be registered duly certified by Clerk of Court (6 sets).	Examine the Court Decisions and Certificate of Finality presented and schedule date of release.	None	15 minutes	Lani C. Mercado (Admin. Asst. III)
Come on scheduled date and pay amount dues.	Come on scheduled date and pay amount dues.	2,000.00	10 minutes	Lani C. Mercado (Admin. Asst. III) Cashier (Municipal Treasury Office)
Wait while documents are being processed.	Issue Certifications and prepare attachments.	None	20 minutes	Lani C. Mercado (Admin. Asst. III)
Claim the registered court Decree and attachments.	Release registered Court Decree.	None	5 minutes	Adona C. Sicat (Registration Officer III) Atty. Marco Polo E. Cunanan (Municipal Civil Registrar
TOTAL:		2,000.00	50 minutes	



REGISTRATION AND PROCESSING OF LEGAL INSTRUMENTS UNDER R.A. 9255

Office or Division:	Municipal Civil Registrar’s Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Document owner / Parents of the document owner			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PSA Birth Certificate , Parent’s Marriage Contract, Both Parents’ CENOMAR Baptismal Government Issued ID’s Affidavit of Acknowledgment / Admission of Paternity Affidavit of Legitimation Both Parents Personal Appearance Both Parents’ Government Issued ID		PSA Citizen’s respective churches Government Agencies Any Notary Public Any Notary Public Government Agencies		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit documents for Legitimation.	Examine documents presented and issue payment order	None	10 minutes	MCR Staff
Pay amount dues.	Get receipt and print certificates.	700.00	5 minutes	Lani C. Mercado (Admin. Asst. III) Cashier (Municipal Treasury Office)
Wait while the documents are being processed.	Register Legal Instrument and annotate affected documents.	None	20 minutes	Lani C. Mercado (Admin. Asst. III)
Claim the Annotated/ Legitimated Certificate of Live Birth	Sign and release the Documents.	None	5 minutes	Lani C. Mercado (Admin. Asst. III) Atty. Marco Polo E. Cunanan (Municipal Civil Registrar)
TOTAL:		700.00	50 minutes	



TIMELY REGISTRATION AND PROCESSING OF BIRTH, MARRIAGE, OR DEATH CERTIFICATES

Office or Division:	Municipal Civil Registrar’s Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All (Citizens born, married, or died in Capas)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Certificate of Live Birth, Marriage, or Death		For Birth: Attendant or the hospital/clinic where the child was born For Marriage: Church/Solemnizing Officer, Mayor’s Office, Judicial Court. For Death: Hospital/Clinic, Funeral Homes, or Municipal Health Office.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit accomplished COLB, COM, or COD for registration.	Examine documents presented and issue payment order	None	5 minutes	MCR Staff
Pay Burial Permit / Transfer Permit (For Death Certificate only).	Get receipt.	150.00	5 minutes	Cashier (Municipal Treasury Office)
Wait while the documents are being processed.	Sign and register the document.	None	10 minutes	Adona C. Sicat (Registration Officer III) Atty. Marco Polo E. Cunanan (Municipal Civil Registrar)
Claim the registered document (COLB, COM, or COD)	Release and file the Document.	None	5 minutes	MCR Staff
TOTAL:		150.00 (for Death Certificate Only)	25 minutes	



**ISSUANCE OF MUNICIPAL FORMS AVAILABLE, NOT AVAILABLE/DESTROYED CIVIL
REGISTRY RECORDS**

Office or Division:	Municipal Civil Registrar’s Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Document owner / Authorized Person			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Authorization Letter if applicable Original Copy of the registered document		Document Owner		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill out the request form	Verify the record and perform appropriate action accordingly if available or not available.	None	10 minutes	MCR Staff
Pay amount dues.	Get receipt and print certificates.	150.00	5 minutes	Cashier (Municipal Treasury Office)
Wait while the documents are being printed.	Print the appropriate document requested.	None	5 minutes	MCR Staff
Claim the certificate requested.	Sign and release the Documents.	None	5 minutes	Adona C. Sicat (Registration Officer III) Atty. Marco Polo E. Cunanan (Municipal Civil Registrar
TOTAL:		150.00	25 minutes	



APPLICATION AND ISSUANCE OF MARRIAGE LICENSE

Office or Division:	Municipal Civil Registrar's Office			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	All residents of Capas at Legal Age that are eligible to marry			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Appearance of Applicants (Both) Birth Certificate and/or Baptismal CEDULA Consent / Advice of Both Parents (if applicable) CENOMAR Photocopy of Philhealth ID or MDR Permit to Marry (Commissioned Officer / Enlisted Personnel) Legal Capacity to Marry (for Foreign National) Proof of Nationality (for Foreign National) Pre-Marriage Counselling Certificate Tree-Planting Certificate Proof of Dissolution or Nullity of Marriage (if previously married)		PSA or Local Copy Municipal Treasury Office Parents' Appearance PSA Philhealth Assigned Headquarters or Office Embassy of the Country of Origin (Based in PH) (i.e. Passport, or other Government Issued ID's) Municipal Social Welfare and Development Office (MSWD) (Every Thursdays only) Municipal Environmental and Natural Resources Office (MENRO) PSA, Judicial Court		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill out the application form / Information Sheet	Interview the applicants ask to submit the required documents	None	10 minutes	MCR Staff
Submit the required documents	Review the submitted required documents and information sheet, and have their photo taken.	None	10 minutes	MCR Staff
Pay the amount due.	Print the appropriate document requested.	600.00	5 minutes	MCR Staff Cashier (Municipal Treasury Office)
Wait for the 10-day reglementary period.	Sign and release the Documents.	None	10 days	MCR Staff
Claim Marriage License	Issue the Marriage License	None	10 minutes	Adona C. Sicat (Registration Officer III) Atty. Marco Polo E. Cunanan (Municipal Civil Registrar)
TOTAL:		600.00	10 days, 35 minutes	



FILING OF PETITIONS FOR CORRECTIONS OF CLERICAL ERROR UNDER R.A. 9048 AND R.A. 10172.

Office or Division:	Municipal Civil Registrar's Office			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	All (Civil Registry Documents Registered in Capas only)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PSA COLB / COM / COD Cedula (Petitioner) Legal Documents / Identifications showing the correct entry sought to be corrected		PSA Municipal Treasury Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present the document to be corrected.	Examine the document presented and provide the list of requirements based on the entry sought to be corrected	None	15 minutes	Neil Patrick G. Panlican (Computer Operator I) Nikko Francis Albert C. So (Registration Officer I) Atty. Marco Polo E. Cunanan (Municipal Civil Registrar)
Submit the required documents	Evaluate the supporting documents provided.	None	15 minutes	Neil Patrick G. Panlican (Computer Operator I) Nikko Francis Albert C. So (Registration Officer I) Atty. Marco Polo E. Cunanan (Municipal Civil Registrar)
Pay the amount due	Prepare the Petition Form	1,000.00 (R.A. 9048) 3,000.00 (R.A. 10172)	15 minutes	Cashier (Municipal Treasury Office) Neil Patrick G. Panlican (Computer Operator I) Nikko Francis Albert C. So (Registration Officer I)
Review and sign the petition.	Post the Petition for 10 days	None	10 days	Atty. Marco Polo E. Cunanan (Municipal Civil Registrar)
	Render the MCR's Decision and transmit the petition including its attachments to PSA Legal Services Division. Await for CRG's Decision.	None	3 months	Neil Patrick G. Panlican (Computer Operator I) Atty. Marco Polo E. Cunanan (Municipal Civil Registrar)
Secure the Certificate of Finality	Annotate the decision to the affected document	None	30 minutes	Atty. Marco Polo E. Cunanan (Municipal Civil Registrar)
TOTAL:		1,000.00 (R.A. 9048) 3,000.00 (R.A. 10172)	3 months, 10 days, 1 hour, 15 minutes	



ADVANCE ENDORSEMENT OF CIVIL REGISTRY DOCUMENTS

Office or Division:	Municipal Civil Registrar’s Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All (Citizen’s with Registered Civil Registry Document/s in Capas)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Registered Civil Registry Document such as Birth, Marriage, or Death Certificate (registered within the month)		Municipal Civil Registrar’s Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present original copy and reduced photocopies of the document to be endorsed including attachments if there are any	Check and locate the office file copy of the document	None	10 minutes	MCR Staff
Pay the amount due	Prepare endorsement letter	150.00	15 minutes	MCR Staff Cashier (Municipal Treasury Office)
Claim the prepared endorsement with the attachments for mailing	Issue the endorsement letter with the attachments needed	None	5 minutes	Adona C. Sicat (Registration Officer III) Atty. Marco Polo E. Cunanan (Municipal Civil Registrar)
TOTAL:		150.00	30 minutes	



MUNICIPAL TREASURY OFFICE



COLLECTION OF REAL PROPERTY TAX

The collection of the real property tax with interest thereon and related expenses, and the enforcement of the remedies provided for in Title II Book 2 of R.A. 7160 of the Local Government Code of 1991 or any applicable laws, shall be the responsibility of the city or Municipal Treasurer concerned.

The city or Municipal Treasurer shall, on or before the thirty first of January of each year, cause notice of the periods during which real property tax may be paid without penalty.

OFFICE OR DIVISION	MUNICIPAL TREASURY OFFICE			
CLASSIFICATION :	SIMPLE (less than 3 days)			
TYPE OF TRANSACTION :	G2C -Services to transacting public G2B - Services to business entity			
WHO MAY AVAIL :	All persons, whether natural or juridical, whose real properties have been newly assessed or reassessed as contained in the assessment roll furnished by the Municipal Assessor			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE		
Latest official receipt (original)		Safekept by applicant		
Owner's duplicate copy of Certificate of Title		Registry of Deeds		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present latest official receipt and/or Certificate of Title	A. Retrieve record from file and compute tax due	Based on assessment in accordance with the Local Revenue Code (SB Resolution No. 003-2014)	3 minutes	Armi Serrano Noel Tuazon Jeanet Gamboa
2. Payment of Real Property Tax due	A. Accept payment and issue OR/ or	Based on assessment in accordance with the Local Revenue Code (SB Resolution No. 003-2014)	2 minutes	Armi Serrano Noel Tuazon Jeanet Gamboa
TOTAL			5 minutes	



ISSUANCE OF OFFICIAL RECEIPT FOR BURIAL AND TRANSFER OF CADAVER

There shall be collected a fee at the rates provided under the Local Revenue Code of the municipality for every distinct or separate business establishment or place where the business, trade or activity is conducted. The fee imposed shall be paid before any business, trade or activity can be lawfully began or pursued or within twenty (20) days of January of each year in case of renewal of permits.

OFFICE OR DIVISION:		MUNICIPAL TREASURY OFFICE		
CLASSIFICATION:		SIMPLE (less than 3 days)		
TYPE OF TRANSACTION:		G2C -Services to transacting public		
WHO MAY AVAIL:		Every person that shall conduct a business, trade or activity within the municipality.		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE		
Document #1 Death Certificate 1 photocopy (but bring original for validation)		Safekept by applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Death Certificate and pay amount due	A. Issue AF 58 or AF 51, receive payment and issue OR/eOR	₱200.00	3 minutes	Ronaldo D. Supan Renel Y. Cunanan Jose Harry Canasa
TOTAL			3 minutes	



ISSUANCE OF OFFICIAL RECEIPT FOR RENTAL OF MUNICIPAL CEMETERY

There shall be collected a fee at the rates provided under the Local Revenue Code of the municipality for every distinct or separate business establishment or place where the business, trade or activity is conducted. The fee imposed shall be paid before any business, trade or activity can be lawfully began or pursued or within twenty (20) days of January of each year in case of renewal of permits.

OFFICE OR DIVISION:		MUNICIPAL TREASURY OFFICE		
CLASSIFICATION:		SIMPLE (less than 3 days)		
TYPE OF TRANSACTION:		G2C -Services to transacting public		
WHO MAY AVAIL:		Every person that shall conduct a business, trade or activity within the municipality.		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE		
Document #1 Death Certificate - 1 photocopy (but bring original for validation)		Safekept by applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Death Certificate and pay amount due	Receive payment and issue OR/eOR	₱6,000.00	3 minutes	Ronaldo D. Supan Renel Y. Cunanan Jose Harry Canasa
TOTAL			3 minutes	



ISSUANCE OF OFFICIAL RECEIPT FOR REGULATORY FEES

There shall be collected a fee at the rates provided under the Local Revenue Code of the municipality for every distinct or separate business establishment or place where the business, trade or activity is conducted. The fee imposed shall be paid before any business, trade or activity can be lawfully began or pursued or within twenty (20) days of January of each year in case of renewal of permits.

OFFICE OR DIVISION :		MUNICIPAL TREASURY OFFICE		
CLASSIFICATION :		SIMPLE (less than 3 days)		
TYPE OF TRANSACTION :		G2C -Services to transacting public		
		G2B - Services to business entity		
WHO MAY AVAIL :		Every person that shall conduct a business, trade or activity within the municipality.		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE		
Document #1 Bill (1 original		Safekept by applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present Bill number and pay amount due a. Sign permit b. Motorcade c. Permit to travel charcoal d. Permit to travel cattle	A. Receive payment and issue OR/eOR	Based on assessment ₱ 500.00 100.00 per truck load ₱ 70.00 per cattle ₱ 100.00 per truck load	3 minutes	Ronaldo D. Supan Renel Y. Cunanan Jose Harry Canasa
TOTAL			3 minutes	



ISSUANCE OF OFFICIAL RECEIPT FOR REGULATORY FEES (for water supply, cable television network and Telephone line)

There shall be collected a fee at the rates provided under the Local Revenue Code of the municipality for every distinct or separate business establishment or place where the business, trade or activity is conducted. The fee imposed shall be paid before any business, trade or activity can be lawfully began or pursued or within twenty (20) days of January of each year in case of renewal of permits.

OFFICE OR DIVISION :		MUNICIPAL TREASURY OFFICE		
CLASSIFICATION :		SIMPLE (less than 3 days)		
TYPE OF TRANSACTION :		G2C -Services to transacting public		
		G2B - Services to business entity		
WHO MAY AVAIL :		Every person that shall conduct a business, trade or activity within the municipality.		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE		
Document #1 Proof of service application 1 photocopy (but bring original for validation)		Safekept by applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay amount due	A. Receive payment and issue OR/eOR	₱ 150.00 (Residential) ₱ 350.00 (Commercial) ₱ 450.00 (Industrial)	3 minutes	Ronaldo D. Supan Renel Y. Cunanan Jose Harry Canasa
TOTAL			3 minutes	



ISSUANCE OF OFFICIAL RECEIPT FOR BUILDING REGULATORY FEE

There shall be collected a fee at the rates provided under the Local Revenue Code of the municipality for every distinct or separate business establishment or place where the business, trade or activity is conducted. The fee imposed shall be paid before any business, trade or activity can be lawfully began or pursued or within twenty (20) days of January of each year in case of renewal of permits.

OFFICE OR DIVISION :		MUNICIPAL TREASURY OFFICE		
CLASSIFICATION :		SIMPLE (less than 3 days)		
TYPE OF TRANSACTION :		G2C -Services to transacting public		
		G2B - Services to business entity		
WHO MAY AVAIL :		Every person that shall conduct a business, trade or activity within the municipality.		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE		
Document #1 Bill (1 Original)		Safekept by applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Bill number and pay amount due	Receive payment and issue OR/eOR	₱ 150.00 (Residential) ₱ 350.00 (Commercial) ₱ 450.00 (Industrial)	3 minutes	Ronaldo D. Supan Renel Y. Cunanan Jose Harry Canasa
TOTAL			3 minutes	



connection with judicial proceedings) for each page				
e. Photocopy or any other copy produced by copying machine per page		₱100.00		
f. Clearance or other certification fees		₱100.00		
g. Change of business name		₱500.00		
TOTAL			3 minutes	
2. Request for a tax clearance	A. Receive payment and issue OR/eOR	₱100.00	2 minutes	Ronaldo D. Supan Renel Y. Cunanan Jose Harry Canasa
	B. Prepare and issue the tax clearance		2 minutes	Armi Serrano Noel Tuazon Jeanet Gamboa
<i>NOTE: LGC OF 2014, Section 4A.02. Exemption. The fees imposed in this Article shall not be collected for copies furnished to other offices and branches of the government for official business except for those copies required by the Court at the request of the litigant, in which case, charges shall be in accordance with the above-mentioned schedule.</i>		NONE		
TOTAL			4 minutes	



ISSUANCE OF COMMUNITY TAX CERTIFICATE (Individual and Corporation)

A Community Tax Certificate shall be issued to every person or corporation upon payment of the community ax imposed on persons, natural or juridical, residing in the municipality. A Community Tax Certificate may also be issued to any person or corporation not subject to the Community Tax upon payment of One Peso (P1.00).

OFFICE OR DIVISION:	MUNICIPAL TREASURY OFFICE			
CLASSIFICATION:	SIMPLE (less than 3 days)			
TYPE OF TRANSACTION:	G2C -Services to transacting public			
	G2B - Services to business entity			
WHO MAY AVAIL:	An individual who is a resident of this municipality, eighteen (18) years of age or over who has been regularly employed on a wage or salary basis for at least thirty (30) consecutive working days during any calendar year, or who is engaged in business or corporation, or who owns real property with an aggregate assessed value of One Thousand (P1,000.00) Pesos or more, or who is required by law to file an income tax return			
	Every corporation no matter how created or organized, whether domestic or resident-foreign, engaged in or doing business in the Philippines whose principal office is located in this municipality.			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE		
Document #1 Valid ID (1 original) or old Cedula (1 original)		Safekept by applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Do personal appearance (by the individual or duly authorized representative in case of corporation), present the requirements and pay amount due	A. Compute community tax, receive payment and issue Community Tax Certificate (CTC)	<i>For Individual (annually)</i> ₱ 5.00 community tax ₱ 1.00 for every ₱ 1,000.00 of income as additional tax (but in no case shall exceed ₱ 5,000.00) <i>For Corporation (annually)</i> ₱ 500.00 community tax ₱ 2.00 for every ₱ 5,000.00 worth of real property as additional tax; and ₱ 2.00 for every ₱ 5,000.00 of	5 minutes	Ronaldo D. Supan Renel Y. Cunanan Jose Harry Canasa



	gross receipts or earnings as additional tax (but in no case shall exceed ₱ 10,000.00)		
<i>NOTE: LGC OF 2014, Section 6.04. Exemptions. Diplomatic and consular representatives and transient visitors when their stay in the Philippines does not exceed three (3) months shall be exempted from the payment of Community Tax.</i>	NONE		
TOTAL		5 minutes	



ISSUANCE OF OFFICIAL RECEIPT FOR BUILDING PERMIT

Upon application for a building permit from the Municipal Building Official, there shall be collect fees from each applicant pursuant to Building Code, Series of 2005, dated January 01, 2005 of the Department of Public Works and Highways.

OFFICE OR DIVISION :		MUNICIPAL TREASURY OFFICE		
CLASSIFICATION :		SIMPLE (less than 3 days)		
TYPE OF TRANSACTION:		G2C -Services to transacting public		
		G2B - Services to business entity		
		G2G - Services to another government agency, government employee or official		
WHO MAY AVAIL :		Every person, firm or corporation, including any agency or instrumentality of the government shall erect, construct, alter, repair, move, convert or demolish any building or structure or cause the same to be done within this municipality		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE		
Document #1 Bill (1 original)		Safekept by applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Bill number and pay amount due	A. Receive payment and issue OR/eOR	Building permit fees pursuant to Building Code, Series of 2005, dated January 01, 2005 of the Department of Public Works and Highways.	3 minutes	Ronaldo D. Supan Renel Y. Cunanan Jose Harry Canasa
TOTAL			3 minutes	



BUSINESS PERMIT & LICENSING OFFICE



ISSUANCE OF CERTIFICATION OF BUSINESS RETIREMENT

Upon termination of the business, a permittee shall submit a sworn statement of the gross sales or receipts for the current calendar year within thirty (30) days following the closure. Any tax due shall first be paid before any business or undertaking is fully terminated.

For the purposes hereof, termination shall mean that business operations are stopped completely.

OFFICE OR DIVISION :	MUNICIPAL BUSINESS LICENSING OFFICE (BUSINESS PERMITS & LICENSING OFFICE -BPLO)
CLASSIFICATION :	SIMPLE (less than 3 days)
TYPE OF TRANSACTION:	G2C -Services to transacting public
	G2B - Services to business entity
	G2G - Services to another government agency, government employee or official
WHO MAY AVAIL:	ANY PERSON, NATURAL OR JURIDICAL, SUBJECT TO THE TAX ON BUSINESS UNDER ARTICLE A,
	CHAPTER 11 OF THE LOCAL REVENUE CODE OF THE MUNICIPALITY
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE
Document #1 Affidavit of Business Closure (for Sole Proprietorship) Board Resolution for Retirement of Business (for Corporation or Partnership) - 1 original Document #2 Barangay Certification for closure of business (1 original) Document #3 Latest Mayor's Permit (original) and business plate Document #4 Sworn Statement of Gross Sales/Receipts or Quarterly VAT Return/Percentage Tax Return/ Income Tax Return for the current year or Financial Statements for the past 3 years for inactive permittees - 1 photocopy	Applicant's place of business Applicant's place of business Barangay Hall Applicant's place of business Applicant's place of business Note: Returns must have been duly filed with Bureau of Internal Revenue (BIR) or Authorized Agent Bank (AAB)



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get queue ticket number and submit all the requirements	A. Evalutate requirements, retrieve customer information from the system, and make an assessment	None	3 minutes	Marissa Francisco Christian Dumlao
	B. Approve assessment	None	2 minutes	Jhoan Altre <i>Acting BPLO</i>
2. Payment of business tax, if any, and certification fee	A. Accept payment and issue OR/ eOR at the Municipal Treasurer's Office (MTO)	Business tax due based on assessment in accordance with the Local Revenue Code and Service fee for Certification - P 100.00	2 minutes	Ronaldo Supan (<i>MTO</i>) Renel Cunanan (<i>MTO</i>) Jose Harry Canasa (<i>MTO</i>)
	B. Print the Certification of Business Retirement	None	2 minutes	Marissa Francisco Christian Dumlao
	C. Sign the certification	None	1 minute	Jhoan Altre Acting BPLO
TOTAL			10 minutes	



REGISTRATION OF BUSINESS/MAYOR'S PERMIT

An application for Business/Mayor's Permit shall be filed and corresponding fees be paid before any business or undertaking can be lawfully begun or pursued. For newly started business or activity that starts to operate after January 20, the fee shall be reckoned from the beginning of the calendar quarter. The Municipal Mayor shall supervise and regulate all establishments to maintain peaceful, healthy and sanitary conditions in the municipality.

OFFICE OR DIVISION:	MUNICIPAL BUSINESS LICENSING OFFICE (BUSINESS PERMITS & LICENSING OFFICE -BPLO)
CLASSIFICATION:	SIMPLE (less than 3 days)
TYPE OF TRANSACTION:	G2C -Services to transacting public
	G2B - Services to business entity
	G2G - Services to another government agency, government employee or official
WHO MAY AVAIL:	ANY PERSON, NATURAL OR JURIDICAL, WHO SHALL ESTABLISH, OPERATE, CONDUCT OR MAINTAIN ANY BUSINESS, TRADE OR ACTIVITY IN THIS MUNICIPALITY
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE
Document #1 Barangay Business Clearance (1 original)	Municipal Treasurer's Office / Barangay Hall
Document #2 Proof of business registration - 1 photocopy (but bring original for validation)	DTI for Sole Proprietorship/SEC for Corporation and Partnership/CDA for Cooperative
Document #3 Contract of Lease (if Lessee) or Tax Declaration or Transfer Certificate of Title (TCT) if owned - 1 photocopy (but bring original for validation)	Lessor's place of business Municipal Assessor's Office Registry of Deeds
Document #4 Occupancy Permit, if required by national law (e.g. Building Code) and local laws	Office of the Building Official/Municipal Engineering Office
Document #5 Locational Clearance	Municipal Zoning Office
Document #6 Sketch and photos of business location - 1 original	Safekept by applicant
Note: Occupancy permit and locational clearance are no longer required if complied with during the pre-registration stage or the prerequisite steps during the construction and occupancy stage pursuant to 6.1.2.2 of JMC No.1 s.2016 -Revised BPLS Standards.	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get queue ticket	A. Evalutate requirements,	None	10 minutes	Aljon Salac



number and submit all the requirements	retrieve customer information from the system, and make an assessment			Marissa Francisco Christian Dumlao Edgar Pabustan / Nicole Catacutan Jesus Santos
	B. Approve assessment	None	2 minutes	Jhoan Altre <i>Acting BPLO</i>
2. Payment of business tax, if any, and certification fee	A. Accept payment and issue OR/ eOR and Cedula at the Municipal Treasurer's Office (MTO))	Based on assessment in accordance with the Local Revenue Code (SB Resolution No. 003-2014)	6 minutes	Ronaldo Supan (MTO) Renel Cunanan (MTO) Jose Harry Canasa (MTO)
	B. Sign Business/Mayor's Permit	None	2 minutes	Marissa Francisco Christian Dumlao
	C. Release Business/Mayor's Permit and business plate	None	5 minutes	Jhoan Altre Acting BPLO
TOTAL			25 minutes	



RENEWAL OF BUSINESS/MAYOR'S PERMIT

The Business/Mayor's Permit is valid for a period of not more than one (1) year and expires on the thirty-first (31st) of December following the date of issuance unless revoked or surrendered earlier. The permit issued shall be renewed within the first twenty (20) days of January. It shall have a continuing validity only upon renewal thereof and payment of the corresponding fee

OFFICE OR DIVISION:		MUNICIPAL BUSINESS LICENSING OFFICE (BUSINESS PERMITS & LICENSING OFFICE -BPLO)		
CLASSIFICATION:		SIMPLE (less than 3 days)		
TYPE OF TRANSACTION:		G2C -Services to transacting public		
	G2B - Services to business entity			
	G2G - Services to another government agency, government employee or official			
WHO MAY AVAIL:		ANY PERSON, NATURAL OR JURIDICAL, WHO SHALL ESTABLISH, OPERATE, CONDUCT OR		
		MAINTAIN ANY BUSINESS, TRADE OR ACTIVITY IN THIS MUNICIPALITY		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE		
Document #1 Basis for computing taxes, fees, and charges) e.g. Previous year ITR/ Monthly & Quarterly VAT Returns Quarterly Percentage Tax Returns, or Sworn Statement of Gross Receipts/Sales - 1 photocopy (but bring original for validation)		Permittee's Place of Business Note: Returns must have been duly filed with Bureau of Internal Revenue (BIR) or Authorized Agent Bank (AAB) Permittee's Place of Business		
Document #2 Barangay Business Clearance (1 original)		Municipal Treasurer's Office / Barangay Hall		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Get queu ticket number and submit all the requirements	Evaluate requirements, retrieve customer information from the system, and make an assessment	NONE	8 minutes	Aljon Salac Marissa Francisco Christian Dumlao Edgar Pabustan / Nicole Catacutan
	Approve assessment	NONE	2 minutes	Jhoan Altre <i>Acting BPLO</i>
Payment of taxes, fees and charges, and Claim Business/Mayor's Permit	A. Accept payment and issue OR/ eOR and Cedula at the Municipal Treasurer's Office (MTO))	Based on assessment in accordance with the Local Revenue Code (SB Resolution No. 003-2014)	6 minutes	Ronaldo Supan (MTO) Renel Cunanan (MTO)
	Sign Business/Mayor's Permit	NONE	2 minutes	Hon. Reynaldo L. Catacutan Municipal Mayor
	Release Business/Mayor's Permit	NONE	4 minutes	BPLO STAFF



RURAL HEALTH UNIT



Medical and Laboratory Services / Treatment for Tuberculosis

Office or Division:	RHU I – LABORATORY			
Classification:	Complex			
Type of Transaction:	G2C			
Who may Avail:	PATIENT WITH SIGNS AND SYMPTOMS OF TUBERCULOSIS			
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Request for Medical Consultation and Treatment	Interview, assessment, prepare records and collect sputum.	none	10 minutes	Rural Health Nurse Nelia N. Baluyut
	Inform relapse TALF, treatment failure PTOU and 60 years old and above patient to collect sputum for Gene expert	none	5 minutes	Rural Health MedTech Manuel Edward L. Estanislao
	Provide HIV counselling Refer to MedTech for HIV Test		10 minutes	
	Send reactive HIV blood sample to PHO for confirmatory test		10 minutes	
	Issue of TB medicine to client with (+) Chest X-Ray result		3 minutes	
	Inform the client of the date of the schedule for re-supply of drugs		3 minutes	
	Inform Med Tech about the collected sputum for processing		1 minute	
Proceed to Med Tech	Process sputum specimen	none	3 days	Rural Health Nurse Nelia N. Baluyut Rural Health MedTech Manuel Edward L. Estanislao
	Release result to Rural Health Nurse	none	1 minute	Rural Health Nurse Nelia N. Baluyut Rural Health MedTech Manuel Edward L. Estanislao
Follow up of sputum result	Record the sputum result		2 minutes	
	Issue of TB medicine for (+) sputum result		3 minutes	
	Inform the client of the date of the schedule for re-supply of drugs		1 minute	
TOTAL:			3 days and 50 minutes	



Office or Division:	RURAL HEALTH UNIT I			
Classification:	Simple			
Type of Transaction:	G2C			
Who may Avail:	Married Couple of Reproduction Age			
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Request for Family Planning consultation	Interview	none	5 minutes	Rural Health Midwife Maria Lea Q. Dizon
	Take medical, Obstetrical and gynecological history and examine client		5 minutes	
	Write findings in the family planning record		3 minutes	
	Discuss to client the Family Planning and the various methods of contraception		10 minutes	
Client chooses method of contraception	Issue pills/ condoms to client	none	3 minutes	Rural Health Midwife Maria Lea Q. Dizon
	Administer DMPA to client		3 minutes	
	Inform the client for the next schedule of re-supply of drugs		3 minutes	
TOTAL:			32 minutes	



MEDICAL SERVICES / MATERNAL CARE

Office or Division:	RURAL HEALTH UNIT I			
Classification:	SIMPLE			
Type of Transaction:	G2C			
Who may Avail:	PCREGNANT WOMEN			
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Request for pre-natal check up	Interview, fill up individual record and HBMR Examine client and write findings in HBMR Refer client to Med. Tech for hemoglobin determination and urine examination	none	3 minutes	Rural Health Midwife Alma P. Yumul
			5 minutes	
			2 minutes	
Proceed to the Med. Tech.	Process the examination and issue result to client	none	10 minutes	Rural Health MedTech Manuel Edward L. Estanislao
Proceed to the Dentist	Examine client and give advices on dental care.	none	10 minutes	Rural Health Dentist Dr. Angel Ann L. Ong
Proceed to the Physician	Examine the client and analyze laboratory results.	none	5 minutes	Rural Health Physician Dr. Franchette L. Reyes
Return to the Midwife	Administer tetanus toxoid to client if needed	none	5 minutes	Rural Health Midwife Alma P. Yumul
	Update the HBMR		3 minutes	
	Advise the client on maternal nutrition and maternal care.		3 minutes	
	Issue prenatal medicines &inform client on next schedule of visit		2 minutes	
TOTAL:			48 minutes	



MEDICAL SERVICES / IMMUNIZATION SERVICE

Office or Division:	RURAL HEALTH UNIT I			
Classification:	SIMPLE			
Type of Transaction:	G2C			
Who may Avail:	NEWBORN TO 1 YEAR OLD INFANT			
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Request for immunization	Interview, fill up and update immunization card of client. Administer appropriate vaccines to client Provide post immunization instructions and inform client of next schedule of immunization	None	10 minutes	Rural Health Midwife Alma P. Yumul
			5 minutes	
			3 minutes	
TOTAL:			18 minutes	
DENTAL SERVICES / DENTAL CARE				
Office or Division:	RURAL HEALTH UNIT I			
Classification:	SIMPLE			
Type of Transaction:	G2C			
Who may Avail:	GENERAL PUBLIC (YOUNG AND ADULT)			
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Request for Dental consultation	Interview and examine client Fill up/ update dental record of client and refer to Midwife/ Nurse to take Blood Pressure	none	10 minutes	Rural Health Dentist Dr. Angel Ann L. Ong
			5 minutes	
Proceed to midwife	Midwife to take Blood Pressure Take blood pressure of client and record	none	5 minutes	Rural Health Midwife or Rural Health Dentist Alma P. Yumul/ Dr. Angel Ann L. Ong
Return to the dentist	Perform dental extraction to client if needed. Advice other procedures if necessary and prescribe medicines to client.	none	30 minutes	Rural Health Dentist Dr. Angel Ann L. Ong
			5 minutes	
TOTAL:			55 minutes	

MEDICAL SERIVICES / MEDICAL CONSULTATION



Office or Division:	RURAL HEALTH UNIT I			
Classification:	SIMPLE			
Type of Transaction:	G2C			
Who may Avail:	ANY INDIVIDUAL SEEKING MEDICAL CARE			
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Request for Dental consultation	Interview and take vital signs and record	none	10 minutes	Rural Health Midwife Alma P. Yumul
	Refer to physician for further examination			Rural Health Nurse Maria Lea Q. Dizon Nelia N. Baluyut
Proceed to physician	Examine client Request for Laboratory works if needed	none	10 minutes	Rural Health Physician Dr. Franchette L. Reyes
	Prescribe medicine Refer to Rural Health Nurse / Rural Health Midwife to dispense medicines		3 minutes 3 minutes	
Proceed to nurse station for dispense of medicines	Dispense medicine and inform client of the date of follow-up	none	4 minutes	Public Health Nurse Maria Lea Q. Dizon Nelia N. Baluyut
TOTAL:			30 minutes	

MEDICAL SERVICES / TREATMENT FOR MALARIA



Office or Division:	RURAL HEALTH UNIT I			
Classification:	SIMPLE			
Type of Transaction:	G2C			
Who may Avail:	PATIENT WITH SIGNS & SYMPTOMS OF MALARIA			
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Request for consultation	Interview, take vital signs and record	none	10 minutes	Public Health Nurse Maria Lea Q. Dizon
	Refer client to Med. Tech for blood smear		2 minutes	
Proceed to the Med. Tech.	Process blood smear	none	1 day	Rural Health MedTech Manuel Edward L. Estanislao
	Record and release result to client		5 minutes	
	Refer to the physician		2 minutes	
Proceed to the Physician	Examine client and read blood smear result	none	5 minutes	Rural Health Physician Dr. Franchette L. Reyes
	If (+) for malaria, prescribe medicines to client		5 minutes	
	Refer to Nurse to dispense medicines to client		3 minutes	
Proceed to the Nurse	Dispense malarial medicines to client and inform client of follow up visit at the health center	none	5 minutes	Rural Health MedTech Manuel Edward L. Estanislao
TOTAL:			1 day and 36 minutes	

MEDICAL SERVICES / TREATMENT FOR LEPROSY



Office or Division:	RURAL HEALTH UNIT I			
Classification:	SIMPLE			
Type of Transaction:	G2C			
Who may Avail:	PATIENT WITH LEPROSY			
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Request for medical consultation	Interview, take vital signs and record Refer client to physician	none	10 minutes 2 minutes	Rural Health Nurse Nelía N. Baluyut
Proceed to the Physician	Further interview and examine client Refer client to Med Tech for slit smear	none	10 minutes 2 minutes	Rural Health Physician Dr. Franchette L. Reyes
Proceed to Med Tech	Perform slit smear Process the specimen Record and refer result to physician	none	20 minutes 2 days 5 minutes	Rural Health MedTech Manuel Edward L. Estanislao
Return to the Physician	Read the result, if (+) result refer to the nurse to dispense multi-drugs for leprosy	none	5 minutes	Rural Health Physician Dr. Franchette L. Reyes
Proceed to the Nurse	Record and dispense multi drug therapy and inform client of next visit for re-supply	none	5 minutes	Rural Health Nurse Nelía N. Baluyut
TOTAL:			3 days and 59 minutes	



MEDICAL SERVICES / SERVICES FOR SEXUALLY TRANSMITTED INFECTION

Office or Division:	RURAL HEALTH UNIT I			
Classification:	SIMPLE			
Type of Transaction:	G2C			
Who may Avail:	COMMERCIAL SEX WORKERS			
Checklist of Requirements:			Where to secure:	
Red Cards			Sanitary	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Request for pap smear and treatment	Interview and record Inform the client's next schedule of examination Render counselling of the use of condom Refer to the nurse to collect urethral and cervical specimen	none	10 minutes 2 minutes 10 minutes 2 minutes	Sanitation Inspector Elaine Ong Tristan Jay Selmo Allen Jasper Dizon
Proceed to the Nurse	Collect urethral/ cervical specimen from client Transfer specimen to Med Tech for processing Process the urethral/ cervical specimen Issue and refer result to sanitary inspector for recording Inform the client to return to the facility for further management Record the result and refer the client with (+) infection to physician	none	10 minutes 2 minutes 3 days 2 minutes . 2 minutes 3 minutes	Rural Health Nurse Maria Lea Q. Dizon Rural Health MedTech Manuel Edward L. Estanislao Sanitation Inspector Elaine Ong Tristan Jay Selmo Allen Jasper Dizon
Proceed to the Physician	Prescribe medicine and refer the client to the nurse to dispense medicine	none	3 minutes	Rural Health Physician Dr. Franchette L. Reyes
Proceed to the Nurse	Record and dispense medicine	none	3 minutes	Rural Health Nurse Maria Lea Q. Dizon
TOTAL:			3 days and/or 49 minutes	



MEDICAL SERVICES / BIRTHING STATION / DELIVERIES

Office or Division:	RURAL HEALTH UNIT I			
Classification:	SIMPLE			
Type of Transaction:	G2C			
Who may Avail:	PREGNANT WOMEN IN 2 ND NORMAL PREGNANCY			
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Pregnant women in labor (1st stage of labor)	Interview, assessment, take vital signs, examine and record Prepare Chart, secure consent, take past and present history and record Ask patient LMP and compute for AOG and EDC and record	P2,500 non-Phil Health	10 minutes 10 minutes 5 minutes	Rural Health Midwife Alma P. Yumul Rural Health Nurse Maria Lea Q. Dizon Rural Health Physician Dr. Franchette L. Reyes
Second stage of Labor	Delivery of the baby Skin to skin contact Administration of parenteral Monitoring of Vital Signs		10 minutes 90 minutes 2 minutes 1 hour	RHM Alma P. Yumul PHN Maria Lea Q. Dizon MHO Dr. Franchette L. Reyes
Third stage of labor	Delivery of the Placenta Provide Oral Medicine Monitoring of Vital Signs Watch for bleeding Initiate breastfeeding Counsel of Family Planning		5 minutes 2 minutes 12 hours 5 minutes 10 minutes	RHM Alma P. Yumul PHN Maria Lea Q. Dizon MHO Dr. Franchette L. Reyes
Newborn Care	Keep baby warm and dry Cord care aseptically Apgar scoring Anthropometric measurement Application of Eye prophylaxis Administration of Vita K injection and initial dose of Hep B and BCG Vaccines		3 minutes 5 minutes 5 minutes 5 minutes 1 minute 3 minutes	RHM Alma P. Yumul PHN Maria Lea Q. Dizon MHO Dr. Franchette L. Reyes
Newborn Screening	Collect blood samples and send to newborn screening center Discharge baby with the mother and advise for follow up check-up and immunization	P600 Non-PhilHealth	30 minutes	RHM Alma P. Yumul PHN Maria Lea Q. Dizon MHO Dr. Franchette L. Reyes
TOTAL:			16 hours & 35 minutes	



SANITARY OFFICESERVICES / PREPARATION OF DEATH CERTIFICATE

Office or Division:	RURAL HEALTH UNIT I			
Classification:	SIMPLE			
Type of Transaction:	G2C			
Who may Avail:	FAMILY AND RELATIVES OF THE DECEASED			
Checklist of Requirements:			Where to secure:	
Certification that the dead person died on that brgy.			Brgy. Hall	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Submit requirement	Submit to Sanitation Inspector	None	2 minutes	Elaine L. Ong Allen Jasper A. Dizon Tristan Jay C. Selmo
Preparation of the Death Certificate	Prepared by the Sanitation Inspector	None	20 minutes	Elaine L. Ong Allen Jasper A. Dizon Tristan Jay C. Selmo
For signature of the Municipal Health Officer	Submit & Review by the Municipal Health Officer	None	5 minutes	Franchette L. Reyes, MD, MHA
TOTAL:			27 minutes	



Office or Division:	RURAL HEALTH UNIT I			
Classification:	SIMPLE			
Type of Transaction:	G2C			
Who may Avail:	BUSINESS ESTABLISHMENT OWNERS/ EMPLOYEES IN CAPAS			
Checklist of Requirements:			Where to secure:	
Medical Laboratory Requirements *Chest X-ray *Fecalysis *Urinalysis			Any DOH accredited laboratories	
Cedula (current year)			Municipal Hall	
1piece 1x1 picture				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Submit Requirements	Submit to Sanitation Inspector	None	5 minutes	Elaine L. Ong Allen Jasper A. Dizon Tristan Jay C. Selmo
Preparation of the Health Certificate	Prepared by the Sanitation Inspector	none	15 minutes	Elaine L. Ong Allen Jasper A. Dizon Tristan Jay C. Selmo
Approval of the Health Certificate	Health Certificate to be signed by the Municipal Health Officer	100	5 minutes	Franchette L. Reyes, MD, MHA
TOTAL:			25 minutes	

SANITARY OFFICE SERVICES / HEALTH CERTIFICATE (RED CARD)



Office or Division:	RURAL HEALTH UNIT I			
Classification:	SIMPLE			
Type of Transaction:	G2C			
Who may Avail:	COMMERCIAL SEX WORKERS			
Checklist of Requirements:			Where to secure:	
Medical Laboratory Requirements *Chest X-ray *Fecalysis *Urinalysis			Any DOH accredited laboratories	
Cedula (current year)			Municipal Hall	
1piece 1x1 picture				
Regular Smearing (every 2 weeks)			RHU	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Submit Requirements	Submit to Sanitation Inspector	None	5 minutes	Elaine L. Ong Allen Jasper A. Dizon Tristan Jay C. Selmo
Preparation of the Health Certificate	Prepared by the Sanitation Inspector	none	15 minutes	Elaine L. Ong Allen Jasper A. Dizon Tristan Jay C. Selmo
Approval of the Health Certificate	Health Certificate to be signed by the Municipal Health Officer	100	5 minutes	Franchette L. Reyes, MD, MHA
TOTAL:			25 minutes	



SANITATION INSPECTORS’ SERVICES / SANITARY PERMIT

Office or Division:	RURAL HEALTH UNIT I			
Classification:	SIMPLE			
Type of Transaction:	G2C			
Who may Avail:	BUSINESS ESTABLISHMENTS			
Checklist of Requirements:			Where to secure:	
Health Certificates of all Employees			Sanitation Office	
Water Test (all Food Establishments and Industrial Establishments)			Any accredited Water Testing Laboratory	
ECC, Permit to Operate, Discharge Permit (for Industrial Establishments)			EMB	
License to Operate (for Pharmacy, Diagnostic Lab, Hospitals)			EMB	
Official Receipt for Business Permit			Municipal Hall	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Submit Requirements	Submit to Sanitation Inspector for review	None	5 minutes	Elaine L. Ong Allen Jasper A. Dizon Tristan Jay C. Selmo
Wait for Inspection	Inspection done by the Sanitation Inspector	None	3 hours	Elaine L. Ong Allen Jasper A. Dizon Tristan Jay C. Selmo
Preparation of Sanitary Permit	Sanitary permit will be prepared by the Sanitation Inspector	None	5 minutes	Elaine L. Ong Allen Jasper A. Dizon Tristan Jay C. Selmo
Approval of Sanitary Permit	Sanitary permit to be signed by the Municipal Health Officer	None	5 minutes	Franchette L. Reyes, MD, MHA
TOTAL:			3 hours and 15 minutes	

SANITARY OFFICE SERVICES / EXHUMATION/ TRANSFER PERMIT OF REMAINS



Office or Division:	RURAL HEALTH UNIT I			
Classification:	SIMPLE			
Type of Transaction:	G2C			
Who may Avail:	FAMILY AND RELATIVES OF THE DECEASED			
Checklist of Requirements:			Where to secure:	
Death Certificate			MCR	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Submit Requirements	Review and preparation of the Exhume/Transfer permit by the Sanitation Inspector	None	10 minutes	Allen Jasper A. Dizon
Approval of Permit	Exhume/Transfer permit signed by the Municipal Health Officer	None	5 minutes	Franchette L. Reyes, MD, MHA
TOTAL:			15 minutes	

SANITARY OFFICE SERVICES / CERTIFICATE OF POTABILITY (WATER)

Office or Division:	RURAL HEALTH UNIT I			
Classification:	SIMPLE			
Type of Transaction:	G2C			
Who may Avail:	ALL FOOD ESTABLISHMENT AND INDUSTRIAL ESTABLISHMENTS			
Checklist of Requirements:			Where to secure:	
Recent Water test of all sources			Any accredited Water testing Laboratory	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Submit Requirements	To be reviewed by the sanitation inspector	None	5 minutes	Elaine L. Ong Allen Jasper A. Dizon
Preparation of the Certificate of Potability	Prepared by the Sanitation Inspector	None	10 minutes	Lailanie DeLizo Allen Jasper A. Dizon
Approval of the Certificate of Potability	Certificate of Potability to be signed by the Municipal Health Officer	None	5 minutes	Franchette L. Reyes, MD, MHA
TOTAL:			20 minutes	



MUNICIPAL ASSESSOR'S OFFICE

TRANSFER OF TAX DECLARATION



OFFICE:	MUNICIPAL ASSESSORS OFFICE
CLASSIFICATION:	SIMPLE
TYPE OF TRANSACTION:	G2C - GOVERNMENT TO CITIZEN
WHO MAY AVAIL:	REAL PROPERTY OWNERS
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE
Presentation of Owners Copy with photocopy, in the absence of owner's copy submit Certified True Copy Together with: 1.) Registered Deed of Conveyance duly stamped by Registry of Deeds / BIR - any of the following; a.) Deed of Sale b.) Deed of Donation c.) Extra Judicial Settement of Estate d.) Affidavit of Self Adjucation e.) Affidavit of Consolidation / Certificate of Sale 2.) Photocopy of Tranfer Tax Receipt - Original Copy to be presented for validation. 3.) Photocopy of Real Tax Receipt or Tax Clearance for current year. 4.) BIR Payments - Certificate Authorizing Registration (CAR) Certified True Copy or Tax Payer File Copy. 5.) Any valid one (1) ID of the Owner or Authorized Representative.	Registry of Deeds, Tarlac Province Registry of Deeds / Bureau of Internal Revenue Provincial Treasury, Tarlac Province Municipal Treasury Office Bureau of Internal Revenue Photocopy of IDs

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents	Check all documents submitted relative to transfer of ownership as to completeness and accuracy.		5 mins /RPU	Sheila S. Maliwat Larry M. Noveno Arnel G. Siron Paul P. Sicat
	Prepare Field Appraisal Assessment Sheet (FAAS) in accordance with the approved Schedule of Market Value.		10 mins/ RPU	Sheila S. Maliwat Larry M. Noveno Arnel G. Siron Paul P. Sicat
	Review FAAS and affix initial		5 mins/ RPU	Lorna D. Pinili
	Approved FAAS		3 mins/ RPU	Alma S. Ayson
2) Payment of Declaration Fee at Municipal Treasurer's Office	Process payment and issue Official Receipt	50.00 / RPU	2 mins/ RPU	Municipal Treasurers Office
	Prepare Tax Declaration based on approved FAAS and Notice of Assessment.		5 mins/ RPU	Sheila S. Maliwat Larry M. Noveno Arnel G. Siron Paul P. Sicat



3.) Signs Tax Declaration - Sworn Statement	Signing of Tax Declaration		2 mins / RPU	Alma S. Ayson
4.) Receive Tax Declaration and Notice of Assessment	Releasing of Tax Declaration / Notice of Assessment		2 mins / RPU	Sheila S. Maliwat Larry M. Noveno Arnel G. Siron Paul P. Sicat
		Total	35 minutes	

ISSUANCE OF TAX DECLARATION FOR CONSOLIDATION / SUBDIVISION



OFFICE:	MUNICIPAL ASSESSORS OFFICE
CLASSIFICATION:	COMPLEX
TYPE OF TRANSACTION:	G2C - GOVERNMENT TO CITIZEN
WHO MAY AVAIL:	REAL PROPERTY OWNERS
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE
1.) Photocopy of Titles, owner's copy to be presented for validation, in the absence of owners copy submit Certified True Copy of Title	Registry of Deeds of Tarlac Province
2.) Two (2) pcs. Blue print copy of approved Consolidation / Subdivision plan.	Land Registration Authority
3.) Realty Tax Receipt or Realty Tax Clearance for current year.	Municipal Treasury Office
4.) Subdivision Agreement or Affidavit Request.	Notary Public
5.) Any valid ID of the Owner or Authorized Representative.	Photocopy of IDs

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.) Submit the required documents.	Review all documents submitted. Appraisal and Assessment		5 mins/ RPU	Sheila S. Maliwat Larry M. Noveno Arnel G. Siron Paul P. Sicat
	Prepare Field Appraisal Assessment Sheet (FAAS) based on approved Schedule of Market Value		10 mins/ RPU	Sheila S. Maliwat Larry M. Noveno Arnel G. Siron Paul P. Sicat
	Assigned Property Identification Number (PIN)		3 mins/ RPU	
	Review FAAS		5 mins/ RPU	Lorna D. Pinili
	Approval of FAAS		3 mins/ RPU	Alma S. Ayson
2.) Payment of proper fee at Municipal Treasurer's Office	Process payment and issue Official Receipt	100.00 / RPU	5 mins/ RPU	Municipal Treasurer's Office
	Review accomplish Tax Declaration and affix initial		5 mins/ RPU	Lorna D. Pinili
	Signing of Tax Declaration		2 mins / RPU	Alma S. Ayson
3.) Receive Tax Declaration and Notice of Assessment.	Signing of Tax Declaration / Notice of Assessment		2 mins / RPU	Sheila S. Maliwat Larry M. Noveno Arnel G. Siron Paul P. Sicat



	Update Assessment Records		20 mins/ RPU	Sheila S. Maliwat Larry M. Noveno Arnel G. Siron Paul P. Sicat
		Total	33 minutes	



ISSUANCE OF CERTIFIED COPY OF TAX DECLARATION, CERTIFICATION OF PROPERTY HOLDINGS AND NON PROPERTY HOLDINGS

OFFICE:	MUNICIPAL ASSESSORS OFFICE
CLASSIFICATION:	SIMPLE
TYPE OF TRANSACTION:	G2C - GOVERNMENT TO CITIZEN
WHO MAY AVAIL:	REAL PROPERTY OWNERS
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE
1.) Presentation of the Official Receipt evidencing full payment of Real Property Tax for current year	Municipal Treasury Office
2. If Representative, written authority of the owner	Property owner
3.) Any valid ID of the Owner or Authorized Representative.	Photocopy of IDs

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.) Fill-out request form.	File Request		2 mins/ RPU	Sheila S. Maliwat Larry M. Noveno Arnel G. Siron Paul P. Sicat
2.) Submit the required documents.	Verify Assessment Records		2 mins/ RPU	Sheila S. Maliwat Larry M. Noveno Arnel G. Siron Paul P. Sicat
3.) Payment of Certification Fee at Municipal Treasurer's Office.	Payment of Certification Fee at Municipal Treasurer's Office	100.00 / RPU	2 mins/ RPU	Municipal Treasurer's Office
	Prepare Certified Copy of Tax Declaration, Certification of Property Holdings and Non-Property Holding		10 mins/ RPU	Sheila S. Maliwat Larry M. Noveno Arnel G. Siron Paul P. Sicat
	Review Certified Copy / Certification and affix signature		5 mins/ RPU	Lorna D. Pinili
	Sign Certified Copy / Certification		2 mins/ RPU	Alma S. Ayson
Receive certified copy of tax declaration / certification	Release certified true copy / certification		2 mins/ RPU	Sheila S. Maliwat Larry M. Noveno Arnel G. Siron Paul P. Sicat
		Total	25 minutes	



OFFICE:	MUNICIPAL ASSESSORS OFFICE
CLASSIFICATION:	SIMPLE
TYPE OF TRANSACTION:	G2C - GOVERNMENT TO CITIZEN
WHO MAY AVAIL:	REAL PROPERTY OWNERS
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE
1.) Official Receipt evidencing full payment of Real Property Tax for current year.	Municipal Treasury Office
2. If Representative, written authority of the owner.	Property owner
3.) Any valid ID of the Owner and Authorized Representative.	Photocopy of IDs

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.) Fill-out request form.	File Request		2 mins/ RPU	Sheila S. Maliwat Larry M. Noveno Arnel G. Siron Paul P. Sicat
2.) Submit the required documents.	Verify Assessment Records		2 mins/ RPU	Sheila S. Maliwat Larry M. Noveno Arnel G. Siron Paul P. Sicat
3.) Payment of certification fee at the Municipal Treasurer Office and submit OR.	Process payment and issue Official Receipt	100.00/ RPU 100.00 Inspection Fee	5 mins/ RPU	Municipal Treasurer's Office
	For schedule of ocular inspection. Prepare ocular report.		within (3) three days upon receipt of request	Bienirene Kate C. Panlican
	Prepare certificate on non improvement or certificate with improvement		10 mins/ RPU	Sheila S. Maliwat Larry M. Noveno Arnel G. Siron Paul P. Sicat
	Review certificate and affix initial		3 mins/ RPU	Lorna D. Pinili
	Sign / Approve Certificate		2 mins/ RPU	Alma S. Ayson
		Total	3 days	



MUNICIPAL SOCIAL AND DEVELOPMENT OFFICE



AID TO INDIVIDUAL IN CRISIS SITUATION

The assistance to individual in crisis situation is part of the protective services for the poor, marginalized and vulnerable/disadvantaged individuals and families. It provides range of services such as provision of limited assistance either in cash or in kind to individuals and families whose normal functioning has been hampered due to stressful situation brought about by socio economic difficulties.

OFFICE OR DIVISION:		Municipal Social Welfare and Development Office		
CLASSIFICATION:		Simple		
TYPE OF TRANSACTION:		Government to Citizen		
WHO MAY AVAIL:		Family Head and Other Needy Adults, Persons with disability, Senior Citizens, Solo Parents, Youth, Children in Conflict with Law and Victims of Violence, abuse.		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Medical certificate / Abstract.		Attending Physician		
Certification of Indigency from the Barangay.		Barangay Council where the client resides		
Doctor’ s prescription for medicines.		Attending Physician		
Death Certificate for burial assistance.		Municipal Registrar where the deceased was registered.		
Doctor’s request for laboratory examinations such as chest x-Ray etc.		Attending Physician		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Proceed to LCE extension office for request for assistance.	LCE and MSWD Staff will interview client seeking assistance and received requirement needed.	None	5 minutes	LCE and MSWD Staff.
2. Provide information	Discuss with the client the process of extending financial assistance.	None	5 minutes	LCE and MSWD Staff
3. Releasing of Grants	Release financial assistance after a month		2 minutes per client	LCE and MSWD staff
TOTAL:		12 minutes		



ISSUANCE OF SENIOR CITIZENS AND PWD ID AND PURCHASE
BOOKLET FOR MEDICINES AND PRIME COMMODITIES

The Senior Citizens Card is issued by the Social Welfare Department through the OSCA Office provides a generally recognized proof of age to elders so as to facilitate their access to concessions, discounts on priority services offered by the Government departments, public companies, private and commercial establishments. On the other hand, a PWD ID is a valid identification card issued to persons with disabilities. This card serves as a proof for availing of the benefits and privileges for PWDs.

OFFICE OR DIVISION:		Municipal Social Welfare and Development Office		
CLASSIFICATION:		Simple		
TYPE OF TRANSACTION:		Government to Citizen		
WHO MAY AVAIL:		Senior Citizens and Person with Disabilities		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
FOR SENIOR CITIZENS ID (NEW)		OSCA Office Client Counterpart. Municipal Civil Registrar / COMELEC Mayor's Office / Notary Public Attending Physician Barangay where the client resides. Philippine Statistic Authority		
Application Form 2 pcs. 1x1 picture Birth Certificate / COMELEC ID				
FOR SENOR CITIZENS ID (LOST ID)				
Affidavit of Lost				
FOR PWD ID (NEW)				
Medical Certificate Barangay Residency Valid ID Birth Certificate 2 pcs. 1x1 I.D. Picture Blood Type				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Proceed to Senior Citizen's Office and PWD Office	Senior Citizen and PWD staff will give the requirements for securing ID	None	5 minutes	Andrea Bumanglag Jesus Ocampo Jr.
2. Provide information		None	5 minutes	Andrea Bumanglag



3.Releasing of ID's	Discuss to the client the process of securing SC/PWD ID and the benefits that they can avail with their ID's.		2 minutes	Jesus Ocampo Jr. Andrea Bumanglag Jesus Ocampo
TOTAL:			12 minutes	



ISSUANCE OF SOCIAL CASE STUDY REPORT, CERTIFICATE OF INDIGENCY

Social Case Study Report is a written report containing client’s information, family background specifically focusing on the family’s source of income, educational attainment and assessment on the family’s capability to cope with their presented problem. Certificate of Indigency on the other hand focuses on the income side of the family which should not be more than the Poverty Threshold.

OFFICE OR DIVISION:		Municipal Social Welfare and Development Office		
CLASSIFICATION:		Simple		
TYPE OF TRANSACTION:		Government to Citizen		
WHO MAY AVAIL:		All Indigent Clients		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE		
Request letter with attached medical certificate and Medical abstract.		Agency where the client is requesting for financial assistance, medical assistance and scholarship grant.		
Certificate of Indigency		Barangay where the client resides.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Proceed to MSWD Office.	MSWDO staff will interview client seeking assistance.	None	5 minutes	MSWD staff
	Preparation of the Social case Study Report and Certificate of Indigency	None	20 minutes	MSWD staff
3. Releasing of documents		None	5 minutes	MSWD staff
TOTAL:		30 Minutes		



ISSUANCE OF SOLO PARENT ID

The Solo Parent Card / ID is issued to SOLO PARENT, if working may avail of extra leaves, a flexible working, schedule, Rights against workplace discrimination on account of solo parent status with respect to the terms and conditions of employment. It can also be used to obtained Solo Parent benefits. This ID is only valid for 1 year.

OFFICE OR DIVISION:		Municipal Social Welfare and Development Office		
CLASSIFICATION:		Government to Citizen		
TYPE OF TRANSACTION:		Simple		
WHO MAY AVAIL:		Solo Parents		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
FOR SOLO PARENT ID (NEW)				
Application Form		MSWDO		
Certificate of Employment (for married)		Company where the solo parent is employed		
Birth Certificate of Children (xerox copy)		Municipal Civil Registrar / PSA		
Income Tax return (Latest)		Company where the solo parents is employed		
Barangay Clearance		Barangay where the Solo parent resides.		
2 Valid IDs				
Employer’s ID		Notary Public		
Any Government Issued ID		Municipal Registrar /PSA		
Affidavit of Single Parent				
Marriage Certificate (for widow applicant) Death				
Certificate of Husband (for widow applicant)				
2 pcs. ID Picture (1x1 size)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Proceed to MSWD Office.	MSWDO will give the requirements for securing ID	None	5 minutes	Helen M. Limiac
2. Provide information	Discuss to the client the process of securing Solo Parent ID and the benefits that they can avail with their ID’s.	None	5 minutes	Helen M. Limiac
3. Releasing of ID	Assessment, Evaluation and Processing of application		1 month after	Helen M. Limiac
TOTAL:		12 minutes		



PUBLIC EMPLOYMENT SERVICE OFFICE



RECRUITMENT ACTIVITY FOR LOCAL & OVERSEAS EMPLOYMENT

To carry out full employment and equality of employment opportunities for all, and for this purpose, to strengthen and expand the existing employment facilitation service machinery of the government particularly at the local levels there shall be established in all capital towns of provinces, key cities, and other strategic areas a Public Employment Service Office, Hereinafter referred to as PESO, which shall be community-based and maintained largely by local government units (LGUs) and a number of non-governmental organizations (NGOs) or community-based organizations (CBOs) and state universities and colleges (SUCs). The PESOs shall be linked to the regional offices of the Department of Labor and Employment (DOLE) for coordination and technical supervision, and to the DOLE central office, to constitute the national employment service network.

Office or Division:	PUBLIC EMPLOYMENT SERVICE OFFICE (PESO)			
Classification:	SIMPLE			
Type of Transaction:	G2C			
Who may Avail:	Public/Individual, Jobseekers, Companies / Licensed Recruitment Agencies			
Checklist of Requirements:			Where to secure:	
1. BIR Certificate/Registration (Form 2303)			BIR Office	
2. DTI / SEC Registration Form			DTI/SEC Office	
3. DOLE License for Local Private Recruitment and Placement Agency (PRPA)			DOLE Office	
4. POEA License for Overseas Recruitment and Placement Agency (RPA)			POEA Office	
5. DOLE Registration of Contractors/Sub-contractors			DOLE Office	
6. Business/Mayor’s Permit Certificate			City/Municipality	
7. Company Profile			Company	
8. List of Job Vacancies			Company	
9. Letter of Intent			Company	
10. Establishment Registration Form			PESO Office	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Bring list 1-10 requirements (for new companies who will conduct recruitment)	Submit to PESO Personnel	None	2 minutes	Rachelle M. Yco
2. Establishment Registration Form	Submit to PESO Personnel	None	5 minutes	Jomer G. Lazaro Michael Angelo C. Dizon
3. Request for Recruitment Activity Schedule	Submit & Review copy by PESO Manager	None	2 minutes	Merly S. Bumagat
4. Approval of Schedule		None	3 minutes	Merly S. Bumagat
TOTAL:			12 minutes	

REFERRAL FOR JOBSEEKERS



Classification:	Simple			
Type of Transaction:	G2C			
Who may Avail:	Public/Individual, Jobseekers			
Checklist of Requirements:			Where to secure:	
1. Curriculum Vitae/Resume with 2” x 2” picture			Provided Personally	
2. Transcript of Records or Diploma			School where he/she graduated	
3. Training Certificate & Employment Certificates, if available			TESDA/TechVoc School/Employee where he/she took the course/ employed	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Bring Requirements	Submit to PESO Personnel	None	1 minute	Rachelle M. Yco Jomer G. Lazaro Michael Angelo C. Dizon
2. Fill-up PESO Employment Information System Registration Form (NSRP Form 1)		None	4 minutes	Rachelle M. Yco Jomer G. Lazaro Michael Angelo C. Dizon
3. One-on-One Interview	Interview Applicant	None	2 minutes	Merly S. Bumagat Rachelle M. Yco
4. Referral through Referral Letter	Wait for the Referral Letter(s)	None	2 minutes	Merly S. Bumagat Rachelle M. Yco
5. Issuance of Referral Letter	Bring Referral Letter to company applying for	None	1 minute	Rachelle M. Yco Jomer G. Lazaro Michael Angelo C. Dizon
TOTAL:			10 minutes	



APPLICANTS REGISTRATION

Classification:	Simple			
Type of Transaction:	G2C			
Who may Avail:	Public/Individual			
Checklist of Requirements:			Where to secure:	
1. Curriculum Vitae/Resume with 2" x 2" picture			Provided Personally	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Bring Requirement/s	Submit to PESO Personnel	None	1 minute	Rachelle M. Yco Lerma F. Tanhueco Jomer G. Lazaro Michael Angelo C. Dizon
2. Fill-up PESO Employment Information System Registration Form (NSRP Form 1)	Wait for text message on recruitment schedule	None	4 minutes	Rachelle M. Yco Lerma F. Tanhueco Jomer G. Lazaro Michael Angelo C. Dizon
TOTAL:			5 minutes	

Type of Transaction:	SPECIAL PROGRAM FOR EMPLOYMENT OF STUDENTS (SPES)			
Who may Avail:	College Students from Capas			
Checklist of Requirements:			Where to secure:	
1. Birth Certificate			Provided Personally if available on-hand	
2. Certificate of Grades			School where he/she is currently enrolled	
3. Certificate of Indigency (Barangay & MSWD)			Barangay where he/she resides / MSWD Office	
4. BIR Tax Exemption (for unemployed parents), BIR Form 2316 or Annual Income Tax Return (for Employed Parents)			BIR Office	
5. 3 pcs passport size picture			Provided personally	
6. Certificate of Registration			School where he/she is enrolled	
7. Official Receipt (if not free tuition fees)			School where he/she is enrolled	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit Requirements	Submit to PESO Personnel	None	1 minute	Rachelle M. Yco Lerma F. Tanhueco Jomer G. Lazaro Michael Angelo C. Dizon
2. Fill-up SPES Application Form		None	5 minutes	Rachelle M. Yco Lerma F. Tanhueco Jomer G. Lazaro Michael Angelo C. Dizon
3. Review requirements		None	2 minutes	Merly S. Bumagat Rachelle M. Yco
4. Recommending approval of application	Application Form signed by PESO Manager	None	1 minute	Merly S. Bumagat
5. Approval of Application	Application Form signed by Municipal Mayor	None	1 minute	Hon. Reynaldo L. Catacutan
TOTAL:			10 minutes	



Classification:	Simple			
Type of Transaction:	G2C			
Who may Avail:	Grade 10 students			
Checklist of Requirements:			Where to secure:	
1. Letter of Intent from the School Principal / OIC			Office of the School Principal / Guidance Counsellor	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Approval of Schedule	Review Letter of Intent	None	2 minutes	Merly S. Bumagat
2. Attendance of Students/Photos of Attendees	Career Coaching Seminar	None	2 hours	Merly S. Bumagat Rachelle M. Yco Lerma F. Tanhueco Jomer G. Lazaro Michael Angelo C. Dizon
TOTAL:			2 hours & 2 minutes	

Type of Transaction:	JOB FAIR			
Who may Avail:	Public/Individual, jobseekers, companies/Licensed Recruitment Agencies			
Checklist of Requirements:			Where to secure:	
1. Copy of LRA/SRA Requirements			Company	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Invite Companies/ Licensed Recruitment Agencies, SSS, PhilHealth, Pag-ibig, DTI	Send Invitation Letter thru email	None	5 minutes per Invitation Letter	Merly S. Bumagat Rachelle M. Yco
2. Attendance of Locators & Jobseekers/Photos of Attendees	Job Fair Proper	None	8am – 5pm	Merly S. Bumagat Rachelle M. Yco Lerma F. Tanhueco Jomer G. Lazaro Michael Angelo C. Dizon
TOTAL:			1 day & 5 minutes	

Type of Transaction:	DOLE INTEGRATED LIVELIHOOD PROGRAM (DILP)			
Who may Avail:	Unemployed, Informal Worker, Vendor, PWD, Elderly & Others			
Checklist of Requirements:			Where to secure:	
1. Individual Beneficiary Profile			PESO Office	
2. Individual Business Plan			PESO Office	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Request of Livelihood	Fill – up Individual Beneficiary Profile	None	5 minutes	Rachelle M. Yco Jomer G. Lazaro Michael Angelo C. Dizon
2. Recommending Approval of Request	Interview qualified Beneficiary	None	5 minutes	Merly S. Bumagat
3. Approval of Request			2 minutes	Mayor Reynaldo L. Catacutan



TOTAL:	12 minutes
---------------	-------------------

TULONG PANGHANAPBUHAY SA ATING DISADVANTAGED (TUPAD) WORKER

Classification:	Simple			
Type of Transaction:	G2C			
Who may Avail:	Disadvantaged Workers/Unemployed			
Checklist of Requirements:			Where to secure:	
1. Individual Beneficiary Profile			PESO Office	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Register to Attendance Sheet	Profiling, Orientation & Distribution of PPEs	None	4 hrs	Merly S. Bumagat Rachelle M. Yco Lerma F. Tanhueco Jomer G. Lazaro Michael Angelo C. Dizon
2. Attendance of Beneficiary/Photos of Beneficiaries when working (Before, During, After)	Work Implementation	None	10 days	Merly S. Bumagat Rachelle M. Yco Lerma F. Tanhueco Jomer G. Lazaro Michael Angelo C. Dizon
3. Register to Attendance Sheet	Awarding of Wages	None	2 hrs	Merly S. Bumagat Rachelle M. Yco Lerma F. Tanhueco Jomer G. Lazaro Michael Angelo C. Dizon
TOTAL:			10 days & 6 hrs	

TESDA COURSE SKILLS TRAINING

- a. TRAINING FOR WORK SCHOLARSHIP PROGRAM (TWSP)
- b. SPECIAL TRAINING FOR EMPLOYMENT PROGRAM (STEP)

Classification:	Simple			
Type of Transaction:	G2C			
Who may Avail:	Public/Individual			
Checklist of Requirements:			Where to secure:	
1. 4 pcs. 1 x 1 pic			Provided Personally	
2. 4 pcs. 2 x 2 pic			Provided Personally	
3. 6 pcs. Passport Size pic			Provided Personally	
4. Birth Certificate/Marriage Contract			Provided Personally	
5. Brgy. Clearance			Barangay Hall	
6. Photo copy of Valid ID			Provided Personally	
7. Transcript of Records/High School Diploma			School where he/she attended	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit Requirements	Review photocopy of requirements	None	1 minute	Rachelle M. Yco Lerma F. Tanhueco Jomer G. Lazaro Michael Angelo C. Dizon



2. Fill up Application Form / TESDA Registration Form		None	5 minutes	Rachelle M. Yco Lerma F. Tanhueco Jomer G. Lazaro Michael Angelo C. Dizon
3. Review Requirements		None	3 minutes	Rachelle M. Yco Lerma F. Tanhueco Jomer G. Lazaro Michael Angelo C. Dizon
4. Recommending Approval of Application	Signed Application Form	None	2 minutes	Merly S. Bumagat
5. Approval of Application	Signed Application Form	None	2 minutes	Mayor Reynaldo L. Catacutan
TOTAL:			13 minutes	

OWWA PROGRAMS & SERVICES

Type of Transaction:	Simple			
Who may Avail:	G2C			
Checklist of Requirements:			Where to secure:	
1. Photocopy of Passport			Provided Personally	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Interview OFW Members/Families		None	5 minutes	Merly S. Bumagat
2. Referred to OWWA	Call OWWA Welfare Officer (Regional Office)	None	5 minutes	Merly S. Bumagat
TOTAL:			10 minutes	

FOREIGN LANGUAGE TRAINING PROGRAM (SCHOLARSHIP)

Type of Transaction:	Simple			
Who may Avail:	G2C			
Checklist of Requirements:			Where to secure:	
1. Resume			Provided Personally	
2. Passport			Provided Personally	
3. Brgy. Clearance			Barangay Hall	
4. Application form for Scholarship			PESO Office	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit requirements	Review photocopy of requirements	None	1 minute	Merly S. Bumagat Rachelle M. Yco
2. Fill-up Application Form		None	5 minutes	Merly S. Bumagat Rachelle M. Yco
3. Review Requirements		None	3 minutes	Merly S. Bumagat Rachelle M. Yco
4. Recommending Approval of Application	Signed Application Form	None	2 minutes	Merly S. Bumagat
5. Approval of Application	Signed Application Form	None	2 minutes	Hon. Reynaldo L. Catacutan
TOTAL:			10 minutes	



MUNICIPAL ENGINEER'S OFFICE



1. ISSUANCE OF BUILDING PERMIT

No person, firm or corporation, including any agency or instrumentality of the government shall erect, construct, alter, repair, move, convert or demolish any building or structure or cause the same to be done without first obtaining a building permit, therefore, from the Building Official assigned in the place where the subject building is located or the building work is to be done. (Section 301, P.D. 1096)

OFFICE OR DIVISION:	Office of the Building Official / Municipal Engineer’s Office	
CLASSIFICATION:	Simple	
TYPE OF TRANSACTION:	G2C – Government to Citizen	
WHO MAY AVAIL:	General public, firms or corporations, agencies of the government who want to construct residential houses, commercial buildings and other infrastructures whether new or renovation within this municipality.	
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:
1. Picture of the project site		
2. Building Permit Forms and other ancillary permit forms (duly accomplished)		Office of the Building Official
3. Transfer Certificate of Title (TCT) of the property lot (2 copies) In case the applicant is not the registered owner of the lot: • Duly notarized copy of the Contract of Lease • Duly notarized copy of the Contract to Sell • Duly notarized copy of Deed of Sale • Authorization Letter		Lot owner
4. Real Property Tax Declaration (2 copies)		Lot owner
5. Latest Real Property Tax Receipt (2 copies)		Lot owner
6. Five (5) sets of building plans (signed & sealed)		Licensed Professionals in charged
7. Five (5) copies of Specifications and Bill of Materials (signed & sealed)		Licensed Professionals in charged
8. Photocopy of latest PTR and PRC ID with three original specimen signature of Licensed Professionals		Licensed Professionals in charged
9. Structural Design Analysis for 2-Storey Building and above (signed & sealed)		Licensed Professionals in charged
10. Soil Boring Test Result for new buildings 3-Storey and above		Licensed Professionals in charged
11. Barangay Clearance/ Resolution		Barangay Hall
12. Locational Clearance		Office of the Municipal Zoning Administrator



13. Fire Safety Evaluation Clearance		Bureau of Fire Protection		
14. Other clearance from various government agencies (if any)		DOLE, DOH, DENR, etc.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get building permit forms, other ancillary permit forms and list of requirements	1. Provide building permit forms, other ancillary permit forms and list of requirements Give appropriate instructions to the client	None	5 minutes	MEO Staff Ar. Raldwin D. Gueco <i>Project Dev't. Officer I</i> Engr. Ronaldo R. Cortez <i>Engineer II</i> Antonio G. Delos Reyes Jr. <i>Administrative Aide VI</i> Jennifer T. Samson <i>Administrative Officer I</i> Norberto D. Pineda <i>Engineering Aide</i>
2. Submit duly accomplished forms and complete set of requirements	2. Receive the required documents and check for completeness	None	10 minutes	MEO Staff Ar. Raldwin D. Gueco <i>Project Dev't. Officer I</i> Engr. Ronaldo R. Cortez <i>Engineer II</i> Antonio G. Delos Reyes Jr. <i>Administrative Aide VI</i> Jennifer T. Samson <i>Administrative Officer I</i> Norberto D. Pineda <i>Engineering Aide</i>
	3.1. Evaluate the plans and assess corresponding fees	None	30 minutes	MEO Staff Ar. Raldwin D. Gueco <i>Project Dev't. Officer I</i>
	3.2. Prepare Order of Payment and endorsement letter for BFP	None	2 minutes	MEO Staff Ar. Raldwin D. Gueco <i>Project Dev't. Officer I</i>
4.1. Claim Order of Payment and	4.1. Issue Order of Payment and	None	2 minutes	MEO Staff



endorsement letter for BFP	endorsement letter for BFP			Ar. Raldwin D. Gueco <i>Project Dev't. Officer I</i>
5. Submit endorsement letter to BFP	5. Claim endorsement letter	None	3 minutes	BFP Staff
6. Proceed to the Municipal Treasury Office (Window 1, 2, 3) and pay corresponding fees	6. Accept payment and issue Official Receipt	Based on the Revised IRR of the National Building Code (P.D. 1096)	3 minutes	MTO Staff Ronaldo Supan Renel Cunanan Jose Harry Canasa
7. Present the Official Receipt to the Office of the Building Official	7.1. Check the Official Receipt and prepare the Building Permit then endorse to the Building Official for final evaluation and approval	None	25 minutes	MEO Staff Ar. Raldwin D. Gueco <i>Project Dev't. Officer I</i> Engr. Ronaldo R. Cortez <i>Engineer II</i> Jennifer T. Samson <i>Administrative Officer I</i>
	7.2. Evaluate and approve the Building Permit	None	3 minutes	Engr. Sonia M. Compra <i>Building Official</i>
	7.3. Submit to Mayor's Office for signature	None	5 minutes	Hon. Reynaldo L. Catacutan <i>Municipal Mayor</i>
8. Claim the approved Building Permit	8. Release approved Building Permit	None	2 minutes	MEO Staff Ar. Raldwin D. Gueco <i>Project Dev't. Officer I</i> Engr. Ronaldo R. Cortez <i>Engineer II</i> Jennifer T. Samson <i>Administrative Officer I</i>
TOTAL:			1 hour and 30 minutes	



2. ISSUANCE OF CERTIFICATE OF OCCUPANCY

No building or structure shall be used or occupied and no change in the existing use or occupancy classification of a building or structure or portion thereof shall be made until the Building Official has issued a Certificate of Occupancy. (Section 309, P.D. 1096)

OFFICE OR DIVISION:	Office of the Building Official / Municipal Engineer’s Office			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C – Government to Citizen			
WHO MAY AVAIL:	General public, firms or corporations, agencies of the government who was issued a Building Permit within this municipality may apply upon completion of the building and ready for occupancy.			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
1. Certificate of Completion Form (signed & sealed by licensed professionals in charged)		Office of the Building Official		
2. As built Plans (signed & sealed)		Licensed Professionals in charged		
3. Picture of Finished Building				
4. Photocopy of Building Permit				
5. Fire Safety Inspection Certificate		Bureau of Fire Protection		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get application forms and list of requirements	1. Provide application forms and list of requirements Give appropriate instructions to the client.	None	5 minutes	MEO Staff Ar. Raldwin D. Gueco <i>Project Dev’t. Officer I</i> Engr. Ronaldo R. Cortez <i>Engineer II</i> Antonio G. Delos Reyes Jr. <i>Administrative Aide VI</i> Jennifer T. Samson <i>Administrative Officer I</i> Norberto D. Pineda <i>Engineering Aide</i>
2. Submit duly accomplished forms and complete set of requirements	2. Receive the required documents and check for completeness	None	10 minutes	MEO Staff Ar. Raldwin D. Gueco <i>Project Dev’t. Officer I</i> Engr. Ronaldo R. Cortez <i>Engineer II</i> Antonio G. Delos Reyes Jr.



				<i>Administrative Aide VI</i> Jennifer T. Samson <i>Administrative Officer I</i> Norberto D. Pineda <i>Engineering Aide</i>
	3.1. Assess corresponding fees	None	5 minutes	MEO Staff Ar. Raldwin D. Gueco <i>Project Dev't. Officer I</i>
	3.2. Prepare Order of Payment and endorsement letter for BFP	None	2 minutes	MEO Staff Ar. Raldwin D. Gueco <i>Project Dev't. Officer I</i>
4. Claim Order of Payment and endorsement letter for BFP	4. Issue Order of Payment and endorsement letter for BFP	None	2 minutes	MEO Staff Ar. Raldwin D. Gueco <i>Project Dev't. Officer I</i>
5. Submit endorsement letter to BFP	5. Claim endorsement letter	None	3 minutes	BFP Staff
6. Proceed to the Municipal Treasury Office (Window 1, 2, 3) and pay corresponding fees	6. Accept payment and issue Official Receipt	Based on the Revised IRR of the National Building Code (P.D. 1096)	3 minutes	MTO Staff Ronaldo Supan Renel Cunanan Jose Harry Canasa
7. Present the Official Receipt to the Office of the Building Official	7.1. Check the Official Receipt and prepare the Certificate of Occupancy then endorse to the Building Official for final evaluation and approval	None	15 minutes	MEO Staff Ar. Raldwin D. Gueco <i>Project Dev't. Officer I</i> Engr. Ronaldo R. Cortez <i>Engineer II</i> Jennifer T. Samson <i>Administrative Officer I</i>
	7.2. Evaluate and approve the Certificate of Occupancy	None	3 minutes	Engr. Sonia M. Compra <i>Building Official</i>



	7.3. Submit to Mayor's Office for signature	None	5 minutes	Hon. Reynaldo L. Catacutan <i>Municipal Mayor</i>
8. Claim the Certificate of Occupancy	8. Release Certificate of Occupancy	None	2 minutes	MEO Staff Ar. Raldwin D. Gueco <i>Project Dev't. Officer I</i> Engr. Ronaldo R. Cortez <i>Engineer II</i> Jennifer T. Samson <i>Administrative Officer I</i>
	TOTAL:		55 minutes	



3. ISSUANCE OF SERVICE CONNECTION PERMIT and PERMIT FOR TEMPORARY SERVICE CONNECTION (Electric Meter Connection)

OFFICE OR DIVISION:	Office of the Building Official / Municipal Engineer's Office			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C – Government to Citizen			
WHO MAY AVAIL:	General public, firms or corporations, agencies of the government who will apply for electric meter connection.			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
1. Barangay Clearance		Barangay Hall		
2. Community Tax Certificate (Cedula)		Municipal Treasury Office		
3. Picture of the house or building				
4. Electrical Layout/ Schedule of loads		Licensed Professionals in charged		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply for service connection permit and submit other requirements.	1. Receive and check submitted requirements and interview the client.	None	10 minutes	MEO Staff Engr. Ronaldo R. Cortez <i>Engineer II</i>
	1.2. Prepare Order of Payment and endorsement letter for BFP.	None	2 minutes	MEO Staff Engr. Ronaldo R. Cortez <i>Engineer II</i>
2. Claim Order of Payment	2. Issue Order of Payment	None	1 minute	MEO Staff Engr. Ronaldo R. Cortez <i>Engineer II</i>
4. Proceed to the Municipal Treasury Office (Window 1, 2, 3) and pay corresponding fees	4. Accept payment and issue Official Receipt	Building Regulatory Fee – 150.00 (residential) 350.00 (commercial) 450.00 (industrial)	3 minutes	MTO Staff Ronaldo Supan Renel Cunanan Jose Harry Canasa
5. Present the Official Receipt to the Office of the Building Official	5.1. Check the Official Receipt and prepare the Service Connection Permit then endorse to the Building Official for	None	5 minutes	MEO Staff Engr. Ronaldo R. Cortez <i>Engineer II</i>



	final evaluation and approval			
	5.2. Evaluate and approve the Service Connection Permit	None	3 minutes	Engr. Sonia M. Compra <i>Building Official</i>
6. Claim Service Connection Permit and endorsement letter for BFP	8. Release Service Connection Permit and endorsement letter for BFP	None	1 minute	MEO Staff Engr. Ronaldo R. Cortez <i>Engineer II</i>
	TOTAL:		25 minutes	



4. ISSUANCE OF FENCING PERMIT

OFFICE OR DIVISION:	Office of the Building Official / Municipal Engineer’s Office			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C – Government to Citizen			
WHO MAY AVAIL:	General public, firms or corporations, agencies of the government who intend to construct perimeter fence within this municipality			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
1. Vicinity map of the site				
2. Sign Permit Forms (signed & sealed)		Office of the Building Official		
3. Barangay Clearance		Barangay Hall		
4. Locational Clearance		Office of the Municipal Zoning Administrator		
5. Transfer Certificate of Title (TCT) of the property lot (2 copies) In case the applicant is not the registered owner of the lot: <ul style="list-style-type: none">• Duly notarized copy of the Contract of Lease• Duly notarized copy of the Contract to Sell• Duly notarized copy of Deed of Sale• Authorization Letter		Lot owner		
6. Real Property Tax Declaration (2 copies)		Lot owner		
7. Latest Real Property Tax Receipt (2 copies)		Lot owner		
8. Three (3) sets of plans (signed & sealed)		Licensed Professionals in charged		
9. Three (3) copies of Specifications and Bill of Materials (signed & sealed)		Licensed Professionals in charged		
9. Photocopy of latest PTR and PRC ID with three original specimen signature of Licensed Professionals		Licensed Professionals in charged		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get Fencing Permit forms and list of requirements	1. Provide Fencing Permit forms and list of requirements Give appropriate instructions to the client	None	5 minutes	MEO Staff Ar. Raldwin D. Gueco <i>Project Dev’t. Officer I</i> Engr. Ronaldo R. Cortez <i>Engineer II</i>



				Antonio G. Delos Reyes Jr. <i>Administrative Aide VI</i> Jennifer T. Samson <i>Administrative Officer I</i> Norberto D. Pineda <i>Engineering Aide</i>
2. Submit duly accomplished forms and complete set of requirements	2. Receive the required documents and check for completeness	None	10 minutes	MEO Staff Arc. Raldwin D. Gueco <i>Project Dev't. Officer I</i> Engr. Ronaldo R. Cortez <i>Engineer II</i> Antonio G. Delos Reyes Jr. <i>Administrative Aide VI</i> Jennifer T. Samson <i>Administrative Officer I</i> Norberto D. Pineda <i>Engineering Aide</i>
	3.1. Evaluate the plans and assess corresponding fees	None	10 minutes	MEO Staff Arc. Raldwin D. Gueco <i>Project Dev't. Officer I</i>
	3.2. Prepare Order of Payment	None	2 minutes	MEO Staff Arc. Raldwin D. Gueco <i>Project Dev't. Officer I</i>
4. Claim Order of Payment	4. Issue Order of Payment	None	2 minutes	MEO Staff Arc. Raldwin D. Gueco <i>Project Dev't. Officer I</i>
5. Proceed to the Municipal Treasury Office (Window 1, 2, 3) and pay corresponding fees	5. Accept payment and issue Official Receipt	Based on the Revised IRR of the National Building Code (P.D. 1096)	3 minutes	MTO Staff Ronaldo Supan Renel Cunanan Jose Harry Canasa
6. Present the Official Receipt to the Office	6.1. Check the Official Receipt and prepare the Fencing Permit then endorse to the Building	None	15 minutes	MEO Staff Arc. Raldwin D. Gueco



of the Building Official	Official for final evaluation and approval			<i>Project Dev't. Officer I</i> Engr. Ronaldo R. Cortez <i>Engineer II</i> Jennifer T. Samson <i>Administrative Officer I</i>
	6.2. Evaluate and approve the Fencing Permit	None	3 minutes	Engr. Sonia M. Compra <i>Building Official</i>
	6.3. Submit to Mayor's Office for signature	None	5 minutes	Hon. Reynaldo L. Catacutan <i>Municipal Mayor</i>
7. Claim the Fencing Permit	8. Release Fencing Permit	None	2 minutes	MEO Staff Arc. Raldwin D. Gueco <i>Project Dev't. Officer I</i> Engr. Ronaldo R. Cortez <i>Engineer II</i> Jennifer T. Samson <i>Administrative Officer I</i>
	TOTAL:		57 minutes	



5. ISSUANCE OF DEMOLITION PERMIT

OFFICE OR DIVISION:	Office of the Building Official / Municipal Engineer's Office			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C – Government to Citizen			
WHO MAY AVAIL:	General public, firms or corporations, agencies of the government who intend to demolished a structure within this municipality			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
1. Vicinity map of the site				
2. Demolition Permit Forms (signed & sealed)		Office of the Building Official		
3. Barangay Clearance		Barangay Hall		
4. Picture of the structure to be demolished				
5. Transfer Certificate of Title (TCT) of the property lot (2 copies) In case the applicant is not the registered owner of the lot: <ul style="list-style-type: none">• Duly notarized copy of the Contract of Lease• Duly notarized copy of the Contract to Sell• Duly notarized copy of Deed of Sale• Authorization Letter		Lot owner		
6. Real Property Tax Declaration (2 copies)		Lot owner		
7. Latest Real Property Tax Receipt (2 copies)		Lot owner		
8. Photocopy of latest PTR and PRC ID with three original specimen signature of Licensed Professionals		Licensed Professionals in charged		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get Demolition Permit forms and list of requirements	1. Provide Demolition Permit forms and list of requirements Give appropriate instructions to the client	None	5 minutes	MEO Staff Ar. Raldwin D. Gueco <i>Project Dev't. Officer I</i> Engr. Ronaldo R. Cortez <i>Engineer II</i> Antonio G. Delos Reyes Jr. <i>Administrative Aide VI</i> Jennifer T. Samson <i>Administrative Officer I</i>



				Norberto D. Pineda <i>Engineering Aide</i>
2. Submit duly accomplished forms and complete set of requirements	2. Receive the required documents and check for completeness	None	10 minutes	MEO Staff Ar. Raldwin D. Gueco <i>Project Dev't. Officer I</i> Engr. Ronaldo R. Cortez <i>Engineer II</i> Antonio G. Delos Reyes Jr. <i>Administrative Aide VI</i> Jennifer T. Samson <i>Administrative Officer I</i> Norberto D. Pineda <i>Engineering Aide</i>
	3.1. Assess corresponding fees	None	5 minutes	MEO Staff Ar. Raldwin D. Gueco <i>Project Dev't. Officer I</i>
	3.2. Prepare Order of Payment	None	2 minutes	MEO Staff Ar. Raldwin D. Gueco <i>Project Dev't. Officer I</i>
4. Claim Order of Payment	4. Issue Order of Payment	None	2 minutes	MEO Staff Ar. Raldwin D. Gueco <i>Project Dev't. Officer I</i>
5. Proceed to the Municipal Treasury Office (Window 1, 2, 3) and pay corresponding fees	5. Accept payment and issue Official Receipt	Based on the Revised IRR of the National Building Code (P.D. 1096)	3 minutes	MTO Staff Ronaldo Supan Renel Cunanan Jose Harry Canasa
6. Present the Official Receipt to the Office of the Building Official	6.1. Check the Official Receipt and prepare the Demolition Permit then endorse to the Building Official for final evaluation and approval	None	15 minutes	MEO Staff Ar. Raldwin D. Gueco <i>Project Dev't. Officer I</i> Engr. Ronaldo R. Cortez <i>Engineer II</i>



	6.2. Evaluate and approve the Demolition Permit	None	3 minutes	Jennifer T. Samson <i>Administrative Officer I</i> Engr. Sonia M. Compra <i>Building Official</i>
	6.3. Submit to Mayor’s Office for signature	None	5 minutes	Hon. Reynaldo L. Catacutan <i>Municipal Mayor</i>
7. Claim the Demolition Permit	8. Release Demolition Permit	None	2 minutes	MEO Staff Ar. Raldwin D. Gueco <i>Project Dev’t. Officer I</i> Engr. Ronaldo R. Cortez <i>Engineer II</i> Jennifer T. Samson <i>Administrative Officer I</i>
	TOTAL:		52 minutes	



6. ISSUANCE OF SIGN PERMIT

OFFICE OR DIVISION:	Office of the Building Official / Municipal Engineer's Office			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C – Government to Citizen			
WHO MAY AVAIL:	General public, firms or corporations, agencies of the government who intend to install signage within this municipality			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
1. Plans and design of the signage				
2. Location or vicinity map (for permanent signage)				
3. Clearance/Permit to install advertising signage (for permanent signage)		Department of Public Works and Highways		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get list of requirements	1. Provide list of requirements. Give appropriate instructions to the client	None	5 minutes	MEO Staff Ar. Raldwin D. Gueco <i>Project Dev't. Officer I</i> Engr. Ronaldo R. Cortez <i>Engineer II</i> Jennifer T. Samson <i>Administrative Officer I</i> Norberto D. Pineda <i>Engineering Aide</i>
2. Submit complete set of requirements	2. Receive the required documents and check for completeness	None	5 minutes	MEO Staff Ar. Raldwin D. Gueco <i>Project Dev't. Officer I</i> Engr. Ronaldo R. Cortez <i>Engineer II</i> Jennifer T. Samson <i>Administrative Officer I</i> Norberto D. Pineda <i>Engineering Aide</i>
	3.1. Assess corresponding fees	None	2 minutes	MEO Staff Ar. Raldwin D. Gueco <i>Project Dev't. Officer I</i>



	3.2. Prepare Order of Payment	None	1 minute	Jennifer T. Samson <i>Administrative Officer I</i> MEO Staff Ar. Raldwin D. Gueco <i>Project Dev't. Officer I</i> Jennifer T. Samson <i>Administrative Officer I</i>
4. Claim Order of Payment	4. Issue Order of Payment	None	1 minute	MEO Staff Ar. Raldwin D. Gueco <i>Project Dev't. Officer I</i> Jennifer T. Samson <i>Administrative Officer I</i>
5. Proceed to the Municipal Treasury Office (Window 1, 2, 3) and pay corresponding fees	5. Accept payment and issue Official Receipt	Based on the Revised IRR of the National Building Code (P.D. 1096)	3 minutes	MTO Staff Ronaldo Supan Renel Cunanan Jose Harry Canasa
6. Present the Official Receipt to the Office of the Building Official	6.1. Check the Official Receipt and prepare the Sign Permit then endorse to the Building Official for final evaluation and approval	None	5 minutes	MEO Staff Ar. Raldwin D. Gueco <i>Project Dev't. Officer I</i> Jennifer T. Samson <i>Administrative Officer I</i>
	6.2. Evaluate and approve the Sign Permit	None	2 minutes	Engr. Sonia M. Compra <i>Building Official</i>
7. Claim the Sign Permit	7. Release Sign Permit	None	1 minute	MEO Staff Ar. Raldwin D. Gueco <i>Project Dev't. Officer I</i> Jennifer T. Samson <i>Administrative Officer I</i>
	TOTAL:		25 minutes	



7. ISSUANCE OF EXCAVATION AND GROUND PREPARATION PERMIT

OFFICE OR DIVISION:	Office of the Building Official / Municipal Engineer’s Office			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C – Government to Citizen			
WHO MAY AVAIL:	General public, firms or corporations, agencies of the government who intend to excavate within this municipality			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
1. Vicinity map of the site				
2. Excavation and Ground Preparation Forms (signed & sealed)		Office of the Building Official		
3. Barangay Clearance		Barangay Hall		
4. DWPH Permit (if along the Highway)		DPWH		
5. Locational Clearance		Office of the Municipal Zoning Administrator		
6. Transfer Certificate of Title (TCT) of the property lot (2 copies) In case the applicant is not the registered owner of the lot: • Duly notarized copy of the Contract of Lease • Duly notarized copy of the Contract to Sell • Duly notarized copy of Deed of Sale • Authorization Letter (if Private Property)		Lot owner		
7. Real Property Tax Declaration (2 copies) (if Private Property)		Lot owner		
8. Latest Real Property Tax Receipt (2 copies) (if Private Property)		Lot owner		
9. Three (3) sets of plans (signed & sealed)		Licensed Professionals in charged		
10. Three (3) copies of Specifications and Bill of Materials (signed & sealed)		Licensed Professionals in charged		
11. Photocopy of latest PTR and PRC ID with three original specimen signature of Licensed Professionals		Licensed Professionals in charged		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Get Excavation and Ground Preparation Permit forms and list of requirements	1. Provide Excavation and Ground Preparation Permit forms and list of requirements Give appropriate instructions to the client	None	5 minutes	MEO Staff Ar. Raldwin D. Gueco <i>Project Dev't. Officer I</i> Engr. Ronaldo R. Cortez <i>Engineer II</i> Antonio G. Delos Reyes Jr. <i>Administrative Aide VI</i> Jennifer T. Samson <i>Administrative Officer I</i> Norberto D. Pineda <i>Engineering Aide</i>
2. Submit duly accomplished forms and complete set of requirements	2. Receive the required documents and check for completeness	None	10 minutes	MEO Staff Ar. Raldwin D. Gueco <i>Project Dev't. Officer I</i> Engr. Ronaldo R. Cortez <i>Engineer II</i> Antonio G. Delos Reyes Jr. <i>Administrative Aide VI</i> Jennifer T. Samson <i>Administrative Officer I</i> Norberto D. Pineda <i>Engineering Aide</i>
	3.1. Assess corresponding fees	None	5 minutes	MEO Staff Ar. Raldwin D. Gueco <i>Project Dev't. Officer I</i>
	3.2. Prepare Order of Payment	None	2 minutes	MEO Staff Ar. Raldwin D. Gueco <i>Project Dev't. Officer I</i>
4. Claim Order of Payment	4. Issue Order of Payment	None	2 minutes	MEO Staff Ar. Raldwin D. Gueco <i>Project Dev't. Officer I</i>
5. Proceed to the Municipal Treasury Office (Window 1, 2,	5. Accept payment and issue Official Receipt	Based on the Revised IRR of the	3 minutes	MTO Staff Ronaldo Supan Renel Cunanan Jose Harry Canasa



3) and pay corresponding fees		National Building Code (P.D. 1096)		
6. Present the Official Receipt to the Office of the Building Official	6.1. Check the Official Receipt and prepare the Excavation and Ground Preparation Permit then endorse to the Building Official for final evaluation and approval	None	15 minutes	MEO Staff Ar. Raldwin D. Gueco <i>Project Dev't. Officer I</i> Engr. Ronaldo R. Cortez <i>Engineer II</i> Jennifer T. Samson <i>Administrative Officer I</i>
	6.2. Evaluate and approve the Excavation and Ground Preparation Permit	None	3 minutes	Engr. Sonia M. Compra <i>Building Official</i>
	6.3. Submit to Mayor's Office for signature	None	5 minutes	Hon. Reynaldo L. Catacutan <i>Municipal Mayor</i>
7. Claim the Excavation and Ground Preparation Permit	8. Release Excavation and Ground Preparation Permit	None	2 minutes	MEO Staff Ar. Raldwin D. Gueco <i>Project Dev't. Officer I</i> Engr. Ronaldo R. Cortez <i>Engineer II</i> Jennifer T. Samson <i>Administrative Officer I</i>
	TOTAL:		52 minutes	



MUNICIPAL PLANNING DEVELOPMENT OFFICE



PROVISION OF DETAILED DESIGN AND PROGRAM OF WORKS OF THE PROPOSED PROJECTS

Planning and Design ensures the efficient and economical execution of a proposed project.

OFFICE OR DIVISION:		MUNICIPAL PLANNING AND DEVELOPMENT OFFICE		
CLASSIFICATION:		COMPLEX		
TYPE OF TRANSACTION:		GOVERNMENT TO CITIZEN		
WHO MAY AVAIL:		GENERAL PUBLIC – AGENCIES OF THE GOVERNMENT, NGO		
CHECKLIST OF REQUIREMENTS:			WHERE TO SECURE:	
AIP of the barangay			Barangay Hall	
Request letter by the agency with approval or recommendation of the Municipal Mayor.			Agencies Concerned / Office of the Mayor	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
File a request for the preparation of the design and bill of materials of the proposed project.	Receive request and schedule and conduct site inspection of the proposed project.	None	1 day Note: Inspection schedule may vary	MPDO Personnel: Engr. Baby Lyn C. Robles <i>Engineer III</i> Ar. Jimson M. Gonzales <i>Architect I</i> Engr. Rmar M. Salvador <i>Engineer I</i>
	Prepare the detailed design and bill of materials of the proposed project.	None	Standard Time: 3-5 days Note: Processing time may vary based on the complexity of the proposed project	MPDO Personnel: Engr. Baby Lyn C. Robles <i>Engineer III</i> Ar. Jimson M. Gonzales <i>Architect I</i> Engr. Rmar M. Salvador <i>Engineer I</i>
	Check and Evaluate the design and POW of the proposed project.	None	1-2 days	Maita Claire L. Bartolome <i>OIC-MPDC</i>
Receive and review design & bill of materials.	Final inspection for the completed project.	None	30min	MPDO Personnel Engr. Baby Lyn C. Robles <i>Engineer III</i> Ar. Jimson M. Gonzales <i>Architect I</i> Engr. Rmar M. Salvador <i>Engineer</i>



PROVISION OF STATISTICAL INFORMATION, ROAD NETWORKS AND MAPS

All data regarding the Municipality shall be provided for transparency in service and educational purposes

OFFICE OR DIVISION:		MUNICIPAL PLANNING AND DEVELOPMENT OFFICE		
CLASSIFICATION:		SIMPLE		
TYPE OF TRANSACTION:		GOVERNMENT TO CITIZEN		
WHO MAY AVAIL:		GENERAL PUBLIC – AGENCIES OF THE GOVERNMENT, BUSINESS ESTABLISHMENT, RESEARCHERS/STUDENTS		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Valid Identification Card Letter of Request Flash drive/ e-mail address		Agencies /School Concerned		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Approach a staff for the availability of information/data required, road network and maps.	Person in-charge verifies availability of information/data requested.	None	5 minutes	MPDO Personnel Engr. Baby Lyn C. Robles Ar. Jimson M. Gonzales Engr. Rmar M. Salvador Wilma P. Cruz Melanie C. Colcol Ronaldo C. Quizon
	Request is reviewed and approved prior release of data.	None	5 minutes	Maita Claire L. Bartolome <i>OIC-MPDC</i>
Clients may copy the requested materials and/files through flash drive or sent a copy via e-mail.	Provide the available data/information (soft copy or hard copy).	None	10 minutes	MPDO Personnel: Engr. Baby Lyn C. Robles Ar. Jimson M. Gonzales Engr. Rmar M. Salvador Wilma P. Cruz Melanie C. Colcol Ronaldo C. Quizon
Sign in logbook.	Record for the Accomplishment Report	None	5 minutes	MPDO Personnel: Engr. Baby Lyn C. Robles Ar. Jimson M. Gonzales Engr. Rmar M. Salvador Wilma P. Cruz Melanie C. Colcol Ronaldo C. Quizon
TOTAL:			35 minutes	



MUNICIPAL TOURISM OFFICE



SERVICE INFORMATION

Mt. Pinatubo Trek and Environs

Schedule of Availability of Service: (Main Office) Municipal

Monday to Friday – 8:00 AM to 5:00PM

Satellite/Extension Office (Barangay Sta. Juliana)

During Good Weather Condition, No Balikatan and/or Local Military Exercises:

Mon – Fri – 6:00 AM to 5:00 PM or until there are still guest/s

Saturday – 5:00 AM to 5:00 PM or until there are still guest/s

Sunday – 5:00 AM to 5:00 PM or until there are still guest/s

Cut-off time of Pinatubo Trekking:

During Rainy Season but good weather – 7:00 AM

During Summer/Peak season: (no advisory from PAF of scheduled military activity/activities)

(3kms. Trekking) - 9:30 AM (the trekking starts at Sitio Kwadra)

(7kms. Trekking) - 08:00 – 08:30 AM

During Balikatan and Local Military Exercises – Cut-off time of Departure is 07:00AM or depends on the PAF advisory

Cold Time and Window Time – depending on PAF

Other Tourist Destinations/Attractions/Cultural Properties of the Municipality of Capas:

A. Capas Death March Monument(Capas People's Park) –Barangay Cutcut I (Malutung Gabun)

B. Sto. Domingo Train Station & Km. 106 Historical Marker – Barangay Sto. Domingo II

C. Capas National Shrine (Site of the former Concentration Camp)- Barangay Aranguren

1. Box Train

2. Hanging Bridge

3. Wall of Heroes

4. Defenders Hall

5. Esplanade

6. Memorials (American Battling Bastards, Czech Republic & Philippines)

7. 31,000 Trees planted to represent each of the dead soldiers

8. 70 Meter Obelisk

D. San Nicolas de Tolentino Shrine – Barangay Sto. Rosario

E. Bell of Nuestra Senora del Carmen (18th Century bell) – San Nicolas de Tolentino Shrine

F. Spanish Era Well and Cemetery – (Well)- St. Joseph Parish Church, Barangay O'Donnell

G. Ferrocarril Bridges in Cubcub & in boundary of Sto. Domingo II & Dolores

H. Century Old Narra Tree – (Beside the Public Market) Barangay Cubcub

L. Century Old Acacia Tree – (Infront of St. Joseph Parish Church) Barangay O'Donnell

I. Marcos Village – Barangay Sta. Juliana

J. Capas Gabaldon Elementary School – Barangay Cubcub

K. Capas East Central School – Barangay Sto. Domingo I

L. Bueno Hot Spring – Barangay Bueno

M. X.Mt. Telakawa – Barangay Sta. Juliana

N. Military Camps – Training & Doctrine Command (TRADOC), Mechanized Infantry Division, & United Nations Peacekeeping

O. Prayer Mountain- (Sitio Kalangitan) Barangay Cutcut II

P. Farmhouse by EDL – Barangay Dolores

Q. New Asia Golf and Spa Resort – Barangay O'Donnell

R. Crocodile Farm – Barangay Estrada

S. Tambo Lake – Barangay Sta. Juliana

T. Jumping Wild Boar Eco-Park Ranch – Barangay Maruglo

U. New Clark City

V. Aeta Communities (Sitios) – Barangay Sta. Juliana, Maruglo and Bueno

W. Various Falls – Barangay Sta. Juliana, Maruglo & Bueno

X. Tinapa-One Town, One Product – Barangay Talaga

Y. O'Donnell Gabaldon Elementary School – Barangay O'Donnell (needs restoration)



OFFICE OR DIVISION:		MUNICIPAL TOURISM OFFICE		
CLASSIFICATION:		Simple		
TYPE OF TRANSACTION:		G2C		
WHO MAY AVAIL:		TOURIST/S: LOCAL AND FOREIGN		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

MT. PINATUBO TREKKING AND ENVIRONS		TOURISM SATELLITE OFFICE		
<p>What are the requirements? (Day Tour)</p> <p>A. Physically fit for trekking.</p> <p>B. 40 years & above- A mandatory blood pressure check</p> <p>C. 60 years old & above or senior citizens – Medical Certificate or with a medical practitioner/paramedic or (If Foreigners –Travel insurance stating the insured is physically fit)</p> <p>D. For Children – Eight (8) years old (if the trail is still in good condition up to the crater)</p> <p>Ten (10) years old (if the trail is already hard to trek or long trek)</p> <p>-Accompanied by parents.</p> <p>-Handwritten waiver (impromptu) of parent/s of full responsibility of child.</p> <p>What are the requirements for Overnight Camping at the Mt. Pinatubo Crater Lake?</p> <p>A. Same as the requirements of Day Tour: A, B, C</p> <p>B. Should be accompanied by the Organizer or his/her duly authorized representative.</p> <p>C. Should be accompanied by an accredited DOT Tour Guide</p> <p>D. Should also be accompanied by a Paramedic or Emergency Medical Technician (EMT)</p> <p>E. Security personnel from the PAF or PNP or Trained Barangay Tanods (if PAF & PNP are not available).</p>		PHYSICIAN (DOCTOR OF MEDICINE)		



Personal appearance in office	<p>1. Receive client through personal appearance in office (Booked or walk-ins)</p> <p>a. Receive various queries of Pinatubo & environs packages or fees, including ATV</p> <p>b. Mt. Pinatubo Crater Lake Trek or environs tours</p> <p>c. Fill-up entry or gate pass quadruplicate & waiver to be signed in the presence of a tourism staff or submit photocopy of gov't issued ID for verification</p> <p>d. Assign Local Guide & 4x4 vehicle</p> <p>e. Payment of Mt. Pinatubo or environs fees</p> <p>f. Briefing of guest/s of do's & don'ts of trekking</p> <p>g. Assist guest/s to their assigned guide & 4x4 vehicle</p> <p>h. Monitoring guest/s of safety & security through base to base radio transceivers by Pinatubo Radio Operators and along the trail by Pinatubo Rangers</p> <p>i. Maintenance & repair along the trail and the crater is done by the Capas Tourism Office</p> <p>j. General Repair of trail to Pinatubo is done using a heavy equipment during its peak season.</p> <p>2. Overnight camping in the crater as per approval of the Municipal Mayor & PAF</p>	<p>Mt. Pinatubo Trek- Php3,000.00/ guest- Tourism fee</p> <p>Php350.00 / guest- Botolan fee- Php400/pax Local Guide- Php500 (LGU&IPs)</p>	<p>8-10 mins.</p> <p>10-15 mins.</p> <p>Jump-off to 7kms. 1 ½ hours 4x4 ride Trekking 2 or more hours or depends on walking pace</p>	
-------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------	--



	<p>a. Letter of permission address to the Mayor with the names of the trekkers</p> <p>b. Advise of additional fees for 4x4 vehicles, local guide, PAF or PNP security personnel or Trained Barangay Tanods (if PAF & PNP are not available)</p> <p>c. If in case of approval of overnight camping, the Tourism Office should coordinate the activity to the Barangay Captain for the assignment of guide & PAF or PNP for security personnel</p> <p>3. After the trek or environ tour, 4x4 drivers & local guides must report to the Tourism Office re: guest/s is/are backed to base camp safe (so all ins and out of guest/s is/are accounted).</p>	<p>-Overnight camping at the crater Php1,000.00- additional fee 4x4 vehicle Php500.00-additional fee/local guide Php1000.00/ security Personnel(PAF/ PNP)(depends on the no. of guests)</p> <p>Tambo Lake- Php1,900.00 – 4x4 fee-5 guests' maximum Php350.00-local guide fee Php50.00- tourism fee (CF)/guest</p> <p>Hot Spring (Sta. Juliana) Php1,900.00-4x4 fee-5guests maximum Php350.00-local guide fee Php150.00-Hot Spring fee (Aeta) Php50.00-Tourism fee (CF)/ guest</p> <p>Mt. Telakawa- Php100.00 – Tourism fee/ guest Php350.00/local guide -1 from eco-guides list -1 from the sitio (community)</p> <p>- ATV for Pinatubo (RATE) Php9,500- ATV (500cc-Good for two pax) Php8,500(150cc- Good for 2pax) Php800-Royalty fee of 4x4 Capas Tourism fee- PHP300/pax</p>	<p>To be submitted at least 3 days before the scheduled trek</p> <p>3 days</p>	<p>Tourism Staff</p> <p>Tourism Staff</p>



		<p>Botolan Tourism Fee-Php400/pax</p> <p>-ATV for Tambo Lake (Rate) Php4,500.00-ATV (500cc-Good for 2 pax) Php3,500(150cc-ood for 2pax) Tourism Fee- Php100/pax ATV for Short Trail (RATE) Php1,800.00 ATV (150CC-Good for 2 pax) Php2,800.00 ATV (500cc-Good for 2pax) Tourism Fee- Php100.00/pax</p>		
TOTAL:				



MUNICIPAL DISASTER RISK REDUCTION OFFICE



The LDRRMO within their territorial jurisdiction, shall be responsible for setting the direction, development, implementation and coordination of disaster risk reduction and management programs, and shall perform the following DRRM Research and Planning, DRRM administration and training and DRRM operations and warning and those that maybe authorized by the LDRRMC.

OFFICE OR DIVISION:	Municipal Disaster Risk Reduction and Management Office			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C			
WHO MAY AVAIL:	General Public			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE:			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Concerned Citizen call MDRRMO Hotline for any emergencies.	Municipal Radio Operator answers call and notifies MDRRMO staffs.	None	2 minutes	<u>Munrad Staff</u> Angelo Dizon Ramon Rivera Jeffrey David Jay Joseph Pabalan *Communication Equipment Operator
Concerned citizen, school, community, organizations or the like requests for Disaster and lifesaving trainings.	2. MDRRMO Staff schedules said trainings.	None	5 minutes	Mark Robert L. Mercado LDRRMO III



PUBLIC ORDER AND SAFETY MANAGEMENT OFFICE



The Public Order and Safety Management Office envisions to be dedicated in serving the people and passionate in upholding peace, order and safety of the city. It further envisions to be an office where service, integrity and discipline is always observed, and to be a steward of the Municipality leading its people towards a progressive and dynamic economy.

IMPLEMENTATION / ENFORCEMENT OF TRAFFIC LAWS, REGULATIONS AND ORDINANCE

OFFICE OR DIVISION:	PUBLIC ORDER AND SAFETY MANAGEMENT OFFICE			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C			
WHO MAY AVAIL:	Drivers/Motorists, Pedestrians and Concerned citizens			
CHECKLIST OF REQUIREMENTS:			WHERE TO SECURE:	
Letter, email, walk – in, phoned – in, texted – in complaints address to the head				
CLIENT STEPS:	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE:
Sends complaints thru letter, email, telephone or text message	Receives and records complaints, forward to Asst. Dept. Head/ POSMO Head	None	10 mins.	Receiving Personnel
	Reviews and checks complaint/s; then refers to division-in-charge for complete staff work	None	20 mins.	POSMO Head Edgar Guevarra
	Implements letter/verbal orders	None	14 hours	Section Chief/Enforcement Section
	Prepares activity report and endorsement to concerned department	None	2 hours	POSMO Secretary
	Reviews and signs reports and endorsement	None	30 mins.	POSMO Head Edgar Guevarra

ISSUANCE OF MOTORCADE, FUN RUN. SHOOTING AND RECORRIDA ASSISTANCE



OFFICE OR DIVISION:	PUBLIC ORDER AND SAFETY MANAGEMENT OFFICE			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C			
WHO MAY AVAIL:	NGOs and LGUs; Private Company; Private and Public Schools			
CHECKLIST OF REQUIREMENTS:			WHERE TO SECURE:	
1. Letter request addressed to Head, DPOS 2. Barangay Clearance (optional) 3. Route (Motorcade, fun run ad recorrida) 4. Submit letter request 5 working days before schedules date				
CLIENT STEPS:	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE:
Submits letter request with requirements	Reviews and records application; forward to Asst. Dept. Head/ POSMO Head	None	10 mins.	Receiving Personnel
	Checks and reviews request; then assigns to division in-charge for complete staff work	None	20 mins.	POSMO Head Edgar Guevarra
	Conducts inspection; Implements letter/verbal orders	None	16 hours.	Section-in-Charge



REQUEST FOR AMENDMENT ON TRAFFIC VIOLATION

OFFICE OR DIVISION:	PUBLIC ORDER AND SAFETY MANAGEMENT OFFICE			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C			
WHO MAY AVAIL:	Apprehended drivers with multiple violations			
CHECKLIST OF REQUIREMENTS:			WHERE TO SECURE:	
1. Valid Identification Card of the driver with picture 2. Copy of Ordinance Violation Receipt 3. Copy of Assessment form indicating the fines to be paid 4. Authorization letter from the driver (if representative) 5. Valid Identification Card with picture of the Driver and the Representative				
CLIENT STEPS:	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE:
Driver or duly authorized representative presents documents	Driver or duly authorized representative presents documents	None	10 mins.	Receiving Personnel
	Reviews and amends violations (if applicable)	None	10 mins	Task Force Kaayusan Chief



ISSUANCE OF TEMPORARY TRICYCLE TERMINAL PERMIT

OFFICE OR DIVISION:	PUBLIC ORDER AND SAFETY MANAGEMENT OFFICE			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C			
WHO MAY AVAIL:	Tricycle Operators and Drivers Association (TODA)			
CHECKLIST OF REQUIREMENTS:			WHERE TO SECURE:	
1. Application for Tricycle Terminal 2. Vicinity Map/Terminal Location Plan 3. Barangay Endorsement Letter 4. SEC Registration 5. Lists of Officers and members with franchise				
CLIENT STEPS:	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE:
TODA President submits Application for Terminal Permit Form with attachment	Receives/ reviews/Records submitted documents for Terminal Permit	None	10 mins.	Receiving Personnel
	Conducts ocular inspection of the terminal/s	None	6 hours.	Field inspector
	Prepares inspection Report for signature of Field Inspector	None	25 minutes	Encoder/Field Inspector
	Submits tricycle Terminal Permit Form for Signature of TFK Chief and POSMO Head	None	30 mins.	Chief of Section-in-Charge
TODA President secure the Tricycle Terminal Permit	Issues Tricycle Terminal Permit	None	5 mins.	POSMO Secretary/ TFK Chief

INSPECTION/ VERIFICATION OF VARIOUS PUBLIC SAFETY AND SECURTTY RELATED COMPLAINTS



OFFICE OR DIVISION:	PUBLIC ORDER AND SAFETY MANAGEMENT OFFICE			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C			
WHO MAY AVAIL:	Municipality of Capas Constituents			
CHECKLIST OF REQUIREMENTS:			WHERE TO SECURE:	
Basic Complaint(s)				
CLIENT STEPS:	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE:
Files letter complaint	Receives and records the complaint letter	None	10 mins.	Receiving Personnel
	Reviews and Evaluates the complaints and gives instruction to section-incharge	None	10 mins	POSMO Head
	Conducts Ocular Inspection/Clearing Operation/Rectification of Issue	None	10 hours	Section-in-Charge
	Prepares After Operations Report / Prepares Endorsement to other departments and Reply to complainant	None	6 hours	POSMO Secretary
	Approves and signs endorsement to other departments and reply to complainant	None	15 minutes	POSMO Head



HUMAN RESOURCE MANAGEMENT OFFICE



RECRUITMENT SCREENING AND APPOINTMENT PROCESSING

Defines the activities and responsibilities of the HRMO in recruitment selection and placement of Personnel, the qualification standards approved by CSC shall be followed in the validation, fitness of a candidate for a position.

OFFICE OR DIVISION:		Human Resource Management Office		
CLASSIFICATION:		Complex		
TYPE OF TRANSACTION:		Government		
WHO MAY AVAIL:		Municipal Officials and Employees		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Application Letter Updated Personal Data Sheet Diploma/Transcript of Records, (Certified thru Copy) Birth/Marriage Certificates Seminar/Training Certificates Medical Certificate and other Test NBI Certificate Pag big/Phil health/TIN Numbers Community Tax Certificate		Applicant HRMO/CSC Website College/University Attended PSA Accredited Hospitals Organization where conducted NBI HDMF, Phil health, BIR MTO		
CLIENT STEPS	AGENCY ACTION	FEES	PROCESSING TIME	PERSON RESPONSIBLE
Submit Requirements	-Receive requirements	None	5 minutes	Mylin R. Panlican
	-Screens/ Evaluates/ Process	None	30 minutes	Mylin R. Panlican
	-Conducts MHRMPSB deliberation	None	60 minutes	MHRMPSB
	-Prepares appointment/ Documents needed	None	60 minutes	Mylin Panlican/ Ralph Jasper Castro
	-Have them approved by all concerned	None	Availability of signatories 3 hours	Signatories of documents
	-Submit to CSC for approval	None		Jomar A. Cunanan
	-Conducts orientation to New Employees on LGU/CSC/GSIS Policies	None	2 hours	Mylin R. Panlican and HRMO staff
TOTAL:		7 hrs 35mins		



PERFORMANCE MANAGEMENT, EVALUATION AND MONITORING SERVICES

A system that ensures all personnel should progress within the organization based on their merits, regardless of marital status, disability, sexual preference, age, religion and other factors not relevant to the position

OFFICE OR DIVISION:		Human Resource Management Office		
CLASSIFICATION:		Complex		
TYPE OF TRANSACTION:		Government		
WHO MAY AVAIL:		Municipal Officials and Employees		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
OPCR/ DPCR IPCR Coaching/Monitoring Forms		Mayor’s Office Department Heads Individual Employees Department Heads		
CLIENT STEPS	AGENCY ACTION	FEES	PROCESSING TIME	PERSON RESPONSIBLE
Submit Department commitment review to PMT	-Review DPCR	None	April	PMT
	-Validate and return to departments	None	April	PMT
Submit validated DPCR for approval	-Approval of DPCR	None	July January	PMT/LCE
Submit IPCR	-Dept. Head Review IPCR	None	End of every semester	Dept. head
	-Approval of IPCR	None	End of every semester July and January	Dept. head
	-HRMO consolidate submitted IPCR and submit summary to CSC&LCE	None	March of every year Monthly/quarterly	HRMO
Dept. Heads submits coaching/Monitoring Forms	-Print submits list of best performing employees	None		PRAISE committee
	-PMT receives forms through HRMO	None		PMT
TOTAL:				



HUMAN RESOURCE DEVELOPMENT

A system that will provide learning and Development interventions that are appropriate to bridge the gaps, enhance competencies, improves job performance, increase productivity and develop the workforce of this LGU to manage efficiently and competently changes and challenges.

OFFICE OR DIVISION:		Human Resource Management Office		
CLASSIFICATION:		Complex		
TYPE OF TRANSACTION:		Government		
WHO MAY AVAIL:		Municipal Officials and Employees		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Individual		Departments		
Employee Development Plan				
CLIENT STEPS	AGENCY ACTION	FEES	PROCESSING TIME	PERSON RESPONSIBLE
Submit IDP to PMT	-PMT conducts training needs analyzes	None	One day	PMT
	-Coordinates/ facilitate in the preparation of training proposals from other agencies	None	One day	PMT
	-Prepare training design for trainings to be conducted	None	One day	PMT
	-Identify training venue, employee participants, supplies, materials needed for the training	None	One day	PMT
	-Facilitates/ assists to matters in the conduct of the training		Schedule of Training	PMT
	-File training output for facilitates, speakers and participants		After the training	PMT
TOTAL:				



ADMINISTRATIVE AND INTER OFFICE SERVICES

Prepare, review, process update and sign various documents needed by officials and employees for various processing of claims, loans, travels and other related Administrative services

OFFICE OR DIVISION:		Human Resource Management Office		
CLASSIFICATION:		Complex		
TYPE OF TRANSACTION:		Government		
WHO MAY AVAIL:		Municipal Officials and Employees		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Application for leave			HRMO/CSC Website	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Employee files leave of absence to HRMO	-Posting of leave credits as of the date of filing to individual employee leave record and leave application	None	2 minutes	Crisanta M. Varias
Request for documents	-Approval of leave of absence	None	One day	Mayor Reynaldo L. Catacutan
Service records	-Updates and print service records	None	2 minutes	Lourdes M. Garcia
Certificate of *Employment *Net pay *Completion *Tax withheld	-Prepare and print certificates	None	2 minutes	Ralph Jasper Castro Jomar A. Cunanan Lourdes M. Garcia
Travel Order Travel Authority	-Prepare and print Travel order and authority for travel abroad	None	2 minutes	Gayner L. Quitalig
Retired/Resigned/ Separated supporting documents for claims	-Prepare and print documents/ vouchers	None	10 minutes	Mylin R. Panlican Crisanta M. Varias Lourdes M. Garcia
TOTAL:			18mins	



SANGGUNIANG BAYAN OFFICE



The Sangguniang Bayan Secretariat through its records section issues certifications to any person requesting for copies of the official records and non- confidential documents enacted and passed upon by the Sangguniang Bayan.

OFFICE OR DIVISION:		Office of the Secretary to the Sangguniang Bayan			
CLASSIFICATION:		Simple			
TYPE OF TRANSACTION:		G2C			
WHO MAY AVAIL:		Any person, natural or juridical			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:			
Applicant/s must bring his/her request letter along with pertinent documents and papers to support his/her request Submit proof of payment of Secretary's Fees as imposed under Chapter V. Service Fees, Article A of the Revised Revenue Code of the Municipality of Capas, Province of Tarlac.				At the Office of the Sangguniang Bayan Secretary via the Records Section.	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	AMOUNT OF FEE	PROCESSING TIME	PERSON RESPONSIBLE
Proceed to the Sangguniang Bayan Secretariat via the information desk and log names and the nature of your request. Then proceed to the records section of the Sangguniang Bayan Secretariat for the requested copies of legislative documents.	Check if the corresponding checklist of requirements were duly satisfied by the applicant. Issue a certified true copy of the requested document	Secretary's Fees herein are to be paid directly to the Municipal Treasurer's Office. For every page or fraction thereof typewritten (not including the certificate and notation)	P100.00	10-15 minutes if client/applicant has accomplished all the requirements	Primary Responsible Edna R. Santos (Supervising Administrative Officer)
		For each certificate of correctness (with Seal of Office) written on the copy or attached thereto;	P100.00		Secondary Responsible Rhea C. Supan (Administrative Officer V)
		For certifying the official act of the Sanggunian Bayan on administrative proceedings/ decisions	P50.00/page		
		For certified copy of any paper, record, decree, judgment or entry of which any person is entitled to demand and receive a copy (in connection with judicial proceedings) for each page	P100.00		
		Photocopy or any other copy produced by copying machine per page	P100.00		
		Clearance or other certification fee	P100.00		
TOTAL:				15 Mins	

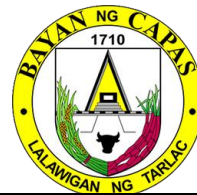


ZONING OFFICE



ISSUANCE OF LOCATIONAL CLEARANCE/ZONING PERMIT

OFFICE OR DIVISION	ZONING ADMINISTRATOR'S OFFICE			
CLASSIFICATION	COMPLEX			
TYPE OF TRANSACTION	GOVERNMENT TO CITIZEN			
WHO MAY AVAIL	18 years old and above; Anyone who has the intention to engage in business or to simply construct/renovate a residential, commercial or institutional building within the Municipality of Capas.			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1.Duly accomplished and notarized form.		Owner of lot/building		
2.Proof of Ownership, whichever is applicable: a. Land Title (TCT, OCT, etc) b. Deed of Absolute Sale c. Agreement to Purchase and Sell d. Contract of Lease		Registry of Deeds		
3.Tax Declaration with updated Tax Receipt		Owner of lot/building		
4.Photocopy of ID of owner with 3 specimen signatures <i>If applicant is applying through a representative, provide ID of representative with 3 specimen signatures and any of the following:</i> a. Special Power of Attorney b. Notarized Affidavit of Authorization c. Secretary Certificate		Owner/Representative		
5. Lot plan signed & sealed by geodetic engineer with corresponding photocopy of PRC ID and PTR		Owner of lot / Building		
6. Complete set of architectural and engineering plans signed & sealed by respective architect & engineer with corresponding photocopy of PRC ID and PTR		Architect & Engineer commissioned by owner		
7.Bill of Materials Signed by Architect or Engineer		Architect & Engineer commissioned by owner		
8.Barangay Clearance / Certificate of No Objection		Barangay Hall		
9.Home Owners Association (if within subdivision)		HOA Office		
10.DPWH Clearance (if project is along National Road) <i>Note: additional documents may be required after initial review of application</i>		DPWH Office		
CLIENT STEPS	AGENCY ACTION	FEES	PROCESSING TIME	PERSON RESPONSIBLE



Secure Application Form	Determine what type of proposed project is being applied for and accomplish form.	None	5 minutes	Zoning Office Personnel
Submit accomplished and notarized application form together with the requirements	If it conforms with the existing	None	10 minutes	Zoning Office Personnel
	Approved Comprehensive			
	Land Use Plan/Zoning Ordinance, give checklist of requirements	None	60 minutes	Zoning Office Personnel
	Review Documents presented.		1 ½ days	
Pay Locational	If the requirements are complete, conduct ocular inspection of the site and assess the corresponding fees afterwards	Based on the existing Municipal Tax Code	5 minutes	Municipal Treasurer
Clearance/Zoning Permit fee at the Municipal Treasurer's Office	Process payment and issue	None	10 minutes	
Present Official Receipt (OR)	Official Receipt (OR)		2 minutes	Zoning Office Personnel
	Process,		1 day	
	sign		5 minutes	Acting Zoning Administrator and
	and issue Locational Clearance/Zoning Permit			Municipal Mayor Zoning Office Personnel



MUNICIPAL LEGAL OFFICE



MISSION

To provide adequate legal assistance and support to the Local Chief Executive in carrying out the delivery of outmost social services to the public.

To provide adequate legal opinion on any question of law pertaining to the running of the Local Government of Capas.

To recommend measures to the Sanggunian in matters related to upholding of the rule of law.

To be in the frontline of protecting human rights and in the prosecution of any violation thereof.

VISION

To become an institution that will contribute beneficially to the administration of the Local Government Unit of Capas and in the delivery of excellent social services as well as legal assistance to its constituents.

PUBLIC LEGAL SERVICES (DOCUMENTATION)



OFFICE OR DIVISION:		MUNICIPAL LEGAL OFFICE		
CLASSIFICATION:		Complex		
TYPE OF TRANSACTION:		Government		
WHO MAY AVAIL:		Municipal Officials and Employee		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Valid identification Card (Any government issued ID)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Clients approach the front desk. Clients log-in in the logbook and indicate their concern. Inform the receiving staff in-charge of the type of services needed. Present the documents or information required for proper documentation Receives the documents Interview clients regarding type of services needed. Advice clients on documents to be prepared. Review and prepare legal documents. Release legal document Record legal advice/ recommendations Provided to the client		None	10-15 minutes 3 minutes	John Paul Rivera Atty. Nicolas Pineda Atty. Nicolas C. Pineda
TOTAL:				

PUBLIC LEGAL ASSISTANCE



OFFICE OR DIVISION:		MUNICIPAL LEGAL OFFICE		
CLASSIFICATION:		Simple		
TYPE OF TRANSACTION:		Government to Citizens		
WHO MAY AVAIL:				
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Supporting documents				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Clients approach the front desk.				
Clients log-in in the logbook and indicate their concern.				
Inform the receiving staff in-charge of the type of services needed				
Fill out forms for assistance/interview				
Receive the accomplished form				
Refer to lawyers available for legal assistance/advice		None	5 to 10 minutes	John Paul Rivera
Provide legal assistance/advice		None	5-10 minutes	ATTY. Nicolas Pineda
TOTAL:				

Page | 122

ADDRESSING COMPLAINTS AGAINST ANY PERSON, FIRM OR CORPORATION HOLDING ANY FRANCHISE OR EXERCISING ANY PUBLIC PRIVILEGE FOR FAILURE TO COMPLY WITH TERMS AND CONDITIONS FOR GRANT OF SAID FRANCHISE OR PRIVILEGE



OFFICE OR DIVISION:		MUNICIPAL LEGAL OFFICE		
CLASSIFICATION:		Simple		
TYPE OF TRANSACTION:		Government to Citizens		
WHO MAY AVAIL:				
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Written complaint by the aggrieved parties				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Clients submit written complaint to the receiving staff-in-charge				
Receive and record complaint				
Refer to the Municipal Legal Officer for proper disposition of complaint.		None	3 mins.	John Paul Rivera
Prepare and serve notices/memoranda for scheduled meeting/hearing to all concerned parties				ATTY. Nicolas C. Pineda
Issue necessary resolutions or recommendations				
Record resolutions or recommendations provided by the Municipal Legal Officer to the concerned parties		None	1 day	Atty. Nicolas C. Pineda
TOTAL:				



REVIEW OF CONTRACTS, ORDINANCES AND OTHER LEGAL INSTRUMENTS

OFFICE OR DIVISION:		MUNICIPAL LEGAL OFFICE		
CLASSIFICATION:		Complex		
TYPE OF TRANSACTION:		Government to Citizens		
WHO MAY AVAIL:				
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Request Letter from originating office/ department Documents to be reviewed Assignment form Attached information (draft contract, instrument, or ordinance)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Clients submit request for review of documents/legislations to the receiving officer				
Receive and record request for review of documents/legislations				John Paul Rivera
Evaluate request and assign documents to be reviewed to the Municipal Legal Officer				John Paul Rivera
Review and prepare legal opinion and appropriate legal information/document				ATTY. Nicolas C. Pineda
Review and approve release of document by the Municipal Legal Officer				ATTY. Nicolas C. Pineda
Released approved document				ATTY. Nicolas C. Pineda
TOTAL:				



RENDERING OF LEGAL OPINIONS

OFFICE OR DIVISION:		MUNICIPAL LEGAL OFFICE		
CLASSIFICATION:		Simple		
TYPE OF TRANSACTION:		Government to Citizens		
WHO MAY AVAIL:				
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Written query duly endorsed by other offices/ departments or directly submitted to the department				
Necessary information				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Clients submit written query for legal opinions				
Receive and record request for legal opinions				
Refer to the Municipal Legal Officer for proper disposition of request			3 mins.	John Paul Rivera
Interview client conducted by the Municipal Legal Officer			1 hour	ATTY. Nicolas C. Pineda
Prepare and provide all necessary information and documents			1 hour	ATTY. Nicolas C. Pineda
Record and release appropriate legal opinion provided by the Municipal Legal Officer to the client			3 mins	John Paul Rivera
TOTAL:				



GENERAL SERVICES OFFICE



OFFICE OR DIVISION:		General Services Office		
CLASSIFICATION:		Complex		
TYPE OF TRANSACTION:		Government		
WHO MAY AVAIL:		Municipal Officials and Employees		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Purchase Request		GSO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request canvass price of necessary documents	Conduct canvassing of necessary items	None	3 Days	GSO Staff
2.				
TOTAL:				



MUNICIPAL PUBLIC INFORMATION OFFICE



TIMELY ISSUANCE OF CERTIFICATE OF UNEMPLOYMENT

OFFICE OR DIVISION:		MUNICIPAL PUBLIC INFORMATION OFFICE		
CLASSIFICATION:		Simple		
TYPE OF TRANSACTION:		Government to citizen		
WHO MAY AVAIL:		For residents of Capas, Tarlac		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Barangay Clearance		Barangay	Hall	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Log the name of the client in the record book			1min.	Justine I. Guevarra Czarina E. Buscayno Gerard Kevin Cayabyab Krizia Joy Lutao
Submit the barangay clearance	Check if the issued barangay clearance of applicant		2mins.	
Wait for the document to be released	The person in charge will make an unemployment certificate		2mins.	
Get the unemployment certificate and go to mayor's office for the dry seal of the certificate	Dry seal of the certificate		5mins.	Mayor's Office Staff
TOTAL:			10mins.	



MAYOR'S OFFICE



PREPARATION OF MARRIAGE CERTIFICATE

OFFICE OR DIVISION:		MAYOR'S OFFICE		
CLASSIFICATION:		Simple		
TYPE OF TRANSACTION:		Government to citizen		
WHO MAY AVAIL:		For residents of Capas, Tarlac		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
List of Sponsors				
Marriage License issued by Municipal Civil Registrar				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Applicant request for Marriage Certificate	Review the requirements submitted Proceed to MTO	Solemnization Fee - P600	8 minutes	Community Affairs Officer III
Client to submit the name of sponsor	Review the requirements submitted	Sponsor fee-P150/Sponsor	5 minutes	Community Affairs Officer III
Present Official Receipt	- Solemnized by the Municipal Mayor - Registration of Marriage Certificate - Issuance of Marriage Certificate		10 minutes 5 minutes 2 minutes	Community Affairs Officer III Registration Officer
TOTAL:		750.00	30 minutes	

AFFIDAVIT OF LOSS FOR: DRIVER’S LICENSE, COMPANY ID, SENIOR CITIZEN ID, ATM



OFFICE OR DIVISION:		MAYOR’S OFFICE		
CLASSIFICATION:		Simple		
TYPE OF TRANSACTION:		Government to citizen		
WHO MAY AVAIL:		For residents of Capas, Tarlac		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Latest Community Tax Certificate/Official Receipt				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Filling/Recording of Request	- Review the Documents Proceed To MTO	100.00	5 minutes	Community Affairs Officer III MTO
Pays fee and present O.R	- Prepare affidavit of loss - Issue Affidavit of Loss		8 minutes	Community Affairs Officer III
TOTAL:		100.00	13 minutes	

SECURING JOINT AFFIDAVIT FOR NON-APPEARANCE OF: BIRTH, MARRIAGE, DEATH



OFFICE OR DIVISION:		MAYOR'S OFFICE		
CLASSIFICATION:		Simple		
TYPE OF TRANSACTION:		Government to citizen		
WHO MAY AVAIL:		For residents of Capas, Tarlac		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Certificate of Non-Appearance issued from Municipal Civil Registrar, two witnesses not related to the client, Ten (10) years older to the client with latest Community Tax Certificate				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for Affidavit	- Review the Documents Proceed To MTO	100.00	5 minutes	Community Affairs Officer III MTO
Present Official Receipt	- Prepare affidavit of loss - Issue Affidavit of Loss		8 minutes	Community Affairs Officer III
TOTAL:		100.00	13 minutes	

ISSUANCE OF MAYOR'S CLEARANCE FOR EMPLOYMENT, FIREARMS LISENCE
APPLICATION FOR POLICE AND MILITARY TRAINING



OFFICE OR DIVISION:		MAYOR'S OFFICE		
CLASSIFICATION:		Simple		
TYPE OF TRANSACTION:		Government to citizen		
WHO MAY AVAIL:		For residents of Capas, Tarlac		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Barangay Clearance / Community Tax Certificate				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for Clearance	- Review the Documents	100.00	2 minutes	Community Affairs Officer III
	Proceed To MTO			MTO
Present Official Receipt	- Prepare affidavit of loss		8 minutes	Community Affairs Officer III
	- Issue Affidavit of Loss			
TOTAL:		100.00	10 minutes	

SECURING PERMIT TO CONDUCT MOTORCADE/TRANSPORT/TRAVEL



OFFICE OR DIVISION:		MAYOR'S OFFICE		
CLASSIFICATION:		Simple		
TYPE OF TRANSACTION:		Government to citizen		
WHO MAY AVAIL:		For residents of Capas, Tarlac		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Letter request to Municipal Mayor				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for Permit	Review documents -Proceed to MTO	100.00	2 minutes	Community Affairs Officer III MTO
Present Official Receipt	Prepare Permit Release Mayor's Permit		8 minutes	Community Affairs Officer III
TOTAL:		100.00	10 minutes	



MARKET OFFICE

STALL RENTAL FEES



OFFICE OR DIVISION:		MARKET OFFICE		
CLASSIFICATION:		Simple		
TYPE OF TRANSACTION:		Government to citizen		
WHO MAY AVAIL:		Market Stall Owners		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Latest Official Receipts		Market Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present Latest OR Issued	Check Payment Due and Issue Official Receipt		3 minutes	Rowena Dayrit Neil Bognot
TOTAL:			3 Minutes	



MUNICIPAL AGRICULTURE OFFICE

Distribution of Farm Machineries



OFFICE OR DIVISION:		MUNICIPAL AGRICULTURE OFFICE		
CLASSIFICATION:		Simple		
TYPE OF TRANSACTION:		Government to Registered Cooperatives/Association		
WHO MAY AVAIL:		Registered Farmers Association and Cooperatives		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
1.Request Letter 2.List of Member 3.Updated Photo copy of Certificate and Registration 4.Board Resolution 5.Endorsement		Barangay Council		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Chairman submit letter of request to Agriculture Office together with photocopy of Certificate of registration, list of numbers and board resolution	- Review documents submitted - if found in order indorse to provincial Agriculture Office	None	1-3 Days	Municipal Agriculture
TOTAL:			1-3 Days	

Distribution of Farm Inputs to Registered Farmers (Certified Seeds, Corn, Fingerlings, Seedlings)



OFFICE OR DIVISION:		MUNICIPAL AGRICULTURE OFFICE		
CLASSIFICATION:		Simple		
TYPE OF TRANSACTION:		Government to Citizen		
WHO MAY AVAIL:		Registered Farmers		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Should be included in the master list of registry system for basic sectors in Agriculture		Barangay		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill up signed list farm	<ul style="list-style-type: none">- Validate if included in the RSBSA master list.- Schedule release of form inputs	None	10 minutes	Agricultural Technologist assigned in the Barangay
TOTAL:			10 Minutes	

Anti-Rabies Vaccination



OFFICE OR DIVISION:		MUNICIPAL AGRICULTURE OFFICE		
CLASSIFICATION:		Simple		
TYPE OF TRANSACTION:		Government to citizen		
WHO MAY AVAIL:		Dog Owners		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Request letter from barangay captains for anti-rabies vaccination to the Municipal Agriculture Office		Barangay Council		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Barangay Captain request letter for anti-rabies vaccination to Municipal Agriculture Office	Schedule date of Vaccination	None	20 Minutes	Veterinarian and MAO Staff
TOTAL:			20 Minutes	



MUNICIPAL ACCOUNTING OFFICE



1. Disbursement for the Purchase of goods and services through Public Bidding

The disbursement process for the purchase of goods and services through Public Bidding adheres with the legality of transactions and conformity with laws, rules and regulations, supported with sufficient and relevant documents to establish validity of claim and approved by the proper officials.

Office or Division:	Office of the Municipal Accountant
Classification:	Simple
Type of Transaction:	G2G Government to Government
Who may avail:	End User/Requestor
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Copy of Annual Procurement Plan (1 photocopy)	End User
Approved Contract/Purchased Order submitted to the Auditor’s Office (2 original copies)	Bids and Awards Committee
Invitation to Apply for Eligibility to Bid (2 original copies)	Bids and Awards Committee
Letter of Intent (2 original copies)	Supplier/Service Provider
Results of Eligibility Check (2 original copies)	Bids and Awards Committee
Bidding Documents enumerated under Section 17.1 of the Revised IRR of RA No.9184 (2 original copies)	Bids and Awards Committee/Supplier/Service provider
Minutes of Pre Bid, if applicable (2 original copies)	Bids and Awards Committee
Agenda and/or Supplemental Bulletins, if any (2 original copies)	Bids and Awards Committee
Bidder’s Technical and Financial Proposals (2 original copies)	Supplier/Service provider
Minutes of Bid Opening (2 original copies)	Bids and Awards Committee
Abstract of Bids (2 original copies)	Bids and Awards Committee
Post-Qualification Report of Technical Working Group (2 original copies)	Bids and Awards Committee
BAC Resolution declaring Winning Bidder (2 original copies)	Bids and Awards Committee
Notice of Post Qualification (2 original copies)	Bids and Awards Committee
BAC Resolution recommending approval and approval by the Head of the Procuring Entity of the Resolution of the BAC recommending award of Contract (2 original copies)	Bids and Awards Committee
Notice of Award (2 original copies)	Bids and Awards Committee
Performance Security 1 (original copy)	Supplier/Service Provider
Program of Work and Detailed Estimates, if any (2 original copies)	Engineering Office
Notice to Proceed, indicating the date of receipt of the supplier/service provider (2 original copies)	Bids and Awards Committee
Detailed breakdown of the ABC (2 original copies)	Engineering Office/End User
Detailed Breakdown of the contract cost (2 original copies)	Engineering Office/End User
Copy of Advertisement of Invitation to Bid *Newspaper, if applicable *Printout copy of advertisement posted in Philgeps	Bids and Awards Committee



*Certification from the Head of BAC Secretariat on the posting of advertisement at conspicuous places *Printout copies of advertisement posted in agency website, if any (2 original copies)				
Documentary requirements under Sections 23.1 and 23.1 and 25.2a for goods and 24.1 and 25.2c for consulting services, of the Revised IRR of RA No. 9184 (2 original copies)		Supplier/Service Provider		
Minutes of Pre-procurement Conference, if applicable (2 original copies)		Bids and Awards Committee		
Bid Evaluation Report (2 original copies)		Bids and Awards Committee		
Ranking of short listed bidders for consulting services (2 original copies)		Bids and Awards Committee		
Post Qualification Evaluation Report (2 original copies)		Bids and Awards Committee		
Printout copy of posting of Notice of Award, Notice of Proceed And Contract of award in the PhilGEPS (2 original copies)		Bids and Awards Committee		
Evidence of Invitation of three observers in all stages of the procurement process pursuant of Section 13.1 of the Revised IRR of RA No.9184 (2 original copies)		Bids and Awards Committee		
Request for purchase or requisition of supplies, material and equipment duly approved by proper authorities (2 original copies)		End User		
Warranty Security (1 original copy)		Supplier/Service Provider		
Sufficient Colored Photographs (2 original copies)		End User		
Dealers/Suppliers Invoices showing the quantity, description of articles, unit and total value duly signed by the dealer or his representative and indicating receipt by the proper agency official of items delivered (1 original copy)		Supplier/Service Provider		
Result of Test Analysis, if applicable (2 original copies)		End User/Bids and Awards Committee		
Inspection and Acceptance Report (2 original copies)		End User/Bids and Awards Committee		
For Equipment, Property Acknowledgement Receipt (2 original copies)		GSO		
Transmittal to COA of the required copy of supporting documents and request for inspection to proceed with the Payment (1 original copy)		Bids and Awards Committee		
Obligation Request (2 original copies)		End User		
Disbursement Voucher (2 original copies)		End User		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit the Disbursement Voucher together with complete supporting documents	1.1 Check the completeness of documentary requirements	None	2 Hours	Management & Audit Analyst IV Accounting Office



	1.2 Validate the presented information and compliance 1.3 Numbering of documents for proper and specific logging of each transaction 1.4 Issue BIR Form 2307 1.5 Certification of the Municipal Accountant as to the Obligation of Allotment and as to the Completeness of Supporting Papers thru Signing to BOX A of Disbursement Voucher.			<i>Accountant III</i> Accounting Office <i>Administrative Assistant IV</i> Accounting Office <i>Senior Administrative Assistant II</i> Accounting Office <i>Municipal Accountant</i> Accounting Office
2.Sign in Log Book to acknowledge receipt of signed documents	2. Record the needed information on the logbook and forward to Treasury for check preparation.	None	2 minutes	<i>Senior Administrative Assistant II</i> Accounting Office



2. Disbursement for the Infrastructure Project through Public Bidding

The disbursement process for the infrastructure project through Public Bidding adheres with the legality of transactions and conformity with laws, rules and regulations, supported with sufficient and relevant documents to establish validity of claim and approved by the proper officials.

Office or Division:	Office of the Municipal Accountant
Classification:	Simple
Type of Transaction:	G2G Government to Government
Who may avail:	End User/Requestor
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Copy of Annual Procurement Plan (1 original copy)	End User
Approved Contract submitted to the Auditor’s Office (2 original copies)	Bids and Awards Committee
Invitation to Apply for Eligibility to Bid (2 original copies)	Bids and Awards Committee
Letter of Intent (2 original copies)	Contractors
Results of Eligibility Check (2 original copies)	Bids and Awards Committee
Bidding Documents enumerated under Section 17.1 of the Revised IRR of RA No.9184 (2 original copies)	Contractors
Minutes of Pre Bid, if applicable (2 original copies)	Bids and Awards Committee
Agenda and/or Supplemental Bulletins, if any (2 original copies)	Bids and Awards Committee
Bidder’s Technical and Financial Proposals (2 original copies)	Contractors
Minutes of Bid Opening (2 original copies)	Bids and Awards Committee
Abstract of Bids (2 original copies)	Bids and Awards Committee
Post-Qualification Report of Technical Working Group (2 original copies)	Bids and Awards Committee
BAC Resolution declaring Winning Bidder (2 original copies)	Bids and Awards Committee
Notice of Post Qualification (2 original copies)	Bids and Awards Committee
BAC Resolution recommending approval and approval by the Head of the Procuring Entity of the Resolution of the BAC recommending award of Contract (2 original copies)	Bids and Awards Committee
Notice of Award (2 original copies)	Bids and Awards Committee
Performance Security (1 original copy)	Contractors
Program of Work and Detailed Estimates, if any (2 original copies)	Engineering Office
Notice to Proceed, indicating the date of receipt of the contractor (2 original copies)	Bids and Awards Committee
Detailed breakdown of the ABC (2 original copies)	Engineering Office
Copy of the Approved PERT/CPM Network Diagram and detailed computation of contract time (1 original copy)	Engineering Office
Detailed Breakdown of the contract cost (2 original copies)	Engineering Office



Copy of Advertisement of Invitation to Bid *Newspaper, if applicable *Printout copy of advertisement posted in Philgeps *Certification from the Head of BAC Secretariat on the posting of advertisement at conspicuous places *Printout copies of advertisement posted in agency website, if any (2 original copies)	Bids and Awards Committee
Documentary requirements under Sections 23.1 and 25.2.b for infrastructure projects, 23.1 of the Revised IRR of RA No. 9184 (2 original copies)	Contractors
Minutes of Pre-procurement Conference, if applicable (2 original copies)	Bids and Awards Committee
Bid Evaluation Report (2 original copies)	Bids and Awards Committee
Post Qualification Evaluation Report (2 original copies)	Bids and Awards Committee
Printout copy of posting of Notice of Award, Notice to Proceed And Contract of award in the PhilGEPS (2 original copies)	Bids and Awards Committee
Evidence of Invitation of three observers in all stages of the procurement process pursuant of Section 13.1 of the Revised IRR of RA No.9184 (2 original copies)	Bids and Awards Committee
Request for purchase or requisition of supplies, material and equipment duly approved by proper authorities (2 original copies)	End User
Warranty Security (1 original copy)	Contractors
Letter request from contractors for advance/progress/final payment or for substitution in case of retention money (2 original copies)	Contractors
Statement of Work Accomplished/Progress Billing (2 original copies)	Bids and Awards Committee
Inspection Report by the Agency's Authorized Engineer (2 original copies)	Engineering Office
Results of Test Analysis, if applicable (2 original copies)	Engineering Office
Statement of Time Elapsed (2 original copies)	Bids and Awards Committee
Monthly Certificate of Payment, if any (2 original copies)	Bids and Awards Committee
Contractor's Affidavit on payment of laborers and materials (2 original copies)	Contractors
Pictures (colored), before, during and after construction of items of work especially the embedded items (1 original copy)	Bids and Awards Committee/Engineering Office/End User
Photocopy of vouchers of previous payments (for progress billing) (2 photocopies)	Bids and Awards Committee
Certificate of Completion (2 original copies)	Bids and Awards Committee
As built Plans (2 original copies)	Engineering Office
Warranty Security (1 original copy)	Contractors



Transmittal to COA the required copy of supporting document and request for inspection to proceed with the Payment (1 original copy)		Bids and Awards Committee		
Obligation Request (2 original copies)		End User		
Disbursement Voucher (2 original copies)		End User		
<i>Documentary Requirements for Advance Payment</i>				
Written Request from the Contractor making advance payment not exceeding 15 Percent of the contract price. (2 original copies)		Contractors		
Irrevocable Standby Letter of Credit/Security Bond/Bank (1 original copy)		Contractors		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Disbursement Vouchers together with complete supporting documents	1.1 Check the completeness of documentary requirements 1.2 Validate the presented information and compliance 1.3 Numbering of documents for proper and specific logging of each transaction 1.4 Issue BIR Form 2307 1.5 Certification of the Municipal Accountant as to the Obligation of Allotment and as to the Completeness of Supporting Papers thru Signing to BOX A of Disbursement Voucher.	None	3 Hours	<i>Management & Audit Analyst IV</i> Accounting Office <i>Accountant III</i> Accounting Office <i>Administrative Assistant IV</i> Accounting Office <i>Senior Administrative Assistant II</i> Accounting Office <i>Municipal Accountant</i> Accounting Office
2. Sign in the logbook to acknowledge receipt of signed documents	2. Record the needed information on the logbook and forward to Treasury for check preparation.	None	2 Minutes	<i>Senior Administrative Assistant II</i> Accounting Office



3. Disbursement for the Purchase of goods and services through alternative mode (Small Value Procurement)

The disbursement process for the purchase of goods and services through alternative mode which is small value procurement, adheres with the legality of transactions and conformity with laws, rules and regulations, supported with sufficient and relevant documents and approved by the proper officials.

Office or Division:	Office of the Municipal Accountant			
Classification:	Simple			
Type of Transaction:	G2G Government to Government			
Who may avail:	End User/Requestor			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for purchase or requisition of supplies, material and equipment duly approved by proper authorities (2 original copies)		End User		
Request for Quotation, canvass from at least three suppliers (2 original copies)		Bids and Awards Committee		
Abstract of Canvass/Quotation (2 original copies)		Bids and Awards Committee		
Approved Contract/Purchase Order submitted to the Auditor's Office (2 original copies)		Bids and Awards Committee		
Printout copy of posting, and of Notice of Award in the PhilGEPS, if applicable (2 original copies)		Bids and Awards Committee		
Sufficient Colored Photographs/Pictures (1 original copy)		End User		
Inspection and Acceptance Report (2 original copies)		End User		
Transmittal to COA the required copy of supporting document and request for inspection to proceed with the Payment (1 original copy)		Bids and Awards Committee		
Dealers/Suppliers Invoices showing the quantity, description of articles, unit and total value duly signed by the dealer or his representative and indicating receipt by the proper agency official of items delivered (1 original copy)		Supplier/Service Provider		
Additional requirements for the repair of RP vehicle or heavy equipment				
Pre Inspection Report (2 original copies)		Motorpool Office		
Job Estimates (1 original copy)		Motorpool Office		
Post Inspection Report (2 original copies)		Motorpool Office		
Waste Materials Report. (2 original copies)		Motorpool Office		
Certification by the Head of Office concerned, that the Repair and Maintenance done was not due to negligence or carelessness of government employee. (2 original copies)		End User		
Obligation Request (2 original copies)		End User		
Disbursement Voucher (2 original copies)		End User		
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING TIME	PERSON RESPONSIBLE



		BE PAID		
Submit the Disbursement Vouchers together with complete supporting documents	1.1 Check the completeness of documentary requirements 1.2 Validate the presented information and compliance 1.3 Numbering of documents for proper and specific logging of each transaction 1.4 Issue BIR Form 2307 1.5 Certification of the Municipal Accountant as to the Obligation of Allotment and as to the Completeness of Supporting Papers thru Signing to BOX A of Disbursement Voucher.	None	20 Minutes	<i>Management & Audit Analyst IV</i> Accounting Office <i>Accountant III</i> Accounting Office <i>Administrative Assistant IV</i> Accounting Office <i>Senior Administrative Assistant II</i> Accounting Office <i>Municipal Accountant</i> Accounting Office
2.Sign in Log Book to acknowledge receipt of signed documents	2. Record the needed information on the logbook and forward to Treasury for check preparation.	None	2 Minutes	<i>Senior Administrative Assistant II</i> Accounting Office



4. Processing of Cash Advance Application

- The rules and regulations on the grant and liquidation of cash advances are prescribed under COA Circular No.97-002 dated February 10, 1997 and reiterated in COA Circular No. 2009-002 dated May 18, 2009 and Section 89 of PD No. 1445. These Guidelines provide, among others:
- No cash advance shall be given unless for a legally authorized specific purpose.
 - No additional cash advances shall be allowed to any official or employee unless the previous cash advance given to him is first liquidated and accounted for in the books.
 - No cash Advance shall be granted for payments on account of Infrastructure projects or other undertaking on a project basis.
 - A cash advance shall be reported as soon as the purpose for which it was given has been served.
 - Only permanently appointed officials shall be designated as disbursing officers. Elected officials may be granted a cash advance only for their official travelling expenses.
 - Transfer of cash advances from one Accountable Officer to another shall not be allowed.

Office or Division:	Office of the Municipal Accountant			
Classification:	Simple			
Type of Transaction:	G2G Government to Government			
Who may avail:	Requestor			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Office Order/Travel Order (2 original copies)		Requestor		
Duly Approved Itinerary of Travel (2 original copies)		Requestor		
Certification from the accountant that the previous cash advance has been liquidated and accounted for in the books (1 original copy)		Accounting Office		
Obligation Request (2 original copies)		Requestor		
Disbursement Voucher (2 original copies)		Requestor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Disbursement Vouchers together with complete supporting documents	1.1 Check the completeness of documentary requirements 1.2 Validate the presented information and compliance 1.3 Numbering of documents for proper and specific logging of each transaction 1.4 Certification of the Municipal Accountant as to the Obligation of Allotment and as to the Completeness of Supporting Papers thru Signing to BOX A of Disbursement Voucher.	None	15 minutes	Management & Audit Analyst IV Accounting Office Accountant III Accounting Office Administrative Assistant IV Accounting Office Senior Administrative Assistant II Accounting Office Municipal Accountant Accounting Office



2.Sign in Log Book to acknowledge receipt of signed documents	2. Record the needed information on the logbook and forward to Treasury for check preparation.	None	2 minutes	<i>Senior Administrative Assistant II</i> Accounting Office
---------------------------------------------------------------	------------------------------------------------------------------------------------------------	------	-----------	----------------------------------------------------------------



5. Processing of Liquidation of Cash Advance

The accountable officer shall liquidate cash advance for local travel within 30 days from the return of the official/employee concerned to his official station.

Office or Division:	Office of the Municipal Accountant			
Classification:	Simple			
Type of Transaction:	G2G Government to Government			
Who may avail:	Requestor			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Paper/electronic plane, boat or bus tickets, boarding pass, terminal fee (1 original copy)		Issuing Service Provider		
Certificate of appearance/attendance (1 original copy)		Requestor		
Copy of previously approved itinerary of travel (2 original copies)		Requestor		
Revised or supplemental Office Order or any proof supporting the change of schedule (1 original copy)		Requestor		
Revised Itinerary of travel, if the previous approved itinerary was not followed (2 original copies)		Requestor		
Certification by the Head of Agency as to the absolute necessity of the expenses together with the corresponding bills or receipts, if the expenses incurred for official travel exceeded the prescribed rate per day (certification or affidavit of loss shall not be considered as an appropriate replacement for the required hotel/lodging bills and receipts) (2 original copies)		Head of the AGENCY		
Liquidation Report (2 original copies)		Requestor		
Reimbursement Expense Receipt (RER) (1 original copy)		Requestor		
Official Receipt in case of Refund of excess Cash Advance (1 original copy)		Treasury Office		
Certificate of Travel Completed (2 original copies)		Requestor		
Hotel room lodging bills with official receipt (1 original copy)		Issuing Service Provider		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the Liquidation Report together with complete supporting documents	1.1 Check the completeness of documentary requirements 1.2 Validate the presented information and compliance 1.3 .Signing on the received portion of liquidation form to acknowledge the	None	15 minutes	Management & Audit Analyst IV Accounting Office Accountant III Accounting Office Administrative Aide IV Accounting Office



	validity and completeness of liquidation documents			<i>Municipal Accountant</i> Accounting Office
--	----------------------------------------------------	--	--	--------------------------------------------------



1. Processing of Liquidation of Cash Advance

The Accounting Office will prepare an Advice of Checks Issued and Cancelled (ACIC) for all approved and completed disbursements.

Office or Division:		Office of the Municipal Accountant		
Classification:		Simple		
Type of Transaction:		G2G Government to Government		
Who may avail:		Requestor		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Completed Disbursement Voucher and supporting documents			Requestor	
Signed and approved check for payment			Treasury Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the completed Disbursement Voucher with signed check.	1.1 Verify the check versus the Disbursement Voucher 1.2 Check the details on the check (Payee, amount, amount in words) 1.3 Prepare and print the ACIC file upload 1.4 Approve the ACIC file on Land Bank we Access online account	None	20 minutes	Management & Audit Analyst IV Accounting Office Management & Audit Analyst III Accounting Office Senior Administrative Assistant II Accounting Office Municipal Accountant Accounting Office
2.Sign in Log Book to acknowledge receipt of signed documents	2. Record the needed information on the logbook and forward to Treasury for check preparation.	None	2 minutes	Senior Administrative Assistant II Accounting Office



MUNICIPAL ENVIRONMENT AND NATURAL RESOURCES OFFICE



ISSUANCE OF TREE PLANTING CERTIFICATION / ISSUANCE OF CUTTING AND TRANSPORT PERMIT

Municipal Environment and Natural Resources Office (MENRO) issues Tree Planting Certification to all Marriage Applicants and issues Cutting and Transport Permit

OFFICE OR DIVISION:	MUNICIPAL ENVIRONMENT AND NATURAL RESOURCES			
CLASSIFICATION:	SIMPLE			
TYPE OF TRANSACTION:	G2C- GOVERNMENT TO CITIZEN			
WHO MAY AVAIL:	ALL MARRIAGE APPLICANTS/ ALL APPLICANTS FOR CUTTING AND TRANSPORT PERMIT			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
1. APPLICANTS MUST BRING TWO (2) ANY KIND OF FRUIT BEARING TREES		1. APPLICANTS CAN BUY FRUIT BEARING TREES TO ANY GARDEN/PLNT STORE		
2. APPLICANTS MUST SECURE CUTTING AND TRANSPORT PERMIT FROM THE BARANGAY, PHOTO COPY OF THE LAND TITLE WHERE TREES/BAMBOOS ARE PLANTED, AND PHOTOS OF THE TREES/BAMBOOS TO BE CUT OR CHARCOAL/BAMBOOS TO BE TRANSPORTED.		2. APPLICANTS CAN SECURE THE CUTTING AND TRANSPORT PERMIT TO THE BARANGAY WHERE THE TREES/ BAMBOOS TO BE CUT AND CHARCOAL/BAMBOOS TO BE TRANSPORTED.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
-Go to MENRO with two (2) any fruit bearing trees. Write Name / Age/ Address/ Kinds of fruit bearing trees.	-RELEASING OF TREE PLANTING CERTIFICATION.	NO FEES COLLECTED	Five (5) minutes with no error	GENER S. TANHUECO MARICAR M. LAZARO
-Go to MENRO with the required requirements for cutting and transport permit.	- RELEASING OF ENDORSEMENT TO CENRO OF CUTTING AND/OR TRANSPORT PERMIT.	NO FEES COLLECTED	Five (5) minutes with no error	GENER S. TANHUECO MARICAR M. LAZARO
TOTAL:				



MUNICIPAL VETERINARY OFFICE

General Veterinary Services

-Consultation/Check up

-Processing of Paperworks

-Issuing of Prescriptions

-Administration of Medications

-Vaccinations

-Deworming and Vitamins Supplementation



OFFICE OR DIVISION:		Municipal Veterinary Office (MVO)		
CLASSIFICATION:		Simple		
TYPE OF TRANSACTION:		G2C		
WHO MAY AVAIL:		Pet Owner's of Capas		
		Livestock/Poultry Farmers		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
1. Written request or personal appearance		MVO		
2. Filling up of records sheets		MVO		
3. Accomplishment of necessary documents		MVO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Written request or personal appearance	MVO		2 mins	Dr. Hensly Hope A. Baun
Consultation and Diagnosis	MVO		5-30 mins	Dr. Hensly Hope A. Baun
Administration of medications or issuing of prescriptions	MVO		5 mins + travel time (1-2 days waiting time for farm visits)	Dr. Hensly Hope A. Baun
Processing of Paperworks	MVO		5 mins	Dr. Hensly Hope A. Baun
TOTAL:			17-42 mins	



MUNICIPAL COOPERATIVE ENTREPRENUERSHIP DEVELOPMENT OFFICE

IDENTIFY AND ASSIST INTERESTED GROUPS IN FORMING COOPERATIVE,
MONITOR AND ASSIST EXISTING COOPERATIVES.



OFFICE OR DIVISION:		MUNICIPAL COOPERATIVE DEVELOPMENT OFFICE		
CLASSIFICATION:		COMPLEX		
TYPE OF TRANSACTION:		GOVERNMENT TO CITIZEN		
WHO MAY AVAIL:		GROUPS INTENDING TO FORM A COOPERATIVE		
		FROM THE 20 BARANGAYS OF THE MUNICIPALITY		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
1. LETTER REQUEST FOR PRE-REGISTRATION SEMINAR 2. LIST OF OFFICERS 3. CERTIFICATE OF ATTENDANCE OF ALL WHO ATTENDED THE PRS 4. ECONOMIC SURVEY 5. ARTICLE OF COOPERATION AND BY-LAWS 6. BUSINESS PERMIT AND ACCREDITATION 7. BIR REGISTRATION		COOPERATIVE/CLIENT COOPERATIVE/CLIENT MUNICIPAL COOPERATIVE DEVELOPMENT OFFICE COOPERATIVE/CLIENT COOPERATIVE/CLIENT BUSINESS PERMIT AND LICENSING OFFICE BUREAU OF INTERNAL REVENUE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
SUBMIT LETTER REQUEST FOR PRE-REGISTRATION SEMINAR	RECEIVE AND REVIEW	NONE	10 MINUTES	ACTING MUNICIPAL COOPERATIVE DEVELOPMENT OFFICER
SUBMIT LIST OF OFFICERS AND MEMBERS WITH GOVERNMENT ISSUED ID'S	RECEIVE AND EVALUATE	NONE	20 MINUTES	ACTING MUNICIPAL COOPERATIVE DEVELOPMENT OFFICER/STAFF
ATTEND PRE-REGISTRATION SEMINAR				COOPERATIVE DEVELOPMENT AUTHORITY'S REPRESENTATIVE
PREPARE AND SUBMIT THE PROPOSED ACBL	SUPERVISE/ MONITOR	NONE	8 HOURS	ACTING MUNICIPAL COOPERATIVE DEVELOPMENT OFFICER /STAFFS



APPLY BUSINESS PERMIT APPLY BUREAU OF INTERNAL REVENUE REGISTRATION AND TAX EXEMPTION	FOR FOR OF	EVALUATE THE SUBMITTED DOCUMENTS	NONE	1 HOUR	
		SUBMIT ALL DOCUMENTS TO COOPERATIVE DEVELOPMENT AUTHORITY AND WAIT FOR THE RELEASING OF CERTIFICATE OF REGISTRATION			
		ENDORSEMENT LETTER TO BUSINESS PERMIT AND LICENSING OFFICE			ACTING MUNICIPAL COOPERATIVE DEVELOPMENT OFFICER
		ASSIST COOPERATIVE IN PREPARING BOARD RESOLUTION FOR BIR REGISTRATION	NONE	30 MINUTES	ACTING MUNICIPAL COOPERATIVE DEVELOPMENT OFFICER /STAFFS
			NONE	30 MINUTES	
TOTAL:				10 HOURS AND 30 MINUTES	



OSPITAL NING CAPAS



OFFICE OR DIVISION:		OSPITAL NING CAPAS		
CLASSIFICATION:		Simple		
TYPE OF TRANSACTION:		G2C		
WHO MAY AVAIL:		Persons who will undergo Radiological procedures		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Radiology Request Slip			Resident Physicians and Private Doctors	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Charge slip for x-ray fee is given. Reading fee is separated.	N/A	2 minutes	RadTech on duty
2.	Receives the payment for the patients' bills and issues an official receipt.	Depends on the procedure done	5 minutes	Cashier
3.	Patient will then undergo Radiological procedure.	N/A	15 minutes Ave. (Depends on the procedure)	RadTech on duty
4.	X-Ray film will be presented for the initial reading to the Physician on duty.	N/A	15 minutes	ER Physician on duty
5.	X-Ray is encoded and filed.	N/A	Depends on the time and day	RadTech on duty
6.	X-Ray results are recorded and released.	N/A	2 minutes	RadTech on duty
TOTAL:			Approx.48 Minutes	



Medico-Legal

OFFICE OR DIVISION:		OSPITAL NING CAPAS		
CLASSIFICATION:		Simple		
TYPE OF TRANSACTION:		G2C		
WHO MAY AVAIL:		Patients		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Prescription Slip			Outpatient Department	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Record is retrived	N/A	3 minutes	OPD Nursing Attendants
2.	Nursing Attendant brings the patient's record form and assist the clients.	N/A	1 minute	Medical Records Staff
3.	Medical Record is examined and Medico-legal certificate is computerized.	N/A	10 minutes 15 minutes	Records Staff
4.	Administrative Aide will go to the attending physician for signature.	150.00	3 minutes	Cashier
5.	Medico-legal certificate is issued to the patient, duly signed by the physician.	N/A	3 minutes	Medical records Staff
TOTAL:			Approx.35 Minutes	



OFFICE OR DIVISION:		OSPITAL NING CAPAS		
CLASSIFICATION:		Simple		
TYPE OF TRANSACTION:		G2C		
WHO MAY AVAIL:		Anyone who is in need of Laboratory Examination		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Laboratory Request Slip		Resident or Private Doctors		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	The employee in charge assesses the Laboratory Request form.	N/A	2 minutes	Medical Technologists
2.	Receives the payment for the patient's bill and issue an official receipt.	Depends on the procedures	5 minutes	Cashier
3.	Laboratory request is performed.	N/A	10 minutes	Medical Technologists
4.	Laboratory testing of specimen is performed.	N/A	30 to 45 minutes	Medical Technologists
5.	Laboratory results are released and recorded	N/A	3 minutes	Medical Technologists
TOTAL:			48 Minutes	



OFFICE OR DIVISION:		OSPITAL NING CAPAS		
CLASSIFIATION:		Simple		
TYPE OF TRANSACTION:		G2C		
WHO MAY AVAIL:		Patients who are in need of prescription for Drugs/supplies		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Prescription Slip		ER Physicians or Private Doctors		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Prescription is assessed and charge slip is given to patients.	N/A	3 minutes	Pharmacist on duty
2.	Receives the payment for the patient's bill and issues an official receipt.	Depends on the assessed bill	5 minutes	Cashier on duty
3.	Pharmacist staff gathers the medicines written in the prescription slip.	N/A	5 minutes	Pharmacist on duty
4.	Payment and medicines are verified before issuance.	N/A	2 minutes	Ruthess Leynes
5.	Payments and medicines are recorded in the pharmacy logbook.	N/A	5 minutes	Ruthess Leynes
Total			20 Minutes	



Medical Records / Securing Medical and Health Certificates

OFFICE OR DIVISION:		OSPITAL NING CAPAS		
CLASSIFICATION:		Simple		
TYPE OF TRANSACTION:		G2C		
WHO MAY AVAIL:		Patients who have consulted at the Outpatient		
		Department and Emergency Room		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Patient's Record ID and Consultation Form			Outpatient Department and Emergency Room	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Record ID retrieved	N/A	2 minutes	OPD Nursing Attendants
2.	Nursing Attendants brings the patients' record form and assist the patients.	N/A	1 minute	Marites Mungcal
3.	Medical record is examined and medical certificates are computerized.	N/A	5 minutes	Marites Mungcal
4.	Administrative aide will go to the attending physician for the signature.	P100	2 minutes	Marites Mungcal Dr. Malicdem Dr. De Guzman Dr. Quebral
5.	Laboratory results are recorded and released.	N/A	1 minute	Marites Mungcal
		TOTAL	11 minutes	
Total			20 Minutes	



Health Services / Outpatient Services

OFFICE OR DIVISION:			OSPITAL NING CAPAS	
CLASSIFIATION:			Simple	
TYPE OF TRANSACTION:			G2C	
WHO MAY AVAIL:			Patients for check-up	
CHECKLIST OF REQUIREMENTS:			WHERE TO SECURE:	
Prescription Slip			OPD Doctors	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Distributes queuing numbers, assess patients as to priority (Dengvaxia recipient, PWD, disabled, Pregnant and Senior Citizen.	N/A	1 minute	OPD Nursing Attendants
2.	Retrieved records for old patients.	N/A	1 minute	Diane Lane Pineda
3.	Interview for new patients and fill-up OPD form properly, take vital signs and history of patients.	N/A	2-5 minutes	Ma. Abigail Ramos
			5 minutes	Ruthess Leynes
4.	Secure official receipts from cashier and present it to the nurse attendant.	P100.00	1-2 minutes	Cashier
5.	Take past/present medical history , examine, diagnose and treat patients.	N/A	15-20 minutes	Dr. Bienvenida C. Cabezon
6.	Dispense medicines or do required procedures.	Depends on the procedures	20 minutes	Pharmacists on duty.
Total			45 Minutes	



Animal Bite Treatment

OFFICE OR DIVISION:		OSPITAL NING CAPAS		
CLASSIFICATION:		Complex		
TYPE OF TRANSACTION:		G2C		
WHO MAY AVAIL:		Patients bitten by animals (dogs, cats, pigs, etc.)		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Prescription Slip			Animal Bite Center	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Que Number is given to patients	N/A	1 minute	Irene Cauguiran Jessica Sangalang
2.	A) Interview the patient regarding the treatment of the bite (What kind of animal)	N/A	10 minutes	ABTC Nurses
	B) The service provider advised the patient to observe the animal for 2 weeks.	N/A	5 minutes	ABTC Nurses
3.	Patient is given a charge slip or a form for a Medical assistance under AICS.	N/A	15 minutes	Irene Cauguiran
4.	Cashier receives the payment and issues an official receipt.	1 st and 2 nd dose= 1,000 3 rd dose- under AICS	5 to 10 minutes	Cashier
5.	A) Anti-rabies vaccine is given to the patient		3 minutes	Jessica Sangalang Dr. Bienvenida Cabezon
	A) Advise the patient to come back on their scheduled dates	.	2 minutes	Irene Cauguiran Dr. Bienvenida Cabezon
TOTAL:			41 Minutes	



OFFICE OR DIVISION:		OSPITAL NING CAPAS		
CLASSIFICATION:		Simple		
TYPE OF TRANSACTION:		G2C		
WHO MAY AVAIL:		Anyone who is in need of emergency treatment		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
NONE		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Triage, assess and clarify if the patient is critical or urgent, vital signs, neuro vital signs are taken.	N/A	5 minutes	Triage Nurse
2.	Patients’ data, vital signs or any chief complaints felt are recorded.	N/A	5 minutes	ER Nurse
3.	Patient’s physical examination diagnosis and initial treatment are given, wherein diagnostic procedures are requested.	N/A	30 minutes	ER Physician
4.	Patient is given prescribed medications, advised admission or referral to other institutions of their own choice.	N/A	5 minutes	ER Physician
5.	Patient is given charge slip	P 300.00	3 minutes	Cashier
TOTAL:			48 Minutes	



CLIENT FEEDBACK FORM

Sa Aming mga Kliyente:

Kami po sa pamahalaang Local ng Capas, ay nagnanais na mapaglingkuran kayo ng tapat at maayos.

I – tsek po ninyo ang alin sa mga sumusunod upang iparating sa amin ang inyo naiisin.

_____ 1. Papuri _____ 2. Mungkahi _____ 3. Reklamo

Tao/Opisina na may kinalaman: _____
_____.

Ang ganapan sa Pangyayari: _____ Petsa: _____ Oras: _____

Pangalan: _____

Tirahan: _____

Kumpanya/Tangapan: _____

Numerp ng Telepono: _____ E-Mail: _____

Signature: _____

Mungkahi/Nais na Aksyunan: _____

PROCEDURE FOR FILING COMPLAINTS

The Local Government Unit of Capas wishes to serve you with satisfactory and contentment. Please use any of the following to let us know how we have served you; be it compliment, complaint or suggestion.

1. Accomplish our Feedback Form available at the Front/Complaint desk at the entrance of the Municipal Hall. Drop at our Suggestion Box located at the lobby of the Municipal Building.
2. Use our hotline number 925 – 0408 or email us at paspascapasenyo@gmail.com
3. Talk to our assigned personnel at the front/complaint desk. Before the day ends we will attend to your complaints or act on your suggestions. Your feedback is valuable for us to continuously improve our services. Thank your



Directories of Municipal Offices

OFFICE	ADDRESS	CONTACT INFORMATION
Office of the Mayor	Sto. Domingo II, Capas, Tarlac	(045) 9250 – 154
Office of the Vice Mayor	Sto. Domingo II, Capas, Tarlac	(045) 9250 - 154 local 306
Office of Sangguniang Bayan	Sto. Domingo II, Capas, Tarlac	(045) 9250 - 154 local 306
Office of the Municipal Planning and Development Coordinator.	Sto. Domingo II, Capas, Tarlac	925 - 0154
Office of the Municipal Accountant	Sto. Domingo II, Capas, Tarlac	925 - 0154
Office of the Municipal Treasurer	Sto. Domingo II, Capas, Tarlac	925 – 0154 local 106
Office of the Municipal Civil Registrar	Sto. Domingo II, Capas, Tarlac	925 – 0504
Office of the Municipal Assessor	Sto. Domingo II, Capas, Tarlac	925 - 0154 local 104
Office of the Municipal Budget	Sto. Domingo II, Capas, Tarlac	925 - 0154 local 101
Office of the Municipal Social Welfare and Development	Sto. Domingo II, Capas, Tarlac	925 - 0154 local 301
Office of the Municipal Environment and Natural Resources	Sto. Domingo II, Capas, Tarlac	0919 – 617 – 7118
Office of the Motorpool	Cutcut I, Capas, Tarlac	0907 – 190 – 0799
Rural Health Unit	Cubcub, Capas, Tarlac	925- 0529
Office of the Municipal Agriculturist	Sto. Domingo II, Capas, Tarlac	099998841175
Ospital Ning Capas	Sto. Domingo II, Capas, Tarlac	491 – 1361
Office of the Economic Enterprise	Sto. Rosari, Capas, Tarlac	925 – 0948
Office of the Municipal Engineer	Sto. Domingo II, Capas, Tarlac	925 - 0154 local 107
Office of the General Services	Sto. Domingo II, Capas, Tarlac	324 – 0151
Office of the Public Employment Service	Sto. Domingo II, Capas, Tarlac	491 – 3840
Office of the Municipal Tourism	Sto. Domingo II, Capas, Tarlac	925 – 0154 local 302
Office of the Legal Officer	Sto. Domingo II, Capas, Tarlac	925 – 0154 local 204
Office of the Administrator	Sto. Domingo II, Capas, Tarlac	925 – 0154 local 203
Office of the Slaughter	Cutcut. Capas, Tarlac	0998 – 542 – 3200
Office of the Municipal Human Resource Management	Sto. Domingo II, Capas, Tarlac	045 – 925 0154 local 207
Office of the Municipal Public Information	Sto. Domingo II, Capas, Tarlac	045 – 925 0154 local 303



Business Permit and Licensing Office	Sto. Domingo II, Capas, Tarlac	925 – 0154 local 106
Municipal Veterinary Office	Cutcut I, Capas, Tarlac	0977 114 2651
Municipal Cooperative and Entrepreneurship Development Office	Sto. Domingo II, Capas, Tarlac	0907 190 0799