



MUNICIPAL GOVERNMENT OF

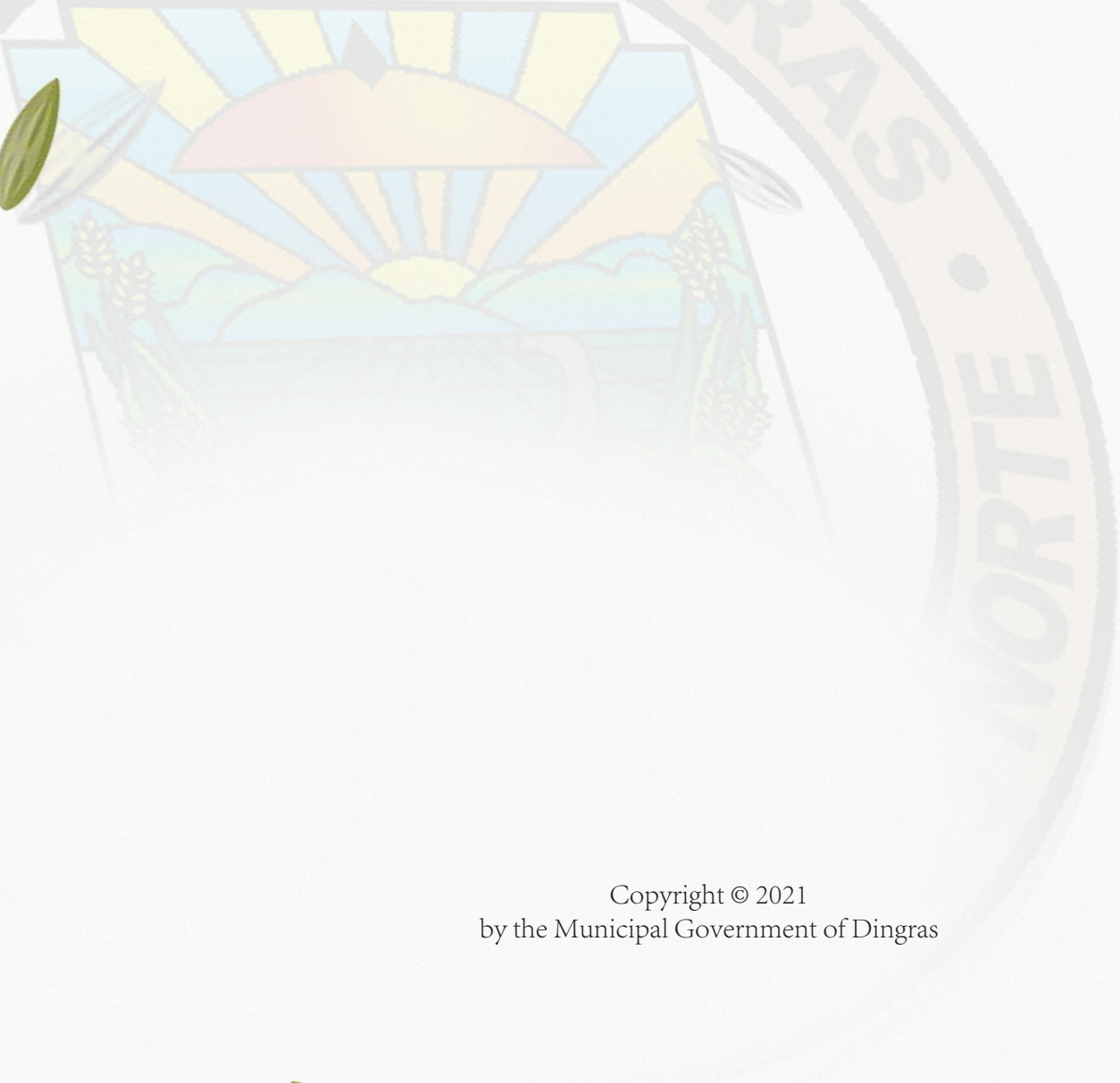
DINGRAS, ILOCOS NORTE

# CITIZEN'S CHARTER

4<sup>th</sup> Edition

I ❤️ DINGRAS





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**MUNICIPAL GOVERNMENT OF  
DINGRAS, ILOCOS NORTE**

**CITIZEN'S CHARTER  
(4<sup>th</sup> Edition)**



Republic of the Philippines  
Province of Ilocos Norte  
**MUNICIPALITY OF DINGRAS**  
the Rice Granary of Ilocos Norte

## MESSAGE

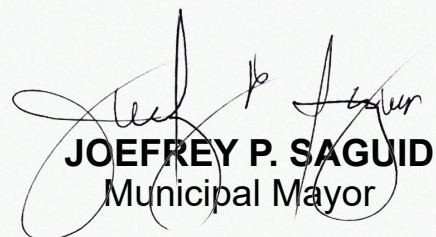
I would like to extend my appreciation and spirited salutations to all Municipal Officials and Employees of the Local Government Unit of Dingras for their collaborative efforts in the revision of our Citizen's Charter, pursuant to Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007.

This handbook reaffirms our commitment to implement streamlined procedures in the delivery of public services and the highest work standards geared towards the enhancement of transparency, accountability, and responsiveness of the administration. With it as our roadmap, we can guarantee that the needs of our constituents are promptly addressed and that they are served with the maximum efficiency they deserve.

I then look forward to the utmost cooperation of all Dingrenios as we uphold and stay true to our respective roles and functions as public servants.

Thank you very much. *Agbiag, Dingras!*



  
**JOEFREY P. SAGUID**  
Municipal Mayor



Republic of the Philippines  
Province of Ilocos Norte  
**MUNICIPALITY OF DINGRAS**  
the Rice Granary of Ilocos Norte

## MESSAGE

To establish a more responsive and citizen-friendly governance, the municipality of Dingras fulfills the call of the Civil Service Commission and the Department of the Interior and Local Government in formulating a Citizens' Charter.

The Citizen's Charter will serve as guidelines of frontline services in the municipality. It provides information and instructions on how to avail the various services of our municipality and names of officials and employees to approach for the corresponding services. Likewise, it provides redress mechanism for grievances and encourage feedback of clients to give opportunity for the public to give their comments and suggestions. In a capsule, our Citizens' Charter will be a tool to educate the public of our services and to make our governance easier for both the client and the service provider.

It is our noble intent to provide a more effective and efficient delivery of services. May our Citizens' Charter serve its purpose and focus on our commitment towards extending standard services to gain utmost respect from our constituents.



**ERDIO E. VALENZUELA**  
Vice Mayor

I. **Mandate:**

To improve and strengthen local governance aimed towards the effective delivery of basic services, to promote peace and order, ensure public safety and adopt policies that will further improve the general welfare and well-being of the people of Dingras.

II. **Vision:**

Dingras shall be the center of trade, agriculture, and industry in the eastern part of Ilocos Norte and shall become a self-reliant and sustainable community that satisfies the basic needs of its constituents.

III. **Mission:**

The political, civic, and religious leaders shall give the residents a life of peace, integrity and stability; enhance the social and economic status of their inhabitants; and render dedicated and zealous public service.

IV. **Service Pledge:**

We, the officials and employees of the Municipal Government of Dingras, Ilocos Norte, do hereby commit to serve our clients promptly, efficiently, courteously, effectively, expeditiously and with utmost integrity. We pledge to build people-centered governance and create a client-friendly environment. We will fulfill our commitments in the Citizen's Charter as our means to achieve excellence in public service.



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**Office of the Mayor - Administrative Division  
External Services**



**1. Issuance of Certificate of Good Moral Character**

This service is for students availing scholarship grants and job applicants seeking employment locally or abroad.

Office or Division:	Office of the Mayor – Administrative Division
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	Residents of the municipality
Fees to be paid:	None

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
---------------------------	-----------------

*For Scholarship Grant:*

1. Request Letter	Client
2. Birth Certificate	Office of the Municipal Civil Registrar / Philippine Statistics Authority
3. Certificate of Residency	Barangay Hall
4. Official Receipt (Php45.00)	Office of the Municipal Treasurer

*For Local and Overseas Employment:*

1. Request Letter	Client
2. Certificate of Residency	Barangay Hall
3. Barangay Clearance	Barangay Hall
4. Police Clearance	Dingras Municipal Police Station
5. NBI Clearance	NBI
6. Official Receipt (Php45.00)	Office of the Municipal Treasurer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client log book.	1. Advise the client to sign in the log book.	None	30 seconds	Margarita Corazon A. Aquino <i>Administrative Assistant II</i>
2. Submit the required documents for assessment.	2. Receive and evaluate the documents.	None	1 minute	Margarita Corazon A. Aquino <i>Administrative Assistant II</i>
3. Pay the prescribed fee at the Office of the Municipal Treasurer.	3. Advise the client to pay the prescribed fee at the Office of the Municipal Treasurer.	Php45.00	10 minutes	Margarita Corazon A. Aquino <i>Administrative Assistant II</i>
4. Present the Official Receipt at the Office of the Mayor.	4. Prepare and print the certificate.	None	10 minutes	Margarita Corazon A. Aquino <i>Administrative Assistant II</i>
	4.1. Review and sign the certificate.	None	2 minutes	Hon. Joefrey P. Saguid <i>Municipal Mayor</i>
5. Receive the certificate.	5. Release the certificate to the client.	None	30 seconds	Margarita Corazon A. Aquino <i>Administrative Assistant II</i>
TOTAL:		Php45.00	24 minutes	



## 2. Issuance of Mayor's Clearance

Mayor's Clearance is a document that is usually availed by individuals seeking employment or registration/renewal of business, MTOP and firearms license. It certifies the requesting individual to be a resident of the municipality and a law-abiding citizen with good moral character.

Office or Division:	Office of the Mayor – Administrative Division
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	Residents of the municipality
Fees to be paid:	Mayor's Clearance for Local Employment (Tax Code) - P 100.00 Mayor's Clearance for Employment Abroad (Tax Code) - P 75.00

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Barangay Clearance (1 Photocopy)	Barangay Hall
2. Police Clearance (1 Photocopy)	Dingras Police Station
3. Official Receipt (Php 100.00 for Local Employment, Php75.00 for Employment Abroad)	Office of the Municipal Treasurer
4. Documentary Stamp	Post Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client log book and submit the required documents for assessment.	1. Advise the client to sign in the log book then receive and assess the documents.	None	1 minute, 30 seconds	Mayor's Office Personnel
2. Pay the prescribed fee at the Office of the Municipal Treasurer.	3. Advise the client to pay the prescribed fee at the Office of the Municipal Treasurer.	Php 100.00 (For Local Employment)  Php 75.00 (For Employment Abroad)	10 minutes	Mayor's Office Personnel
3. Present the Official Receipt at the Office of the Mayor.	4. Prepare and print the clearance.	None	5 minutes	Mayor's Office Personnel
	4.1 Affix documentary stamp on the clearance.	None	1 minutes	Mayor's Office Personnel
	4.2 Review and sign the clearance.	None	2 minutes	Hon. Joefrey P. Saguid <i>Municipal Mayor</i>  Joselito F. Pidlaoan <i>Municipal Administrator</i>
4. Receive the clearance.	3. Release the clearance to the client.	None	30 seconds	Mayor's Office Personnel
TOTAL:		Php 100.00 (For Local Employment)  Php75.00 (For Employment Abroad)	20 minutes	



### 3. Issuance of Permit for Fund Raising/Solicitation

Persons or organizations who intend to raise funds through solicitation from the public are required to secure Solicitation Permit from the Office of the Mayor.

Office or Division:	Office of the Mayor – Administrative Division
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	Persons or organizations that intend to raise funds through solicitation
Fees to be paid:	Special Permit - P 1,000.00

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter	Client
2. Endorsement from Punong Barangay or School Head	Barangay Hall/Office of the School Head
3. List of Officers and Members of the Organization	Client
4. Resolution of the Organization	Client
5. Duly Accomplished Application Form for Solicitation Permit	Office of the Mayor – Administrative Division
6. Financial Statement from Previous Activity	Client
7. Minutes of the Meeting attested by the Head of Organization	Client
8. Official Receipt (Php1,000.00)	Office of the Municipal Treasurer
9. Sample Envelope or Solicitation Letter	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client log book and submit the required documents for assessment.	1. Advise the client to sign in the log book then receive and evaluate the documents.	None	1 minute, 30 seconds	Margarita Corazon A. Aquino <i>Administrative Assistant II</i>
2. Pay prescribed fee at the Office of the Municipal Treasurer.	3. Advise the client to pay the prescribed fee at the Office of the Municipal Treasurer.	Php1,000.00	10 minutes	Margarita Corazon A. Aquino <i>Administrative Assistant II</i>
3. Present the Official Receipt at the Office of the Mayor.	4. Prepare and print the permit.	None	10 minutes	Margarita Corazon A. Aquino <i>Administrative Assistant II</i>
	4.1 Review and sign the permit.	None	2 minutes	Hon. Joefrey P. Saguid <i>Municipal Mayor</i>  Joselito F. Pidloan <i>Municipal Administrator</i>
4. Receive the permit.	5. Release the permit to the client.	None	30 seconds	Margarita Corazon A. Aquino <i>Administrative Assistant II</i>
<b>TOTAL:</b>		Php1,000.00	24 minutes	



#### 4. Issuance of Special Permit for the Conduct of Promotional Activities or Use of Government Facilities

Organizations may be granted permission to conduct promotional activities and use government facilities at a first come – first serve basis.

Office or Division:	Office of the Mayor – Administrative Division
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	Organizations, business entities, or individuals established or operating in the municipality
Fees to be paid:	Special Permit (Tax Code) - P1,000.00

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter	Client
2. Official Receipt (Php1,000.00)	Office of the Municipal Treasurer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client log book and submit the required documents for assessment.	1. Advise the client to sign in the log book then receive and evaluate the documents.	None	1 minute, 30 seconds	Margarita Corazon A. Aquino <i>Administrative Assistant II</i>
2. Pay prescribed fee at the Office of the Municipal Treasurer then present to person responsible for the preparation of permit.	3. Advise client to pay the prescribed fee at the Office of the Municipal Treasurer.	Php1,000.00	10 minutes	Margarita Corazon A. Aquino <i>Administrative Assistant II</i>
	3.1. Prepare and print the permit.	None	10 minutes	Margarita Corazon A. Aquino <i>Administrative Assistant II</i>
	3.2 Review and sign the permit.	None	2 minutes	Hon. Joefrey P. Saguid <i>Municipal Mayor</i>  Joselito F. Pidlaoan <i>Municipal Administrator</i>
3. Receive the permit.	5. Release the permit to the client.	None	30 seconds	Margarita Corazon A. Aquino <i>Administrative Assistant II</i>
		Php1,000.00	24 minutes	





**Office of the Mayor - Personnel Division  
External Services**



## 1. Government Internship Program (GIP)

This program aims to provide employment opportunity and engage young workers to serve the general public in government agencies, entities, projects and programs at the national and local level for six (6) months.

Office or Division:	Office of the Mayor – Personnel Division
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	Residents of the municipality who are 18-30 years old, college/tech-voc graduates, and with no work experience
Fees to be paid:	None

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Resume	Client
2. Transcript of Records and Diploma	Previous School Attended
3. 2x2 ID Picture with Name Tag (Signature over Printed Name)	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents at the PESO Office/Congressional Office.	1. Receive and evaluate the documents.	None	5 minutes	Angeline GL P. de la Rosa <i>HR Assistant/PESO Manager</i>
2. Attend orientation of screened beneficiaries.	2. Conduct orientation and assign beneficiaries to area of assignment.	None	1 hour	Angeline GL P. de la Rosa <i>HR Assistant/PESO Manager</i>
TOTAL:		None	1 hour, 5 minutes	



**2. Employment with the Local Government Unit**

Employment with the Local Government Unit is open to all, provided that there is vacant position. Applicants should possess the minimum qualification requirements for the position applied for. Vacancies are posted on the bulletin board at the Municipal Hall and at the Civil Service Commission Provincial Field Office, and published at the CSC Bulletin for fifteen (15) calendar days.

Office or Division:	Office of the Mayor – Personnel Division
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	All applicants who possess minimum qualification requirements
Fees to be paid:	None

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application Letter	Client
2. Duly Accomplished Form 212/Curriculum Vitae with Picture/Resume	Client
3. Photocopy of Supporting Documents such as eligibility, trainings, etc.	Concerned Agencies
4. Certificate of Employment, Service Record, if any.	Previous Employer
5. NBI Clearance	NBI
6. Birth/Marriage Certificate	Office of the Municipal Civil Registrar/Philippine Statistics Authority
7. Medical Exam Result (Blood Test, Urinalysis, Chest X-Ray, Drug Test (Pre-Employment Requirement))	Medical Facility
8. Photocopy of Performance Rating for the last two (2) Rating Period (For Promotion)	Office of the Mayor – Personnel Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the requirements at the Receiving Section.	1. Receive requirements and forward to the Personnel Division for validation.	None	1 minute	Mayor’s Office Personnel
	1.1 Evaluate the documents submitted.	None	5 minute	Angeline GL P. de la Rosa <i>HR Assistant/PESO Manager</i>
2. Wait for Notice of Screening.	2. Prepare and issue notice of screening to applicants.	None	(Time varies depending on the schedule set by the LCE.)	Angeline GL P. de la Rosa <i>HR Assistant/PESO Manager</i>
3. Attend screening.	3. Conduct screening.	None	20 minutes	Personnel Selection Board
4. Await results.	4. Post results.	None	1 minute	Angeline GL P. de la Rosa <i>HR Assistant/PESO Manager</i>
<b>TOTAL:</b>		None	Time varies depending on the schedule set by the LCE.	



### 3. Special Program for the Employment of Students (SPES)

The Municipal Government employs poor but deserving students of the locality during Summer and Holiday Season.

Office or Division:	Office of the Mayor – Personnel Division
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	Financially underprivileged students
Fees to be paid:	None

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Personal Data Sheet (Original Copy)	Client
2. Birth Certificate (Original copy and 3 photocopies)	Office of the Municipal Civil Registrar/Philippine Statistics Authority
3. Certificate of Indigency or Updated ITR	Barangay Hall
4. Updated Class Card/Form 138 (1 Photocopy)	Previous School Attended

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents at the Provincial Capitol - PESO Office/Office of the Mayor-PESO Office.	1. Receive and evaluate the requirements.	None	5 minutes	Angeline GL P. de la Rosa <i>HR Assistant/PESO Manager</i>
2. Wait for notification to attend orientation.	2. Notify students to attend orientation.	None	(Time varies depending on the schedule set by the Provincial PESO Office.)	Angeline GL P. de la Rosa <i>HR Assistant/PESO Manager</i>
3. Attend screening.	3. Conduct orientation and assign beneficiaries to area of assignment.	None	1 hour	Angeline GL P. de la Rosa <i>HR Assistant/PESO Manager</i>  Provincial PESO Office/Department of Labor and Employment (DOLE) Staff
TOTAL:		None	Time varies depending on the schedule set by the Provincial PESO Office.	



#### 4. Tulong Panghanapbuhay sa Ating Disadvantaged/Displaced Workers (TUPAD)

This program aims to help those who are underemployed, self-employed, and displaced workers of the informal sectors particularly the daily wage earners whose livelihood or income are affected by the implementation of community quarantine.

Office or Division:	Office of the Mayor – Personnel Division			
Classification:	Simple			
Type of Transaction:	G2C (Government to Citizen)			
Who may avail:	Residents of the municipality who are 18 years old and above and are underemployed, self-employed, or displaced.			
Fees to be paid:	None			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Identification Card		Client		
2. Tax Identification Number		Bureau of Internal Revenue		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Appear at the PESO Office and fill up the registration form.	1. Provide registration form.	None	10 minutes	Angeline GL P. de la Rosa <i>HR Assistant/PESO Manager</i>
2. Attend orientation of screened beneficiaries.	2. Conduct orientation and assign beneficiaries to area of assignment.	None	1 hour	Angeline GL P. de la Rosa <i>HR Assistant/PESO Manager</i>
<b>TOTAL:</b>		None	1 hour, 10 minutes	



**Office of the Mayor - Personnel Division  
Internal Services**



**1. Acceptance of Resignation**

Resignation is an act of an official or employee by which he/she voluntarily relinquishes in writing his/her position effective on a specific date which shall not be less than thirty (30) days from the date of such notice or earlier as mutually agreed upon by the employee and the appointing authority. The resignation of an employee together with the supporting documents shall be submitted and reported to the Civil Service Commission.

Office or Division:	Office of the Mayor – Personnel Division
Classification:	Simple
Type of Transaction:	G2G (Government to Government)
Who may avail:	Municipal Officials or Permanent Employees
Fees to be paid:	None

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Resignation Letter/Letter of Intent	Employee

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit resignation letter/ letter of intent.	1. Receive the letter and forward it to the Human Resource Division.	None	1 minute	Mayor’s Office Staff
2. Appear personally at the Office of the Mayor for a short interview.	2. Escort the employee to the Office of the Mayor for an interview.	None	1 minute	Angeline GL P. de la Rosa <i>HR Assistant</i>
	2.1 Interview the employee.	None	10 minutes	Hon. Joefrey P. Saguid <i>Municipal Mayor</i>
	2.2 Approve resignation/letter of intent.	None	1 minute	Hon. Joefrey P. Saguid <i>Municipal Mayor</i>
<b>TOTAL:</b>		None	13 minutes	



## 2. Application for Leave of Absence for Travel Abroad with Travel Authority

Municipal Officials, Permanent Employees, and Punong Barangays may avail of a Travel Authority for vacation abroad. Application must be five (5) days before the travel or earlier. For vacation leave of more than thirty (30) days, employee must first seek clearance from the LGU.

Office or Division:	Office of the Mayor – Personnel Division
Classification:	Simple
Type of Transaction:	G2G (Government to Government)
Who may avail:	All Municipal Officials, Permanent Employees, and Punong Barangays of the municipality
Fees to be paid:	None

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. 3 copies of Duty Accomplished Application Form for Leave of Absence (CC Form No. 6)	Office of the Mayor – Personnel Division
2. Supporting Documents	Employee/Municipal Official/Punong Barangay
3. Clearance (For Vacation Leave of more than 30 days)	Office of the Mayor

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished Leave of Absence form with attached supporting documents.	1. Receive and evaluate completeness of submitted documents.	None	1 minute	Angeline GL P. de la Rosa <i>HR Assistant</i>
	1.1 Compute and record leave credits and prepare Travel Authority.	None	8 minutes	Angeline GL P. de la Rosa <i>HR Assistant</i>
	1.2 Sign Certification of Leave Credits and interview the employee regarding his/her travel.	None	5 minutes	Jonathan Antonio A. Loyola <i>HRMO I</i>
	1.3 Sign Application for Leave of Absence and Travel Authority.	None	1 minute	Hon. Joefrey P. Saguid <i>Municipal Mayor</i>
2. Receive duplicate copy of approved Application for Leave of Absence and Travel Authority.	2. Release Application for Leave of Absence and Travel Authority.	None	1 minute	Angeline GL P. de la Rosa <i>HR Assistant</i>
<b>TOTAL:</b>		None	16 minutes	





### 3. Application for Leave of Absence of Municipal Officials and Permanent Employees

Municipal Officials and Permanent Employees may avail of Leave of Absence. For vacation leave, employees must file for leave five (5) days before the anticipated start of vacation. For maternity leave, employees must file thirty (30) days prior to the anticipated start of absence. For sick leave, employees must secure medical certificate and file for the leave immediately upon returning to work.

Office or Division:	Office of the Mayor – Personnel Division
Classification:	Simple
Type of Transaction:	G2G (Government to Government)
Who may avail:	All Municipal Officials and Permanent Employees
Fees to be paid:	None

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. 3 copies of Duly Accomplished Application for Leave of Absence (CC Form No. 6)	Office of the Mayor – Personnel Division
2. Medical Certificate (For Sick Leave)	Physician/Hospital

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished Leave of Absence Form with attached supporting documents.	1. Receive application form.	None	1 minute	Angeline GL P. de la Rosa <i>HR Assistant</i>
	1.1 Compute and record leave credits.	None	5 minutes	Angeline GL P. de la Rosa <i>HR Assistant</i>
	1.2 Sign Certification of Leave Credits.	None	1 minute	Jonathan Antonio A. Loyola <i>HRMO I</i>
	1.3 Sign Application for Leave of Absence.	None	1 minute	Hon. Joefrey P. Saguid <i>Municipal Mayor</i>
2. Receive approved Application for Leave of Absence.	2. Release Application for Leave of Absence.	None	1 minute	Angeline GL P. de la Rosa <i>HR Assistant</i>
<b>TOTAL:</b>		None	9 minutes	



#### 4. Issuance of Certificate of Employment

Certificate of Employment is issued upon the request of Municipal Officials and Permanent Employees for all legal purposes.

Office or Division:	Office of the Mayor – Personnel Division			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	All Municipal Officials and Permanent Employees			
Fees to be paid:	None			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
NONE		NONE		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for the issuance of Certificate of Employment at the Office of the Mayor – Personnel Division.	1. Prepare and print the Certificate of Employment.	None	10 minutes	Angeline GL P. de la Rosa <i>HR Assistant</i>
	1.1 Sign the Certificate of Employment.	None	1 minute	Jonathan Antonio A. Loyola <i>AO II / HRMO I</i>
2. Receive Certificate of Employment.	2. Release Certificate of Employment.	None	1 minute	Angeline GL P. de la Rosa <i>HR Assistant</i>
<b>TOTAL:</b>		None	12 minutes	

#### 5. Issuance of Clearance from Money, Property, and Work-Related Accountabilities

Resigned, separated, and retired officials and employees must secure clearance from money, property, and work-related accountabilities before leaving the LGU.

Office or Division:	Office of the Mayor – Personnel Division			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	All Municipal Officials and Employees			
Fees to be paid:	None			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. 5 copies of Duly Accomplished CSC Form No. 7 – Clearance Form, signed/cleared by other concerned departments		Requesting Official/Employee		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit 5 copies of duly accomplished and signed clearance form.	1. Receive clearance form and forward it to the Municipal Mayor for signature.	None	10 minutes	Angeline GL P. de la Rosa <i>HR Assistant</i>
	1.1 Sign the clearance.	None	20 minutes	Hon. Joefrey P. Saguid <i>Municipal Mayor</i>
2. Receive clearance.	2. Release clearance.	None	5 minutes	Angeline GL P. de la Rosa <i>HR Assistant</i>
<b>TOTAL:</b>		None	35 minutes	



## 6. Issuance of Identification Card

Identification Card is issued to all officials, permanent employees, and employees under Contract of Service.

Office or Division:	Office of the Mayor – Personnel Division			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	All officials and employees			
Fees to be paid:	None			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Duly Accomplished ID Form		Office of the Mayor – Personnel Division or IT Department		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill up ID Form.	1. Receive and check ID Form.	None	5 minutes	Francis Paul S. Jose <i>IT Personnel</i>
	1.1 Take picture and prepare ID Card.	None	20 minutes	Francis Paul S. Jose <i>IT Personnel</i>
2. Receive ID Card.	2. Release ID Card.	None	5 minutes	Francis Paul S. Jose <i>IT Personnel</i>
<b>TOTAL:</b>		None	30 minutes	

## 7. Issuance of Service Record

Service Record is issued upon the request of current or former employees and officials for all legal purposes.

Office or Division:	Office of the Mayor – Personnel Division			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	All current or former officials and employees of the LGU			
Fees to be paid:	None			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
NONE		NONE		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for the issuance of Service Record at the Office of the Mayor – Personnel Division and state the purpose of securing the document.	1. Prepare Service Record.	None	10 minutes	Angeline GL P. de la Rosa <i>HR Assistant</i>
	1.1 Review and sign Service Record.	None	5 minutes	Jonathan Antonio A. Loyola <i>AO II / HRMO I</i>
2. Release Service Record.	2. Release Service Record.	None	1 minute	Angeline GL P. de la Rosa <i>HR Assistant</i>
<b>TOTAL:</b>		None	16 minutes	



## 8. Submission of Office Performance Commitment Review (OPCR) and Individual Performance Commitment Review (IPCR)

Permanent employees are required to submit their Office Performance Commitment Review (OPCR) per department and Individual Performance Commitment Review (IPCR) for the first and second semester.

Office or Division:	Office of the Mayor – Personnel Division				
Classification:	Simple				
Type of Transaction:	G2G (Government to Government)				
Who may avail:	Permanent employees of the LGU				
Fees to be paid:	None				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>			
1. 3 copies of OPCR and IPCR		Employee			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>	
1. Receive notice on the submission of OPCR/ IPCR.	1. Prepare and distribute memorandum or notice regarding the submission of OPCR/ IPCR.	None	3 minutes	Angeline GL P. de la Rosa <i>HR Assistant</i>  Margarita Corazon A. Aquino <i>Administrative Assistant II</i>	
	2. Submit OPCR/IPCR.	2. Receive and review OPCR/IPCR.	None	3 minutes	Angeline GL P. de la Rosa <i>HR Assistant</i>
		2.1 Forward OPCR/ IPCR to the Office of the Mayor for signature.	None	1 minute	Angeline GL P. de la Rosa <i>HR Assistant</i>
		2.2 Sign OPCR/IPCR.	None	1 minute	Hon. Joefrey P. Saguid <i>Municipal Mayor</i>
	2.3 Obtain back signed OPCR/IPCR for consolidation purposes. Furnish signed copies to concerned departments and employee.	None	2 minutes	Angeline GL P. de la Rosa <i>HR Assistant</i>	
TOTAL:		None	10 minutes		



## 9. Submission of Statement of Assets, Liabilities, and Networth (SALN)

All Municipal Officials and Permanent Employees must submit their SALN on or before April 30 of every year.

Office or Division:	Office of the Mayor – Personnel Division			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	All Municipal Officials and Permanent Employees			
Fees to be paid:	None			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Duly Accomplished SALN Forms (3 original)		Employee		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Receive notice on the submission of SALN.	1. Prepare and distribute memorandum or notice regarding the submission of SALN.	None	2 minutes	Angeline GL P. de la Rosa <i>HR Assistant</i>  Margarita Corazon A. Aquino <i>Administrative Assistant II</i>
2. Submit SALN	2. Receive and review completeness of the SALN.	None	3 minutes	Angeline GL P. de la Rosa <i>HR Assistant</i>
	2.1 Forward SALN to the Office of the Mayor for signature.	None	1 minute	Angeline GL P. de la Rosa <i>HR Assistant</i>
	2.2 Sign SALN.	None	1 minute	Hon. Joefrey P. Saguid <i>Municipal Mayor</i>
	2.3 Obtain back signed SALN for consolidation.	None	1 minute	Angeline GL P. de la Rosa <i>HR Assistant</i>
<b>TOTAL:</b>		None	8 minutes	



**Office of the Mayor - Licensing Division  
External Services**



**1. Issuance of Mayor’s Permit to Operate Business**

Any person who wishes to establish, operate or conduct a business, trade, or related activity must first secure a Mayor’s Permit to do so.

Office or Division:	Office of the Mayor – Licensing Division
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	All individuals or business establishments wishing to avail the service
Fees to be paid:	Sanitary Permit - P 200.00
	Health Certificate - 100.00
	Mayor’s Clearance - 100.00
	Fire Clearance - 20.00
Total:	P 420.00 + <i>Business Tax &amp; Mayor’s Permit</i>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly Accomplished Application Form	Office of the Mayor – Licensing Division
2. Community Tax Certificate	Barangay Hall / Office of the Municipal Treasurer
3. Barangay Clearance	Barangay Hall
4. Police Clearance	Dingras Municipal Police Station
5. Mayor’s Clearance	Office of the Mayor
6. Fire Clearance	Bureau of Fire Protection - Dingras
7. Health Certificate	Municipal Health Office
8. Sanitary Permit	Municipal Health Office
9. BIR Clearance	Bureau of Internal Revenue
10. SSS Clearance	Social Security System
11. PhilHealth Clearance	PhilHealth
12. DTI Registration	DTI/Negosyo Center
13. Official Receipt	Office of the Municipal Treasurer
14. Permit from Previous Year	Client
<b>Additional Requirements: (for other businesses)</b>	
-Barangay Permit for Videoke/Billiards/Pool Table	- Barangay Hall
-Zoning Clearance for Rice Mill (if new) / Poultry and Piggery Farm	- Zoning Officer / Office of the Municipal Planning and Development Coordinator
-FPA permits for Agricultural Supply with Pesticides and Fertilizers	- Fertilizer and Pesticides Authority
-BFAD Permit and License of Pharmacist for Drugstore (if new)	- Bureau of Food and Drugs
-BFAD Permit for Manufacturers (e.g. bottled water/drinks)	- Bureau of Food and Drugs
-Bacteriological Test & Operational Permit (from DOH) for Water Refilling Station	- Department of Health
-Registration from Central Bank for Pawnshops/Banks/Lending Institutions / Money ◦ Remittances (if new)	- Bangko Sentral ng Pilipinas
-Fire Inspection Report for LPG Outlet	- Bureau of Fire Protection - Dingras
-License of Embalmer for Funeral Parlor (if new)	- Municipal Health Office
-License from NTC for TV Cable/Cellphone Dealers	- National Telecommunications Commission
-CDA Registration for Cooperatives	- Cooperative Development Authority
-SEC Registration and Constitution & By-laws for Partnership and Corporations	- Security and Exchange Commission
-ECC and Permit from the Department of Energy for Gasoline Station	- Department of Energy
-POEA Registration for Recruitment Agency	- Philippine Overseas Employment Administration



**PRE - REQUISITES FOR NEWLY STARTED BUSINESS**

1. Location sketch of the new started business
2. Paid up capital of the business as shown in Articles of Incorporation, for Corporation and Partnership
3. Barangay Business Clearance
4. Three (3) passport size picture of the owner or operator, for Corporation and Partnership of Senior Managing Partner/General Manager

**for NEW BUSINESS:**

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and submit application form and complete requirements.	1. Provide application/ accomplished forms then evaluate all the requirements submitted.	Figure varies depending on the assessment of the Licensing Officer. Fees are based on the Local Revenue Code.	10 minutes	Marisa F. Roque <i>Licensing Officer I</i>  James Balbesino <i>Administrative Aide</i>
2. Pay prescribed fee at the Office of the Municipal Treasurer then Present the Official Receipt back to the BPLO.	2. Advise client to pay prescribed fee then prepare the permit.		5 minutes	Revenue Collection Clerk  Marisa F. Roque <i>Licensing Officer I</i>
3. Wait for the approval of the permit then received.	3. Sign the permit by LCE then release.		15 - 20 minutes	Hon. Joefrey P. Saguid <i>Municipal Mayor</i>
TOTAL:		Figure varies depending on the assessment of the Licensing Officer. Fees are based on the Local Revenue Code.	24 minutes	James Balbesino <i>Administrative Aide</i>

**PRE - REQUISITES IN RENEWING BUSINESS PERMITS**

1. Previous year's Mayor's Permit to Operate Business
2. Three (3) copies of the annual or quarterly payments
3. Three (3) copies of receipts showing payments of all regulatory fees

**for RENEWAL OF BUSINESS:**

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and submit application form and complete requirements.	1. Provide application/ accomplished forms then evaluate all the requirements submitted.	Figure varies depending on the assessment of the Licensing Officer. Fees are based on the Local Revenue Code.	10 minutes	Marisa F. Roque <i>Licensing Officer I</i>  James Balbesino <i>Administrative Aide</i>
2. Pay prescribed fee at the Office of the Municipal Treasurer then Present the Official Receipt back to the BPLO.	2. Advise client to pay prescribed fee then prepare the permit.		5 minutes	Revenue Collection Clerk  Marisa F. Roque <i>Licensing Officer I</i>
3. Wait for the approval of the permit then received.	3. Sign the permit by LCE then release.		15 - 20 minutes	Hon. Joefrey P. Saguid <i>Municipal Mayor</i>  James Balbesino <i>Administrative Aide</i>
TOTAL:		Figure varies depending on the assessment of the Licensing Officer. Fees are based on the Local Revenue Code.	24 minutes	





## 2. Issuance of Motorized Tricycle Operator's Permit (MTOPT)

The Office of the Mayor – Licensing Division issues MTOPT to qualified applicants. The MTOPT is renewable every year.

Office or Division:	Office of the Mayor – Licensing Division
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	All qualified applicants.
Fees to be paid:	Fees are based on the Local Revenue Code.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Community Tax Certificate	Office of the Municipal Treasurer
2. Barangay Clearance	Barangay Hall
3. Police Clearance	Dingras Police Station
4. Mayor's Clearance	Office of the Mayor
5. Health Clearance	Rural Health Unit
6. BIR Clearance	BIR
7. SSS Clearance	SSS
8. PhilHealth Clearance	PhilHealth
9. Inspection Report	Office of the Sangguniang Bayan
10. Official Receipt	Office of the Municipal Treasurer
11. Approved Ordinance	Office of the Sangguniang Bayan
12. MTOPT from the Previous Year	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the requirements to the Licensing Officer.	1. Evaluate requirements and prepare the permit.	Figure varies depending on the assessment of the Licensing Officer. Fees are based on the Local Revenue Code.	15 minutes	Marisa F. Roque <i>Licensing Officer I</i>
2. Wait for the approval of permit.	2. Approve the permit.		3 minutes	Hon. Joefrey P. Saguid <i>Municipal Mayor</i>
3. Receive the permit.	3. Release the permit.		5 minutes	Marisa F. Roque <i>Licensing Officer I</i>
<b>TOTAL:</b>		Figure varies depending on the assessment of the Licensing Officer. Fees are based on the Local Revenue Code.	23 minutes	



**Office of the Sangguniang Bayan  
External Services**



### 1. Approval of Dropping of Franchise

Tricycle operators or their representatives who are operating within the political jurisdiction of the municipality may avail of this service.

Office or Division:	Office of the Sangguniang Bayan
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	Tricycle operators in the municipality or their representatives
Fees to be paid:	Dropping fee (Franchise) - P 75.00

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Copy of Approved Franchise	Office of the Sangguniang Bayan/Client
2. Duly Accomplished Application Form	Office of the Sangguniang Bayan
3. Official Receipt (Php75.00)	Office of the Municipal Treasurer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the required documents at the Office of the Sangguniang Bayan then pay prescribed fee at the Office of the Municipal Treasurer.	1. Evaluate all the requirements then advise the client to pay the prescribed fee at the Office of the Municipal Treasurer.	Php 75.00	10 minutes	Mary Ann R. Nacnac <i>Local Legislative Staff Assistant II</i>
2. Present the Official Receipt at the Office of the Sangguniang Bayan.	3. Include approval of dropping of franchise in the agenda for the succeeding session.	None	5 minutes	Mary Ann R. Nacnac <i>Local Legislative Staff Assistant II</i>
3. Receive the certificate of dropping.	4. Release certificate of dropping.	None	1 minute	Mary Ann R. Nacnac <i>Local Legislative Staff Assistant II</i>
TOTAL:		Php75.00	16 minutes	



## 2. Issuance of Franchise

Tricycle operators or their representatives who are operating within the political jurisdiction of the municipality may seek this service.

Office or Division:	Office of the Sangguniang Bayan
Classification:	Complex
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	Tricycle operators or their representatives who are operating in the municipality.
Fees to be paid:	Franchise - P 200.00
	Inspection fee - 50.00

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly Accomplished Application Form	Office of the Sangguniang Bayan
2. Inspection Form	Office of the Sangguniang Bayan
3. Barangay Clearance	Barangay Hall
4. Birth Certificate	Office of the Municipal Civil Registrar / Philippine Statistics Authority
5. Mayor's Clearance	Office of the Mayor
6. Health Certificate	Municipal Health Office
7. PhilHealth Certificate of Remittance	PhilHealth
8. SSS Clearance	Social Security System
9. BIR Clearance	Bureau of Internal Revenue
10. Certificate of Registration	Land Transportation Office
11. Official Receipt	Office of the Municipal Treasurer
Franchise: Php 200.00	
Inspection Fee: Php 50.00	
12. Insurance Policy (1 Photocopy)	Insurance Company
13. Driver's License (1 Photocopy)	Land Transportation Office
14. Long Folder	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Obtain application and inspection form from the Office of the Sangguniang Bayan.	1. Provide application and inspection form.	None	1 minutes	Mary Ann R. Nacnac <i>Local Legislative Staff Assistant II</i>
2. Proceed to the Office of the Mayor – Licensing Division for the assessment of payment.	2. Advise the client to proceed to the Office of the Mayor – Licensing Division for the assessment of payment.	None	1 minute	Mary Ann R. Nacnac <i>Local Legislative Staff Assistant II</i>
3. Pay prescribed fee at the Office of the Municipal Treasurer then present other requirements, including the Official Receipt, at the Office of the Sangguniang Bayan.	3. Assess the total payment and advise the client to pay at the Office of the Municipal Treasurer to evaluate all the requirements.	Figure varies depending on the assessment of the Licensing Officer. Fees are based on the Local Revenue Code.	30 minutes	Marisa F. Roque <i>Licensing Officer I</i>  Mary Ann R. Nacnac <i>Local Legislative Staff Assistant II</i>
4. Attend the Committee Hearing as scheduled.	4. Conduct committee hearing.	None	30 minutes	Sangguniang Bayan
	4.1 Include in the agenda for approval in the succeeding session.	None	7 days	Mary Ann R. Nacnac <i>Local Legislative Staff Assistant II</i>
6. Receive franchise.	6. Release franchise.	None	1 minute	Mary Ann R. Nacnac <i>Local Legislative Staff Assistant II</i>
	<b>TOTAL:</b>	Figure varies depending on the assessment of the Licensing Officer. Fees are based on the Local Revenue Code.	7 days, 1 hour, 3 minutes	



### 3. Provision of Copies of Sangguniang Bayan Documents

Any interested party may request certified copies of records/documents upon payment at the Office of the Municipal Treasurer such fees as prescribed by the ordinance.

Office or Division:	Office of the Sangguniang Bayan
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	Any interested party
Fees to be paid:	Official Receipt - P 50.00

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter or Duly Accomplished Request Form	Client / Office of the Sangguniang Bayan
2. Official Receipt (Php 50.00)	Office of the Municipal Treasurer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements at the Office of the Sangguniang Bayan.	1. Receive and evaluate the submitted requirements.	None	2 minutes	Sheena S. Valenzuela <i>Administrative Aide VI/Clerk III</i>
2. Pay prescribed fee at the Office of the Municipal Treasurer.	2. Advise the client to pay the prescribed fee at the Office of the Municipal Treasurer.	Php50.00	10 minutes	Sheena S. Valenzuela <i>Administrative Aide VI/Clerk III</i>
3. Present the Official Receipt at the Office of the Sangguniang Bayan.	3. Prepare the requested documents.	None	15 minutes	Sheena S. Valenzuela <i>Administrative Aide VI/Clerk III</i>
4. Receive requested document.	4. Release requested document.	None	1 minute	Sheena S. Valenzuela <i>Administrative Aide VI/Clerk III</i>
TOTAL:		Php 50.00	28 minutes	



**Municipal Social Welfare and Development Office  
External Services**



## 1. Care and Protection of Children Under Difficult Circumstances

The MSWDO provides assistance to children and youth whose basic needs are deliberately unattended by their parents or guardians or are victims of any form of abuse.

Available Services:

- Surveillance, rescue and recovery
- Counseling
- Referral to the Philippine National Police
- Assistance in filing a case in court
- Temporary shelter and custodial care
- Family integration and reconciliation

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C (Government to Citizen)			
Who may avail:	Abandoned, neglected, physically abused, sexually abused, or emotionally abused children			
Fees to be paid:	None			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Preliminary Report (if available)	Barangay Hall / PNP Dingras			
2. Case Study Sheet with Client's Signature	Municipal Social Welfare and Development Office			
3. Result/Report on the Case	Barangay Hall / PNP Dingras			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register at the MSWDO.	1. Refer client to concerned Social Worker.	None	10 minutes	Joycel G. Valencia <i>Day Care Worker I</i>
2. Discuss problem and provide related information.	2. Interview and counsel the client.	None	2 hour	Jesannie K. Gay-ya <i>MSWDO</i>
3. Proceed to other concerned agencies like PNP, Hospital, or prosecutor's office.	3. Refer client to concerned agencies.	None	1 hour	Jesannie K. Gay-ya <i>MSWDO</i>
4. Present result of referral.	4. Follow up service/ counsel/assistance.	None	1 hour	Jesannie K. Gay-ya <i>MSWDO</i>
<b>TOTAL:</b>		None	4 hours, 10 minutes	



## 2. Enrollment of Pre-schoolers to Day Care Center

The MSWDO ensures the full development of children by providing Day Care Education Program for those whose ages range from 3-5 years old. There are currently 31 Day Care Centers operating in the municipality.

Office or Division:	Municipal Social Welfare and Development Office
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	Children (3-5 years old)
Fees to be paid:	None

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Birth Certificate	Office of the Municipal Civil Registrar/Philippine Statistics Authority
2. Yellow Card (Vaccination Record) of the Child	Concerned Physician

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register child at the nearest Day Care Center.	1. Accept the registrant.	None	5 minutes	Concerned Day Care Worker
2. Submit all the requirements.	2. Evaluate requirements.	None	5 minutes	Concerned Day Care Worker
3. Send children to attend regular class.	3. Conduct day care classes/	None	(4 hours per session)	Concerned Day Care Worker
4. Attend meetings.	4. Conduct initial and regular meeting with parents.	None	(1-2 hours)	Concerned Day Care Worker
TOTAL:		None	10 minutes for Registration	





### 3. Issuance of Certificate of Indigency

The MSWDO provides Certificate of Indigency to individuals who may wish to avail of the services of different agencies such as, but not limited to, the following:

- PhilHealth Medical Assistance
- NGO Projects/Missions
- Surgical, Medical, Dental, Optometric Assistance
- Feeding Programs and Christmas Gift-Giving Activities

Office or Division:	Municipal Social Welfare and Development Office
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	Indigent Residents of the Municipality
Fees to be paid:	None

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Barangay Certification of Residency and Indigency	Barangay Hall
2. Request Letter	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements at the MSWDO.	1. Evaluate requirements, interview client, and prepare the certification.	None	20 minutes	Joycel G. Valencia <i>Day Care Worker I</i>
	1.1 Approve the certificate	None	2 minutes	Jesannie K. Gay-ya <i>MSWDO</i>
2. Receive the certificate.	2. Release the certificate.	None	1 minute	Joycel G. Valencia <i>Day Care Worker I</i>
TOTAL:		None	23 minutes	



#### 4. Issuance of Social Case Study Report

The MSWDO provides Social Case Study report for constituents to be able to avail assistance from the Philippine Charity Sweepstakes Office (PCSO), other Government Hospitals, Regional and Provincial DSW Offices, on Government Organizations and Institutions.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C (Government to Citizen)			
Who may avail:	Children (3-5 years old)			
Fees to be paid:	None			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Certificate of Indigency		Barangay Hall		
2. Medical Certificate		Client		
3. Abstract		Municipal Social Welfare and Development Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register and submit all requirements at MSWDO.	1. Refer client to concerned Social Worker.	None	1 minutes	Rodazul Mercy E. Valencia <i>Population Program Worker II</i>
	1.1 Interview the client.	None	30 minutes	Jesannie K. Gay-ya <i>MSWDO</i>
	1.2 Prepare social Case Study Report	None	1 hour, 30 minutes	Jesannie K. Gay-ya <i>MSWDO</i>
	1.3 Transmit for LCE's signature	None	5 minutes	Joefrey P. Saguid <i>Municipal Mayor</i>
2. Receive copy of Social Case Study Report	2. Release the report.	None	5 minutes	Jesannie K. Gay-ya <i>MSWDO</i>
<b>TOTAL:</b>		None	2 hours, 11 minutes	



## 5. Promotion of Welfare of Socially Disadvantaged Women

The MSWDO provides social services to women who are victims of exploitation, domestic violence and all forms of abuse.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C (Government to Citizen)			
Who may avail:	All women who are victims of exploitation, domestic violence, and all forms of abuse.			
Fees to be paid:	None			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
NONE		NONE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the MSWDO.	1. Refer client to concerned Social Worker.	None	1 minutes	Rodazul Mercy E. Valencia <i>Population Program Worker II</i>
	1.1 Interview and counsel the client, and create case study.	None	1 hour	Jesannie K. Gay-ya <i>MSWDO</i>
	1.2 Verify information and create referral letter.	None	30 minutes	Rodazul Mercy E. Valencia <i>Population Program Worker II</i>
2. Receive referral and proceed to other concerned agencies like PNP, hospital, prosecutor's office, etc.	2. Refer clients to concerned agencies.	None	2 minutes	Rodazul Mercy E. Valencia <i>Population Program Worker II</i>
<b>TOTAL:</b>		None	1 hour, 33 minutes	



## 6. Provision of Assistance to Individuals in Crisis Situation (AICS)

The Municipal Government of Dingras through the MSWDO provides emergency financial assistance to individuals and families who are in crisis situation and have no other resources to tap, subject to the availability of funds.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Complex			
Type of Transaction:	G2C (Government to Citizen)			
Who may avail:	All individuals or families in crisis situation			
Fees to be paid:	None			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Personal Letter		Client		
2. Certificate of Indigency		Barangay Hall		
3. Medical Certificate or Death Certificate		Medical Institution/Office of the Municipal Civil Registrar		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present all the requirements at the Office of the Mayor.	1. Evaluate the requirements and refer client to the MSWDO.	None	5 minutes	Office of the Mayor Staff
2. Proceed to the MSWDO for interview.	2. Interview and assess the needs of the client.	None	10 minutes	Rodazul Mercy E. Valencia <i>Population Program Worker II</i>
	2.1 Prepare the Aide to Individual in Crisis Situation (AICS) form for voucher and obligation request.	None	1 hour - 1 day	Rodazul Mercy E. Valencia <i>Population Program Worker II</i> Jacklyn Valenzuela <i>Administrative Assistant II</i>
	2.4 Transmit cheque to the Mayor's Office for cheque signing	None	15 minutes	Joefrey P. Saguid <i>Municipal Mayor</i>
3. Receive financial assistance.	3. Release the Aide to Individual in Crisis Situation (AICS).	None	5 - 7 days	Jesannie K. Gay-ya <i>MSWDO</i>
<b>TOTAL:</b>		None		



## 7. Provision of Disaster Relief Assistance

The MSWDO provides assistance to individuals and families who are victims of natural and man-made calamities such as typhoons, floods, fire, etc.

Office or Division:	Municipal Social Welfare and Development Office
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	All individuals or families who are victims of natural or man-made disasters
Fees to be paid:	None

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Barangay Blotter/Report or Certification from the Bureau of Fire Protection (for fire victims)	Barangay Hall/Bureau of Fire Protection
2. Barangay Certification of Residency	Barangay Hall
3. Final Report on the Incident	Barangay Hall
4. Certification of the Report	Barangay Hall

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the Punong Barangay about the extent of damage (flooded, injured, damaged house, death, missing, etc.)	1. Receive list of affected families from Punong Barangay and endorse to concerned Social Worker.	None	2 minutes	Rodazul Mercy E. Valencia <i>Population Program Worker II</i>
	1.1 Verify report of Punong Barangay	None	2 minutes	Rodazul Mercy E. Valencia <i>Population Program Worker II</i>
	1.2 Submit result of assessment to NDCC and MSWDO Secretariat.	None	10 minutes	Rodazul Mercy E. Valencia <i>Population Program Worker II</i>
	1.3 Prepare allocation of relief goods.	None	10 minutes	Rodazul Mercy E. Valencia <i>Population Program Worker II</i>
	1.4 Approve allocation.	None	1 minute	Jesannie K. Gay-ya <i>MSWDO</i>
2. Receive relief goods.	Deliver and distribute relief goods.	None	1 minute	MSWD Officer and Staff
<b>TOTAL:</b>		None	26 minutes	



## 8. Provision of Special Social Services

The MSWDO provides referrals, endorsements to government and non-government organizations, hospitals and other institutions providing social service assistance to: mentally challenged clients, mendicants, drug dependents, senior citizens, needy adults, and indigent clients.

Office or Division:	Municipal Social Welfare and Development Office
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	Mentally challenged clients, mendicants, drug dependents, senior citizens, needy adults, and indigent clients
Fees to be paid:	None

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter	Client
2. Certificate of Residency from the Punong Barangay	Barangay Hall
3. Medical Certificate if applicable	Medical Institution / Physician

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register and submit requirements at the MSWDO.	1. Evaluate the requirements and refer client to the MSWDO.	None	5 minutes	Rodazul Mercy E. Valencia <i>Population Program Worker II</i>  Joycel G. Valencia <i>Day Care Worker I</i>
	1.1 Interview the client.	None	1 hour	Jesannie K. Gay-ya <i>MSWDO</i>
	1.2 Prepare referral letter.	None	25 minutes	Joycel G. Valencia <i>Day Care Worker I</i>
2. Proceed to concerned agencies.	2. Issue referral letter and advise client to proceed to concerned agency.	None	1 minute	Jesannie K. Gay-ya <i>MSWDO</i>
<b>TOTAL:</b>		None	1 hour, 31 minutes	



## 9. Skills Training Program

The MSWDO provides skills training program to individuals, groups, and communities to increase their employability and enable them to augment their economic status.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Complex			
Type of Transaction:	G2C (Government to Citizen)			
Who may avail:	All individuals, groups, and communities			
Fees to be paid:	None			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
NONE		NONE		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register at the MSWDO.	1. Accept registrant and conduct interview.	None	10 minutes	Jesannie K. Gay-ya <i>MSWDO</i>
	1.1 Conduct initial training.	None	1 hour	Jesannie K. Gay-ya <i>MSWDO</i>
	1.2 Prepare project proposal.	None	2 hours	Jesannie K. Gay-ya <i>MSWDO</i>
	1.3 Approve and release fund.	None	1 day	Hon. Joefrey P. Saguid <i>Municipal Mayor</i>
2. Attend training.	2. Conduct actual training.	None	2 day	Jesannie K. Gay-ya <i>MSWDO</i>
<b>TOTAL:</b>		None	3 days, 3 hours, 10 minutes	



**Municipal Health Office  
External Services**





**1. Dental Services**

The dental services of the Municipal Health Office are available for pre-schoolers, targeted school children, pregnant and lactating women, other adults and senior citizens to prevent and treat dental problems.

Office or Division:	Municipal Health Office
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	Pre-schoolers, targeted school children, pregnant and lactating women, other adults and senior citizens
Fees to be paid:	Extraction per tooth (including anesthesia) - Php 300.00
	Temporary filling per tooth - 200.00
	Permanent filling per tooth - 300.00
	Prophylaxis - 100.00

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Family Folder	Municipal Health Office
2. Guardian/Parent (for patients and children below 18 years old)	Client
3. Pay prescribed fee	Municipal Treasurer's Office
4. Home-based maternal record (for pre-natal)	Client/Obstetrician

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach health personnel for registration.	1. Register the patient in the dental form.	None	3 minutes	Donna Marie Conche Nurse I
	1.1 Take and record the blood pressure of the patient.	None	3 minutes	Donna Marie Conche Nurse I
	1.2 Assess and take dental history of the patient.	None	10 minutes	Donna Marie Conche Nurse I
2. Pay prescribed fee at the Municipal Treasurer's Office then return back to the Municipal Health Office.	2. Perform necessary dental procedure on the patient.	Price varies	25 minutes	Rural Health Dentist
3. Receive prescription and medicines.	3. Prescribe and issue medicines.	None	2 minutes	Rural Health Dentist
TOTAL:		None	43 minutes	



## 2. Family Planning Services

Family planning services provide not only family planning commodities but also include Basic Family Planning Education, information on different Family Planning Methods, as well as Family Planning Counselling to all women of reproductive age geared towards responsible parenthood.

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2C (Government to Citizen)			
Who may avail:	Couples/individuals residing in the municipality			
Fees to be paid:	None			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Family Folder/Record		Municipal Health Office		
2. Past and Present Obstetrical History		Obstetrician/Physician		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach health personnel for registration.	1. Interview the client and let them fill up the family planning form.	None	10 minutes	Rural Health Midwife
	1.1 Get the vital signs of the client. Conduct initial health history before referring to the physician.	None	10 minutes	Donna Marie Conche <i>Nurse I</i>
	1.2 Determine the appropriate Family Planning Method to be used by the client.	None	5 minutes	Dr. Susan C. Calaoagan <i>Municipal Health Officer</i>
	1.3 Give instructions to the PHN/RHM on the chosen method of the client.	None	10 minutes	Dr. Susan C. Calaoagan <i>Acting Municipal Health Officer</i>
2. Listen to the orientation and attend follow-up visit if necessary.	2. Orient the client on the family planning method selected and remind the client on the regular follow-up visit.	None	10 minutes	Dr. Susan C. Calaoagan <i>Acting Municipal Health Officer</i>  Donna Marie Conche <i>Nurse I</i>
<b>TOTAL:</b>		None	45 minutes	



**3. Immunization Services**

The Department of Health, through the Municipal Health Office, provides free immunization to children 0 to 11 months old from seven (7) immunizable diseases. The Health Personnel at the Rural Health Unit and Barangay Health Stations also immunize pregnant women to prevent the occurrence of Tetanus Neonatorum in infants.

Office or Division:	Municipal Health Office
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	Children 0 to 11 months old Pregnant Women
Fees to be paid:	None

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Family Folder/Record	Municipal Health Office
2. Immunization Card	Municipal Health Office/Hospital/Physician

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach health personnel for registration.	1. Register and issue immunization card if patient is new.	None	5 minutes	Donna Marie Conche <i>Nurse I</i> or Rural Health Midwife
2. Present immunization card.	2. Require immunization card from the patient and review immunization history of the child.	None	5 minutes	Donna Marie Conche <i>Nurse I</i> or Rural Health Midwife
	2.1 Weigh and take the temperature of the child and record it.	None	5 minutes	Donna Marie Conche <i>Nurse I</i> or Rural Health Midwife
	2.2 Inject the patient.	None	5 minutes	Donna Marie Conche <i>Nurse I</i> or Rural Health Midwife
3. Take note of the schedule of post-immunization.	3. Schedule post-immunization.	None	2 minutes	Donna Marie Conche <i>Nurse I</i> or Rural Health Midwife
<b>TOTAL:</b>		None	22 minutes	



#### 4. Maternal Health Care Service

The Municipal Health Office through its main health center and satellite barangay health stations provides maternal services to pregnant and lactating mothers. The services include pre-natal and postnatal care to ensure safe motherhood and deliveries to healthy babies.

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2C (Government to Citizen)			
Who may avail:	Pregnant and lactating mothers			
Fees to be paid:	None			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Family Folder/Record		Municipal Health Office		
2. Home-based Maternal Record (HBMR)		Client/Obstetrician		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach health personnel for registration.	1. Get maternal record. Accomplish the HBMR of the mother and birth plan form.	None	10 minutes	Donna Marie Conche <i>Nurse I</i> or Rural Health Midwife
	1.1 Check the vital signs of the mother to determine the risk factors.	None	10 minutes	Donna Marie Conche <i>Nurse I</i> or Rural Health Midwife
	1.2 Conduct physical examination of the mother, request for Hgb Hct urinalysis, blood typing, VDRL and Hbsag of the mother. Forward request to the laboratory.	None	30 minutes	Dr. Susan C. Calaoagan <i>Municipal Health Officer</i>
2. Receive results and medication.	2. Collect and read specimen..	None	30 minutes	Medical Technologist
	2.1 Refer mother to the physician for lab result interpretation, appropriate management and necessary medication.	None	30 minutes	Dr. Susan C. Calaoagan <i>Municipal Health Officer</i>
<b>TOTAL:</b>		None	1 hour, 40 minutes	



**5. Issuance of Health Certificate**

To ensure optimum health, any person/individual employed at any business establishment that are operating within the municipality are required to secure a health certificate. This certificate is issued by the Municipal Health Office.

Office or Division:	Municipal Health Office
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	Any individual employed at any business establishment operating within the municipality
Fees to be paid:	Health Certificate - P 50.00
	<i>Laboratory Fees (for Food Handlers)</i>
	Urinalysis - P 50.00
	Fecalysis - P 50.00
	Hepatitis Test - P 50.00

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>For Food Handlers (Yellow Card):</b>	
1. Laboratory Results (Urinalysis, Fecalysis, Hepatitis Test)	Municipal Health Office
2. Official Receipt (Php50.00)	Office of the Municipal Treasurer
3. 1 x 1 Picture	Client
<b>For Non-Food Handlers (Green Card)</b>	
1. Laboratory Results (Urinalysis, Fecalysis)	Municipal Health Office
2. Official Receipt (Php50.00)	Office of the Municipal Treasurer
3. 1 x 1 Picture	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish registration form and pay prescribed fees at the Office of the Municipal Treasurer	1. Verify accomplished laboratory request and advise the client to pay prescribed fee.	Php50.00	10 minutes	Donna Marie Conche <i>Nurse I</i> or Rural Health Midwife Revenue Collection Clerk
2. Submit Official Receipt and other requirements to the Rural Sanitation Inspector.	2. Forward specimen to the laboratory for evaluation and examination.	None	30 minutes	Medical Technologist Ferdinand J. Felipe <i>Rural Sanitation Inspector</i>
	2.2. Prepare health certificate and sign by Municipal Health Officer	None	15 minutes	Ferdinand J. Felipe <i>Rural Sanitation Inspector</i> Dr. Susan C. Calaoagan <i>Municipal Health Officer</i>
3. Receive health certificate.	3. Release health certificate.	None	5 minutes	Ferdinand J. Felipe <i>Rural Sanitation Inspector</i>
<b>TOTAL:</b>		Php50.00	1 hour	



## 6. Issuance of Medical Certificate

Individuals residing within the municipality can avail of a medical certificate for purposes such as absence from work/school due to sickness, as a requirement for scholarship grant, employment, etc. The certificate can be obtained at the Municipal Health Office.

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2C (Government to Citizen)			
Who may avail:	Residents of the municipality			
Fees to be paid:	Certification - P 50.00			
	<b>Laboratories</b>			
	Urinalysis - 50.00			
	CBC - 150.00			
	Chest X-ray			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Family Folder/Record		Municipal Health Office		
2. Medical Record		Municipal Health Office/Hospital/Physician		
3. Laboratory Results (Urinalysis, CBC)		Municipal Health Office		
4. Official Receipt (Php50.00)		Office of the Municipal Treasurer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach health personnel for registration.	1. Get medical record and vital signs of the client.	None	10 minutes	Donna Marie Conche <i>Nurse I</i> or Rural Health Midwife
2. Pay prescribed fee at the Office of the Municipal Treasurer.	2. Advise the client to pay prescribed fee.	Price based on the prescribed lab test	5 minutes	Donna Marie Conche <i>Nurse I</i> or Rural Health Midwife
	2.1 Conduct laboratory test	Price based on the prescribed lab test	10 minutes	Dr. Susan C. Calaoagan <i>Municipal Health Officer</i>
3. Present Official Receipt back at the Municipal Health Office.	3. Prepare medical certificate.	None	1 minute	Donna Marie Conche <i>Nurse I</i> or Rural Health Midwife
	3.1 Sign the certificate.	None	1 minute	Dr. Susan C. Calaoagan <i>Municipal Health Officer</i>
4. Receive the certificate.	4. Release the certificate.	None	1 minute	Donna Marie Conche <i>Nurse I</i> or Rural Health Midwife
<b>TOTAL:</b>		Php50.00	28 minutes	



**7. Issuance of Sanitary Permit**

All business establishments operating within the municipality for public patronage are required to secure a Sanitary Permit on Health and Sanitation that is based on the Implementing Rules and Regulations stated in the IRR of PD 856 and Municipal Resolution No. 32 2002. The permit can be obtained at the Municipal Health Office.

Office or Division:	Municipal Health Office
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	All business establishments operating within the municipality for public patronage
Fees to be paid:	<i>For Food Establishments and Water Refilling Stations</i>
	Sanitary Permit Fee - Php 100.00
	Laboratory Fees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<b>For Food Establishments</b>		
1. Laboratory Results (Urinalysis, Fecalalysis, Hepatitis B Test)		Municipal Health Office
2. Official Receipt (Php100.00)		Office of the Municipal Treasurer
<b>For Water Refilling Stations</b>		
1. Sanitary Plan and Specifications		Sanitary Engineer
2. Laboratory Results (Urinalysis, Fecalalysis, Hepatitis B Test)		Municipal Health Office
3. Results of Water Analysis (Bacteriological every month and Physical/Chemical Every 6 months)		Laboratories Accredited by the Department of Health
4. Official Receipt (Php100.00)		Office of the Municipal Treasurer
<b>For Non-Food Establishments</b>		
1. Laboratory Results (Urinalysis, Fecalalysis)		Municipal Health Office
2. Official Receipt(Php100.00)		Office of the Municipal Treasurer
<b>For Agro-Industrial Establishments</b>		
1. Laboratory Results (Urinalysis, Fecalalysis)		Municipal Health Office
2. Environmental Compliance Certificate (ECC) from DENR		Department of Environment and Natural Resources
3. Official Receipt (Php100.00)		Office of the Municipal Treasurer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements.	1. Evaluate submitted requirements.	None	10 minutes	Ferdinand J. Felipe <i>Rural Sanitation Inspector</i>
2. Pay prescribed fee.	2. Advise the client to pay prescribed fee at the Office of the Municipal Treasurer.	Php100.00	5 minutes	Ferdinand J. Felipe <i>Rural Sanitation Inspector</i>
	2.1 Conduct laboratory test	Price based on the lab test conducted	5 minutes	Dr. Susan C. Calaoagan <i>Municipal Health Officer or Provincial Health Officer</i>
3. Present Official Receipt to the Rural Sanitation Inspector.	3. Schedule the inspection of the establishment.	None	5 minutes	Ferdinand J. Felipe <i>Rural Sanitation Inspector</i>
	3.1 Conduct scheduled inspection on a year round basis. If with corrective measures, issue a Sanitary Order.	None	10 minutes	Ferdinand J. Felipe <i>Rural Sanitation Inspector</i>
	3.2 Prepare the permit.	None	10 minutes	Ferdinand J. Felipe <i>Rural Sanitation Inspector</i>
	3.3 Sign the permit.	None	5 minutes	Dr. Susan C. Calaoagan <i>Municipal Health Officer</i>
4. Receive the permit.	4. Release the permit.	None	1 minute	BHW/Midwife on Duty
	TOTAL:	Price based on the lab test conducted	46 minutes	



## 8. Laboratory Services

The Department of Health, through the Municipal Health Office, provides laboratory services to all constituents of the municipality. The objective of this service is to aide the clinician in arriving to a proper diagnosis.

Office or Division:	Municipal Health Office
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	All residents of the municipality
Fees to be paid:	See table below for the list of laboratory services

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Laboratory Request	Physician/Municipal Health Officer
2. Collected Specimen	Client
3. Official Receipt	Office of the Municipal Treasurer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach health personnel for registration.	1. Register the client in the logbook. Ask for the laboratory request and instruct the client on getting the specimen properly.	None	5 minutes	Medical Technologist/ Rural Health Midwife/ Public Health Nurse
2. Pay prescribed fee at the Office of the Municipal Treasurer then present Official Receipt back at the Municipal Health Office.	2. Advise the client to pay prescribed fee for the examine and read specimen.	See table below for schedule of fees.	40 minutes	Medical Technologist/ Rural Health Midwife/ Public Health Nurse
3. Receive results.	3. Release the result.	None	5 minutes	Medical Technologist
	TOTAL:	See table below for schedule of fees.	50 minutes	

SCHEDULE OF FEES FOR LABORATORY SERVICES	
CBC	Php150.00
Urinalysis	Php50.00
Fecalysis	Php50.00
Blood Typing	Php50.00
Platelet Count	Php150.00
Syphilis Test	Php150.00
Pregnancy Test	Php150.00
Hepa Test	Php150.00
Blood Chemistry:	
Fasting Blood Sugar	Php150.00
Cholesterol	Php200.00
Triglycerides	Php200.00
Creatinine	Php150.00
Blood Uric Acid (BUA)	Php150.00





**9. Provision of Outpatient Consultation**

The purpose of this service is to diagnose and treat illness and give appropriate medical services. The service is available at the Municipal Health Office for any person who needs medical assistance.

Office or Division:	Municipal Health Office
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	Any person who needs medical assistance.
Fees to be paid:	None

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Family Folder/Record	Municipal Health Office/Hospital/Physician
2. Early Child Care and Development Card (For children 0-5 years old)	Municipal Health Office/ Hospital/Physician

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach health personnel for registration.	1. Interview and record data.	None	5 minutes	Donna Marie Conche <i>Nurse I</i> or Rural Health Midwife
	1.1 Take and record vital signs in the Individual Record (ITR) for referral to the physician.	None	5 minutes	Donna Marie Conche <i>Nurse I</i> or Rural Health Midwife
2. Receive medicine.	2. Examine the patient. Prescribe and issue medicine.	None	10 minutes	Dr. Susan C. Calaoagan <i>Municipal Health Officer</i>
<b>TOTAL:</b>		None	20 minutes	



## 10. TB DOTS Program

The Municipal Health Office manages an anti-tuberculosis program. It is geared towards preventing and controlling the spread/transmission of tuberculosis (TB) in the community. Its main objective is to identify and treat patients with TB by providing an anti-TB drugs for free using the Directly Observed Treatment Shortcourse (DOTS).

Office or Division:	Municipal Health Office
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	Any person who needs medical assistance.
Fees to be paid:	None

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Family Folder/Record	Municipal Health Office
2. Referral Slip	Physician/Hospital
3. Sputum Exam Result	Medical Laboratory
4. Chest X-ray Result	Medical Laboratory
5. TB Treatment Card	Municipal Health Office
6. TB Registration	Municipal Health Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach health personnel for registration.	1. Determine if the client is TB symptomatic through initial assessment on the medical history record in the Initial Treatment Record Vital signs.  Height and weight monitoring.  Conduct physical and medical examination on the client with Chest X-Ray and Sputum Smear result.	None	10 minutes	Donna Marie Conche <i>Nurse I</i>  or Rural Health Midwife
	1.1 Assess patient if legible in National Tuberculosis Program (NTP) or or GeneXpert.	None	25 minutes	Dr. Rhea Andrea B. Domingo <i>Acting Municipal Health Officer</i>
2. Receive results and medication.	2. Release results and medication.	None	5 minutes	Dr. Rhea Andrea B. Domingo <i>Acting Municipal Health Officer</i>
<b>TOTAL:</b>		None	40 minutes	



**POPCOM Division  
External Services**



**1. Pre-Marriage Counselling (PMC)**

The attendance in a Pre-Marriage Counselling Seminar for would-be couples is a requirement in securing marriage license. PMCs are held at the Municipal Social Welfare Development Office (MSWDO) - Population Division. A PMC Certificate is given right after the counseling.

Office or Division:	MSWDO – POPCOM Division
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	Couples residing in the municipality
Feed to be paid:	PMC Seminar Fee - Php 150.00

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Official Receipt (Php 150.00)	Office of the Municipal Treasurer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the MSWDO.	1. Assist client to fill out registration form. Prepare Marriage Counselling Certificate to be signed by the counselors of the day.	None	2 minutes	Rodazul Mercy E. Valencia <i>Population Program Worker II</i>
2. Pay prescribed fee at the Office of the Municipal Treasurer then present Official Receipt back at the MSWDO.	2. Advise the client to pay prescribed fee at the Office of the Municipal Treasurer then conduct counseling to would be couples.	Php150.00	4 hours, 10 minutes	Rodazul Mercy E. Valencia <i>Population Program Worker II</i>
3. Receive PMC Certificate.	4. Release PMC Certificate	None	2 minutes	Rodazul Mercy E. Valencia <i>Population Program Worker II</i>
TOTAL:		Php150.00	4 hours, 14 minutes	



## 1. Provision of Counseling on Family Planning

The conduct of one-on-one counseling is provided by the Municipal Government of Dingras through the Population Commission Division to help couples achieve their desired family size based on their own conscience and values.

Office or Division:	MSWDO – POPCOM Division			
Classification:	Simple			
Type of Transaction:	G2C (Government to Citizen)			
Who may avail:	Couples residing in the municipality			
Fees to be paid:	None			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
NONE		NONE		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register at the MSWDO.	1. Assist client in the registration.	None	5 minutes	Rodazul Mercy E. Valencia <i>Population Program Worker II</i>
2. Listen to the presentation and ask related questions if any.	2. Discuss the advantages and disadvantages of each method. Discuss further their chosen method of family planning.	None	35 minutes	Rodazul Mercy E. Valencia <i>Population Program Worker II</i>
3. Receive reading materials.	3. Provide reading materials on Family Planning.	None	1 minute	Rodazul Mercy E. Valencia <i>Population Program Worker II</i>
<b>TOTAL:</b>		None	41 minutes	



**Municipal Agriculture Office  
External Services**



**1. Animal Health (Vaccination and Treatment of Sick Animals)**

The Municipal Agriculture Office provides assistance to farmers who wish to avail animal health check-up, diagnosis and recommendations on issues and diseases affecting their animals.

Office or Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C (Government to Citizen)			
Who may avail:	All residents of the municipality			
Fees to be paid:	None			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
NONE		NONE		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the Municipal Agriculture Office to inquire on animal health management particularly animal vaccination.	1. Provide the farmer/client with short details on the service and ask background information of the animal and enlist the names of clients in the master list form.	None	5 minutes	Officer of the Day
	1.1 Encode the gathered information and assist the client to the Livestock Inspector for proper evaluation / recommendation / action.	None	5 minutes	Officer of the Day
2. Proceed to the Livestock Inspector for further evaluation.	2. The Livestock Inspector is then permitted to visit the farmhouse of the client for health diagnostic of the farm animal.	None	10 minutes	Livestock Inspector
3. Accompany the Livestock Inspector to the farmhouse for further diagnostic if health problems of the animals persist and needs additional dose of vaccine / medicine.	3. Proceed to the client farmhouse for additional diagnostics.	None	25 minutes	Livestock Inspector
4. Listen to the instruction/ recommendations of the Livestock Inspector.	4. Give instructions/ recommendations to the owner of treated animals for proper management.	None	5 minutes	Livestock Inspector
<b>TOTAL:</b>		None	50 minutes	



## 2. Crop Protection

The Municipal Agriculture Office provides assistance to farmers who wish to avail crop protection for improved production yield and varieties for certification.

Office or Division:	Municipal Agriculture Office
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	Farmers residing in the municipality
Fees to be paid:	None

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
NONE	NONE

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the Agricultural Technologist (A.T.) on the schedule of actual farm visit for crop monitoring and protection.	1. Confirm the availability of the A.T. on the date of the farm visit and record the date.	None	10 minutes	Agricultural Technologist Assigned
2. Assist the A.T. during farm inspection/ monitoring.	2. Inspect the farm and the physical appearance of the plants.	None	15 minutes	Agricultural Technologist Assigned
	2.1 Diagnose and analyze the infected plants and prepare report.	None	20 minutes	Agricultural Technologist Assigned
3. Receive the result of the analysis and listen to the A.T. for recommendations.	3. Discuss analysis with the client and give appropriate recommendation.	None	15 minutes	Agricultural Technologist Assigned
<b>TOTAL:</b>		None	1 hour	





### 3. Issuance of Certificate of Land Conversion

The Municipal Government of Dingras, through the Municipal Agriculture Office, issues Certification of Land Conversion. Prior to its issuance, it is mandatory for the Agricultural Technologist to do ocular inspection of the area to determine the soil classification, characteristics, size, boundaries, and to determine whether the lot is productive or non-productive.

Office or Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C (Government to Citizen)			
Who may avail:	Farmers/land owners residing in the municipality			
Fees to be paid:	Certification - Php 50.00			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Letter	Client			
2. Land Title	Office of the Municipal Assessor			
3. Tax Declaration	Office of the Municipal Assessor			
4. Location Map	Office of the Municipal Assessor			
5. Documentary Stamp	Post Office			
6. Official Receipt (Php50.00)	Office of the Municipal Treasurer			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit all the requirements.	1. Receive and record request and endorse it to the concerned Agricultural Technician (A.T.).	None	2 minutes	Officer of the Day
2. Pay prescribed fee at the Office of the Municipal Treasurer.	2. Evaluate the requirements and advise the client to pay prescribed fee at the Office of the Municipal Treasurer.	Php50.00	15 minutes	Agricultural Technologist Assigned
3. Assist the A.T. in the conduct of ocular inspection.	3. Conduct ocular inspection.	None	30 minutes	Agricultural Technologist Assigned
	3.1 Prepare the certification.	None	10 minutes	Officer of the Day
	3.2 Sign the certification.	None	2 minutes	Engr. Cornelio T. Balbesino <i>Municipal Agriculturist</i>
4. Receive the certification.	2. Release the certification.	None	1 minute	Officer of the Day
<b>TOTAL:</b>		Php50.00	1 hour	



#### 4. Issuance of Certification Related to Agriculture

The Municipal Government of Dingras, through the Municipal Agriculture Office, provides assistance to farmers who wish to have any certification related to agriculture.

Office or Division:	Municipal Agriculture Office
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	All residents of the municipality
Fees to be paid:	Certification Php 45.00

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Official Receipt (Php45.00)	Office of the Municipal Treasurer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the Officer of the Day to inquire about the issuance of certification.	1. The Officer of the Day will gather data and ask for the purpose of the certification.	None	3 minutes	Officer of the Day
2. Pay prescribed fee at the Office of the Municipal Treasurer. then present the Official Receipt back at the Municipal Agriculture Office.	2. Advise the client to pay prescribed fee at the Office of the Municipal Treasurer.	Php45.00	15 minutes	Officer of the Day
	2.1. Receive the receipt and attach it to the prepared certification for approval.	None	5 minutes	Officer of the Day
	2.2. Sign the certification.	None	2 minutes	Engr. Cornelio T. Balbesino <i>Municipal Agriculturist</i>
3. Receive the certification.	3. Release the certification.	None	2 minutes	Officer of the Day
TOTAL:		Php45.00	27 minutes	



**5. Provision of Castration Services**

The Municipal Agriculture Office provides free castration services to livestock and pets. Owners of said livestock and pets shall be responsible for the cost of medicines. The owner may bring the animal to the office for the needed service. Home servicing may also be requested. This service is also extended during the Rang-ay ti Barangay Affair.

Office or Division:	Municipal Agriculture Office
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	Owners of said livestock and pets
Fees to be paid:	None

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Record of Animals/Pets (if available)	Client/Veterinarian

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring the animal/pet to the Office of the Municipal Agriculturist.	1. Conduct physical examination.	None	10 minutes	Livestock Inspector
2. Assist in the castration of the animal.	2. Castrate the animal/pet.	None	20 minutes	Livestock Inspector
TOTAL:		None	30 minutes	



## 6. Provision of Farmer's/Fisherman's Training Program/Classes

The Municipal Government of Dingras recognizes the need for Capability Building of its major clientele: the farmers, fishermen, homemakers and the youth, to effectively carry out its various programs. The Municipal Agriculture Office provides trainings and classes that are tailored to the needs of its clients like crop production and protection, cooperative development, farm plan and budgeting, soil analysis, and seed certification.

Aspiring trainees must be:

- A bonafide member of any farmer's/fishermen's/homemaker's and rural youth organization in the barangay;
- Committed to attend scheduled training programs and classes to thresh out problems and find possible solutions.

Office or Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C (Government to Citizen)			
Who may avail:	Bonafide member of any farmer's/fishermen's/homemaker's and rural youth organization in the barangay			
Fees to be paid:	None			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
NONE		NONE		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Wait for information on the schedule of training.	1. Prepare a letter of invitation for the association/target participants.	None	30 minutes	Engr. Cornelio T. Balbesino <i>Municipal Agriculturist</i>
	1.1 Notify and distribute letter of invitation to qualified applicants.	None	8 hours	All Agricultural Technologists
2. Attend the training.	2. Conduct the training.	None	8 hours	Technical Working Group
<b>TOTAL:</b>		None	16 hours, 30 minutes	



**7. Provision of Palay, Corn, HVCC Seeds**

The Municipal Agriculture Office provides assistance to farmers who wish to avail high breed seeds of best quality at cheaper cost compared to commercial prices.

Office or Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C (Government to Citizen)			
Who may avail:	Farmers residing in the municipality			
Fees to be paid:	None			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Duly Accomplished Application Form		Municipal Agriculture Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquire at the Municipal Agriculture Office regarding the service.	1. Enlist the names of farmers in the master list form and provide technical briefing on technologies for crop management. Issue application form.	None	5 minutes	Officer of the Day / Assigned Agricultural Technologist / Banner Coordinator
2. Fill up the master list and accomplish the application form.	2. Receive and evaluate the application form filled by the farmer.	None	2 minutes	Officer of the Day / Assigned Agricultural Technologist / Banner Coordinator
	2.1 Encode the information on the master list/ application form. Advise the client/ farmer to wait.	None	2 minutes	Officer of the Day / Assigned Agricultural Technologist / Banner Coordinator
	2.2 Sign the application form and provide briefing.	None	2 minutes	Engr. Cornelio T. Balbesino <i>Municipal Agriculturist</i>
3. Proceed to the Releasing Officer with the approved application form to withdraw the palay/corn/HVCC seeds and sign the receiving form as proof of receipt.	3. Issue/release the seeds requested.	None	2 minutes	Officer of the Day / Assigned Agricultural Technologist / Banner Coordinator
<b>TOTAL:</b>		None	13 minutes	



## 8. Provision of Planting Materials to Sustain the Clean and Green Program of the Municipality

The Municipal Government of Dingras has established nurseries for different kinds/varieties of flowering, ornamental and medicinal plants, fruit and forest trees to be given to constituents of Dingras in order to sustain the beautification component of the Clean and Green Program.

Office or Division:	Municipal Agriculture Office
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	Organizations established/operating in the municipality
Fees to be paid:	None

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approved request letter by the Municipal Mayor for Communal Projects	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved request letter at the Municipal Agriculture Office	1. Receive request letter and record the number and kind of seedlings needed.	None	10 minutes	Officer of the Day
2. Undergo interview.	2. Interview client and validate the projects.	None	20 minutes	Nursery Supervisor
3. Receive seedlings and sign in the log book.	3. Release seedlings to the client and have the log book signed.	None	5 minutes	Officer of the Day or Nursery Supervisor
<b>TOTAL:</b>		None	35 minutes	



**9. Seed Certification**

Provision of Seed Certification to foundations/registered seed growers.

Office or Division:	Municipal Agriculture Office			
Classification:	Highly Technical			
Type of Transaction:	G2C (Government to Citizen)			
Who may avail:	Seed Growers			
Fees to be paid:	None			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Sample Seeds		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit requirement and inform the seed inspector of the actual date of harvest.	1. Confirm and record the date of harvest.	None	2 minutes	Glennford V. Taylan <i>Seed Inspector</i>
2. Gather seed samples with the presence of the Seed Inspector. Give samples to Seed Inspector for analysis.	2. Receive seed samples and submit it to the Seed Laboratory for Seed Analysis. Result depends on the bulk of seeds to be analyzed (not exceeding 14 days).	None	10 minutes	Glennford V. Taylan <i>Seed Inspector</i>
	2.1 Analyze/test seed samples, tag and prepare report.	None	14 days (at maximum)	Glennford V. Taylan <i>Seed Inspector</i>
3. Receive results of the analyzed seed and sign the logbook.	3. Give the seed tags, discuss the results of the analyzed seeds with the client.	None	10 minutes	Glennford V. Taylan <i>Seed Inspector</i>
<b>TOTAL:</b>		None	14 days, 22 minutes (at maximum)	



## 10. Soil Analysis

The Municipal Government of Dingras, through the Municipal Agriculture Office, provides assistance to farmers who wish to avail soil analysis services for improved production yield and variety selection most suited for the soil.

Office or Division:	Office of the Municipal Agriculturist
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	Farmers residing in the municipality
Fees to be paid:	None

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Soil Samples	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the Agricultural Technologist (A.T.) of the date of collection of soil.	1. Confirm the availability of the A.T. on the scheduled date and record the date of collection of soil sample.	None	5 minutes	Agricultural Technologist assigned in the barangay
2. Gather soil sample with the presence of the Seed Inspector.	2. Receive the soil sample and submit it to the Soil Laboratory for analysis.	None	10 minutes	Agricultural Technologist assigned in the barangay
	2.1 Analyze soil sample and prepare report.	None	1 hour	Soil Laboratory Personnel
3. Receive results of the soil being analyzed and sign the logbook.	3. Give and discuss the result for proper recommendation in crop production.	None	15 minutes	Agricultural Technologist assigned in the barangay
<b>TOTAL:</b>		None	1 hour, 30 minutes	





**Office of the Municipal Planning and Development Coordinator  
External Services**



## 1. Issuance of Zoning Certifications

Enterprises are required to secure a Zoning Certification upon application for Business Permit to ensure that the enterprise is allowed in the chosen location as per the Comprehensive Land Use Plan (CLUP) and other relevant zoning and land use ordinances.

Issuance of Zoning Certifications to enterprises and private persons for the application of land titling and land conversion as per actual land use.

Office or Division:	Office of the Municipal Planning and Development Coordinator
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	Enterprise/Business applicants
Fees to be paid:	<i>Certifications</i>
	for Titling Purposes - Php 261.00
	for Land Classification Conversion - Php 50.00

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request for Zoning Certification indicating the proposed use	Client
2. Lot survey plan with Vicinity Map duly signed by a licensed Geodetic Engineer or authorized person drawn to scale ranging 1:100 to 1:1000	Municipal Assessor's Office or Client
3. Proof of ownership or right over land (certified true copy) if property is not owned, Lease Contract/Application or Letter of Authorization/Consent of the owner duly notarized	Lot Owner
4. Barangay Certification as to status of the area indicating whether this is not covered by Barangay site expansion	Barangay Hall where the lot is located
5. Official Receipt (Php261.00 for Titling Purposes, Php50.00 for Land Classification Conversion)	Office of the Municipal Treasurer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements at the Office of the MPDC.	1. Receive and evaluate the requirements.	None	5 minutes	Julie Ann P. Ignacio <i>Administrative Aide VI/ Clerk III</i>
2. Pay certification fee at the Office of the Municipal Treasurer.	2. Assess the required zoning certification fees and advise the client to pay at the Office of the Municipal Treasurer.	Php261.00 for Titling Purposes, Php50.00 for Land Classification Conversion	10 minutes	Engr. Noel E. Salvatierra <i>MPDC</i>
3. Present Official Receipt at the Office of the MPDC.	3. Prepare zoning certification upon payment of fees.	None	5 minutes	Julie Ann P. Ignacio <i>Administrative Aide VI/ Clerk III</i>
	3.1 Sign the zoning certification.	None	1 minute	Engr. Noel E. Salvatierra <i>MPDC</i>
4. Receive Zoning Certification.	4. Release the Zoning Certification.	None	1 minute	Julie Ann P. Ignacio <i>Administrative Aide VI/ Clerk III</i>
	<b>TOTAL:</b>	Php261.00 for Titling Purposes, Php50.00 for Land Classification Conversion	22 minute	



**2. Issuance of Zoning Clearance for Building & Fencing Permit**

All enterprises and private persons constructing a new building or applying for expansion/renovation are required to secure a zoning clearance upon application for building permit. This should be done before the start of construction to ensure that the building/businesses allowed in the chosen location as per municipality’s Comprehensive Land Use Plan (CLUP).

Office or Division:	Office of the Municipal Planning and Development Coordinator
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	All enterprises and private persons constructing a new building or applying for expansion/renovation
Fees to be paid:	Fees depends under the Local Revenue Code

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished and notarized application form	Office of the MPDC
2. Requirements relative to RIGHT OVER LAND	
a. Photocopy of Certificate of Title in case registered in the name of the applicant;	Lot Owner
b. Certified True Copy of the latest Tax Declaration;	Municipal Assessor’s Office or Client
c. In the absence of any existing Certificate of Title in the name of the applicant, submit pro-forma Affidavit to the effect that:	
• The applicant is the owner of the property subject of the application;	Owner or Notarized Deed of Sale
• The reasons why the property is not yet titled;	Owner or Notarized Deed of Sale
• That the property is situated within the alienable and disposable lands and outside lands reserved for the public domain;	Owner or Notarized Deed of Sale
• That the property is free from liens and encumbrances, or stating the liens and encumbrances of the property;	Certification from the Punong Barangay
• That the property is not tenanted (in case the property is planted with rice and corn)	Certification from the Municipal Assessor’s Office
d. In case the property is not registered in the name of the applicant, submit Duly Notarized Deed of Sale, or Deed of Donation or Contract of Lease or Authorization to Use Land, whichever is applicable and photocopy of the owner’s Certificate of Title or in the absence of Title, the tax Declaration and pro-forma Affidavit as described in item C.	Owner



3. Vicinity Map showing the existing land uses within the prescribed radius from the lot boundary of the project site:	Municipal Assessor's Office
a. For projects of local significance, the vicinity should cover a minimum of 100-meter radius, and the map need not be drawn to scale provided the relative distances of existing land uses of the project site lot boundaries are indicated;	Client
b. For projects of national significance, the vicinity should cover a minimum of 1 kilometer radius and should be drawn to scale	Client
4. Site Development Plan showing the project site land area boundaries and dimensions of the proposed improvements within the project site, the plan need not be drawn to scale for projects of local significance	Registered Civil Engineer or Architect who signed and sealed the project
5. Project Cost Estimate	Client
6. Indorsement/recommendation from the Department of Agrarian Reform for the conversion of agricultural lands into other uses if the project is to be situated in agricultural lands	Department of Agrarian Reform
7. Official Receipt for Filing and Inspection Fees	Office of the Municipal Treasurer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements at the Office of the MPDC.	1. Validate all the requirements.	See Schedule of Fees under the Local Revenue Code	10 minutes	Julie Ann P. Ignacio <i>Administrative Aide VI/Clerk III</i>
	1.1 Assess the required zoning clearance fees.		3 minutes	Engr. Noel E. Salvatierra <i>MPDC</i>
	1.2 Prepare zoning clearance upon payment of fees.		5 minutes	Julie Ann P. Ignacio <i>Administrative Aide VI/Clerk III</i>
	1.3 Sign the zoning clearance.		3 minutes	Engr. Noel E. Salvatierra <i>MPDC</i>
2. Receive Zoning Clearance.	2. Release the zoning clearance.		2 minutes	Julie Ann P. Ignacio <i>Administrative Aide VI/Clerk III</i>
<b>TOTAL:</b>			23 minutes	



**Office of the Municipal Engineer/Building Official  
External Services**



## 1. Actions on Building-Related Complaints

The Office of the Municipal Engineer/Building Official acts on citizen's complaints with regard to violation/s in any building construction, renovation, repair, demolition, etc.

Office or Division:	Office of the Municipal Engineer/Building Official
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	Residents of the municipality
Fees to be paid:	None

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Written complaint	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit written complaint at the Office of the Municipal Engineer.	1. Record complaint and route to Building Official.	None	5 minutes	Bryan A. Arellano <i>Draftsman I</i> Engr. Michelle B. delos Santos <i>Engineer I</i>
	1.2 Inspect subject building or structure for any violation. Prepare and issue the Notice of Illegal Construction or Notice of Violation.	None	1 hour (Poblacion Areas) 3 hours (Rural Areas)	Benigno B. dela Cruz, CE <i>Municipal Engineer</i>
<b>TOTAL:</b>		None	1 hour or 3 hours, 5 minutes	



**2. Assistance for the Preparation of Plans, Detailed Engineering Designs (DEDs) and Program of Works**

The Office of the Municipal Engineer/Building Official prepares Plans, Detailed Engineering Designs (DEDs) and Program of Works (POW) for Infrastructure projects that benefit the community. The service coverage includes:

- Drainage Systems/Flood Control/Mitigating Structures
- Water/Irrigation Systems
- Local Access/Farm-to-Market Roads
- Public and Government Buildings
- Other Infrastructure Projects

Office or Division:	Office of the Municipal Engineer/Building Official			
Classification:	Simple			
Type of Transaction:	G2C (Government to Citizen)			
Who may avail:	Residents of the municipality			
Fees to be paid:	None			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Letter Approved by the Municipal Mayor		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME (EPT)</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the request letter approved by the Municipal Mayor at the Office of the Municipal Engineer.	1. Receive and record approved request letter, and endorse to the Municipal Engineer for action.	None	3 minutes	Bryan A. Arellano <i>Draftsman I</i>  Engr. Michelle B. delos Santos <i>Engineer I</i>
	1.1 Conduct site inspection.	None	1-2 hours (for Poblacion areas)  3-4 hours (for Rural Barangays)	Engr. Michelle B. delos Santos <i>Engineer I</i>  Benigno B. dela Cruz, CE <i>Municipal Engineer</i>
	1.2 Draw/sketch plans/DEDs, prepare POW and endorse to the Municipal Engineer.	None	1 to 7 days (varies depending on the complexity of work)	Bryan A. Arellano <i>Draftsman I</i>  Engr. Michelle B. delos Santos <i>Engineer I</i>
	1.3 Review and sign plans/DEDs and POW.	None	5 minutes	Benigno B. dela Cruz, CE <i>Municipal Engineer</i>
2. Receive prepared plans/DEDs and POW.	2. Release approved plans/DEDs and POW.	None	5 minutes	Bryan A. Arellano <i>Draftsman I</i>  Engr. Michelle B. delos Santos <i>Engineer I</i>
<b>TOTAL:</b>		None	2-10 days (Varies depending on the location and complexity of work)	



### 3. Issuance of Building Inspection Clearance for Business Permit

The Office of the Municipal Engineer/Building Official issues a Building Inspection Clearance on business establishments before the start of commercial operations and during the annual renewal of business permits.

Office or Division:	Office of the Municipal Engineer/Building Official
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	Business applicants
Fees to be paid:	None

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Business License Application Form	Office of the Mayor – Licensing Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (EPT)	PERSON RESPONSIBLE
1. Submit filled-up and signed business permit application form.	1. Receive business permit application form.	None	5 minutes	Bryan A. Arellano <i>Draftsman I</i>  Engr. Michelle B. delos Santos <i>Engineer I</i>
	1.1 Inspect building/ establishment for compliance with the National Building Code, laws, rules and regulations.	None	1 hour (for Poblacion areas)  3 hours (for Rural Barangays)	Engr. Michelle B. delos Santos <i>Engineer I</i>  Benigno B. dela Cruz, CE <i>Municipal Engineer</i>
	1.2 Prepare Inspection Report.	None	15 minutes	Engr. Michelle B. delos Santos <i>Engineer I</i>  Benigno B. dela Cruz, CE <i>Municipal Engineer</i>
2. Comply with the recommendations of the inspectors (if applicable).	2. Re-inspect establishment for compliance with the inspector's findings and recommendations (if applicable).	None	1 hour (for Poblacion areas)  3 hours (for Rural Barangays)	Engr. Michelle B. delos Santos <i>Engineer I</i>  Benigno B. dela Cruz, CE <i>Municipal Engineer</i>
	2.1 Prepare inspection report.	None	15 minutes	Engr. Michelle B. delos Santos <i>Engineer I</i>  Benigno B. dela Cruz, CE <i>Municipal Engineer</i>
	2.2 Sign inspection report.	None	2 minutes	Benigno B. dela Cruz, CE <i>Municipal Engineer</i>
3. Receive approved Building Inspection Clearance.	3. Record and release the Building Inspection Clearance.	None	1 minutes	Bryan A. Arellano <i>Draftsman I</i>  Engr. Michelle B. delos Santos <i>Engineer I</i>
<b>TOTAL:</b>		None	2 - 6 hours, 38 minutes	







<p>B.</p> <p>In case the applicant is not the registered owner of the lot:</p> <p>2. Duly Notarized Copy of the Contract of Lease, and the above requirements</p> <p>3. Duly Notarized Copy of the Deed of Absolute Sale, and the above requirements</p> <p>4. Duly Notarized Copy of the Contract of Sale, and the above requirements</p> <p>5. Affidavit of Consent of the Lot Owner and the above requirements</p>	<p>Owner</p> <p>Owner</p> <p>Owner</p> <p>Owner</p>
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (EPT)	PERSON RESPONSIBLE
1. File application at the Office of the Building Officials (OBO).	1. Receive application, evaluate plans/documents, and assess corresponding fees.	None	2 hours	Bryan A. Arellano <i>Draftsman I</i> Engr. Michelle B. delos Santos <i>Engineer I</i>
2. Secure all other requirements and present it to the Office of the Building Official.	2. Evaluate all the requirements, process application, and sign building permit.	Based on IRR of PD 1096/ Building Code of the Philippines	8 hours	Engr. Michelle B. Delos Santos <i>Engineer I</i> Benigno B. dela Cruz, CE <i>Municipal Engineer</i>
3. Receive Building Permit.	3. Release Building Permit	None	10 minutes	Bryan A. Arellano <i>Draftsman I</i> Engr. Michelle B. delos Santos <i>Engineer I</i>
TOTAL:		Based on IRR of PD 1096/ Building Code of the Philippines	1 day, 2 hours, 10 minutes	



**5. Issuance of Fence Permits, Ancillary and Accessory Permits, and Other Building-Related Permits**

The Office of the Municipal Engineer issues other related permits aside from the building permit, before renovation/construction or demolition of any structure.

Office or Division:	Office of the Municipal Engineer
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	All residents of the municipality
Fees to be paid:	Based on IRR of PD 1096 and/or the latest Revised Local Revenue Code

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Permit Application Form signed by a professional	Office of the Municipal Engineer
2. Three (3) copies of Plan duly signed and sealed by a licensed and registered professional	Licensed and Registered Professional
3. Three (3) copies of Specifications duly signed and sealed by a licensed and registered professional	Licensed and Registered Professional
4. Three (3) copies of Bill of Materials and Cost Estimates	Licensed and Registered Professional
5. Occupancy Permit Requirements:	
<ul style="list-style-type: none"> <li>Accomplished Certificate of Completion from the Office of the Building Official duly signed and sealed by the professional in-charge of construction/installation</li> </ul>	Office of the Municipal Engineer
<ul style="list-style-type: none"> <li>Civil (NBC Form No. E-10B)</li> </ul>	Office of the Municipal Engineer
<ul style="list-style-type: none"> <li>Electrical (NBC Form No. E-05)</li> </ul>	Office of the Municipal Engineer
<ul style="list-style-type: none"> <li>Construction logbook, as-built plans and specifications, and the Building Inspection Sheet duly accomplished and signed by the contractor (if the construction is undertaken by contract), and signed and sealed by the Owner's duly Architect or Civil Engineer who took full time inspection and supervision of the construction works</li> </ul>	Owner
<ul style="list-style-type: none"> <li>Fire Safety Inspection Report/Certificate (PD 1185)</li> </ul>	Bureau of Fire Protection



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements.	1. Receive requirements and assess corresponding fees.	None	10 minutes	Bryan A. Arellano <i>Draftsman I</i>  Engr. Michelle B. delos Santos <i>Engineer I</i>
2. Pay required fees at the Office of the Municipal Treasurer and present the Official Receipt back to the Office of the Building Official.	2. Endorse to the Municipal Fire Marshal for the Fire Safety Clearance.	Based on IRR of PD 1096 and/or the latest Revised Local Revenue Code	10 minutes	Benigno B. dela Cruz, CE <i>Municipal Engineer</i>
3. Present Fire Safety Inspection Clearance.	3. Process application.	None	2 hours	Michelle B. delos Santos, CE <i>Engineer I</i>  Benigno B. dela Cruz, CE <i>Municipal Engineer</i>
4. Receive Certificate of Occupancy.	4. Record and release the Certificate of Occupancy.	None	5 minutes	Bryan A. Arellano <i>Draftsman I</i>  Engr. Michelle B. delos Santos <i>Engineer I</i>
TOTAL:		Based on IRR of PD 1096 and/or the latest Revised Local Revenue Code	2 hours, 5 minutes	



**6. Issuance of Other Building Data Certifications**

The Office of the Municipal Engineer/Building Official issues certification of the existence/non-existence of a building permit and ancillary and accessory permits for a specific structure and other related documents.

Office or Division:	Office of the Municipal Engineer			
Classification:	Simple			
Type of Transaction:	G2C (Government to Citizen)			
Who may avail:				
Fees to be paid:	Certification - Php 50.00			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Letter Address to the Municipal Engineer/Building Official		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request letter at the Office of the Municipal Engineer/ Building Official.	1. Check the data availability and prepare certification.	None	25 minutes	Bryan A. Arellano <i>Draftsman I</i>  Engr. Michelle B. delos Santos <i>Engineer I</i>
2. Pay the applicable fees at the Office of the Municipal Treasurer and present the Official Receipt back to the Municipal Engineer/ Building Official..	2. Verify the Official Receipt and sign the certification.	Php50.00 and/ or based on the latest Revised Local Revenue Code	10 minutes	Engr. Michelle B. Delos Santos <i>Engineer I</i>  Benigno B. Dela Cruz, CE <i>Municipal Engineer</i>
3. Receive the certification.	3. Record and release certification.	None	2 minutes	Bryan A. Arellano <i>Draftsman I</i>  Engr. Michelle B. delos Santos <i>Engineer I</i>
<b>TOTAL:</b>		Php50.00 and/ or based on the latest Revised Local Revenue Code	32 minutes	



**Office of the Municipal Civil Registrar  
External Services**



**1. Civil Registration Services**

Registration of Live Births, Deaths, and Marriages

Office or Division:	Office of the Municipal Civil Registrar
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	All residents of the municipality
Fees to be paid:	None

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Registration of Birth: 1. Certificate of Live Birth (Form 102) 2. Marriage Certificate of Parents (For Legitimate Children)	Hospital/ Office of the Municipal Civil Registrar Office of the Municipal Civil Registrar
For Registration of Death: 1. Certificate of Death (Form 103)	Hospital/Municipal Health Office
For Registration of Marriage 1. Certificate of Marriage (Form 97)	Solemnizing Officer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements.	1. Receive and evaluate the requirements.	None	5 minutes	Maria Teresa P. Aprecio <i>Assistant Registration Officer</i>
	1.1 Process request.	None	15 minutes	Maria Teresa P. Aprecio <i>Assistant Registration Officer</i>
2. Receive the document.	2. Sign and release the document.	None	3 minutes	Eliza B. Atienza <i>Municipal Civil Registrar</i>
TOTAL:		None	23 minutes	



## 2. Granting of Petition for Change of First Name and Correction of Clerical Error Under R.A. No. 9048 and Correction of Sex and Date of Birth Under R.A. 10172

This service intends to enable to change the first name of the client when the registered name in the Birth Certificate is ridiculous, tainted with dishonor, extremely difficult to write or pronounce, and to correct the clerical errors in the birth, death, or marriage certificate.

Office or Division:	Office of the Municipal Civil Registrar
Classification:	Highly Technical
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	Residents of the municipality
Fees to be paid:	Change of First Name - Php 3,000.00 (RA 9048)
	Correction of Clerical Error - Php 1,000.00

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>For Change of First Name:</p> <ol style="list-style-type: none"> <li>NBI Clearance</li> <li>Police Clearance</li> <li>Certificate of Employment/Affidavit of Non-Employment</li> <li>Baptismal Certificate</li> <li>School Records</li> <li>Voter Registration Record</li> <li>Marriage Certificate (if applicable)</li> <li>Medical Record</li> <li>Civil Registry Records of Ascendants</li> <li>Bank Passbook</li> <li>Passport</li> <li>Any Valid Identification Card</li> <li>Any other document indicating the true and official name</li> <li>Official Receipt Php3,000.00 (for Change of First Name) Php1,000.00 (for Correction of Clerical Error)</li> </ol> <p>For Correction of Clerical Error (CCE):</p> <p>All available official documents similar to the requirements for the change of name except for the NBI and Police Clearance</p>	<p>National Bureau of Investigation</p> <p>Dingras Police Station</p> <p>Workplace/Notary Public</p> <p>Church</p> <p>Client, School</p> <p>Commission on Elections</p> <p>Office of the Municipal Civil Registrar</p> <p>Medical Institution/Municipal Health Office</p> <p>Office of the Municipal Civil Registrar</p> <p>Bank</p> <p>Department of Foreign Affairs</p> <p>Client</p> <p>Client</p> <p>Office of the Municipal Treasurer</p> <p>Client</p>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the requirements at the LCR.	1. Receive and evaluate the requirements.	None	5 minutes	Maria Teresa P. Aprecio <i>Assistant Registration Officer</i>
	1.1 Refer the Petition to the CCR for final approval.	None	15 minutes	Eliza B. Atienza <i>Municipal Civil Registrar</i>





2. Pay the filing fee at the Office of the Municipal Treasurer and present the Official Receipt back at the LCR.	2. Accept the Official Receipt and prepare Notice of Posting.	Php3,000.00 (RA 9048) for Change of First Name Php1,000.00 RA 9048 for Correction of Clerical Error	10 minutes	Eliza B. Atienza Municipal Civil Registrar
	2.1 Prepare the petition for CFN.	None	2 weeks	Any publication office with the province
3. Submit the affidavit of publication.	3. Receive the affidavit of publication and grant/deny the petition then forward same to NSO for approval.	None	20 minutes	Eliza B. Atienza Municipal Civil Registrar
4. Receive the Certificate of Finality.	4. Inform the client as soon as the decision of NSO is received.	None	3 minutes.	Eliza B. Atienza Municipal Civil Registrar
	4.1 Receive the Certificate of Finality.	None	3 minutes	Maria Teresa P. Aprecio Assistant Registration Officer
5. Receive the corrected document.	5. Issue annotated document.	None	10 minutes	Eliza B. Atienza Municipal Civil Registrar
TOTAL:		Php3000.00 / Php 1,000.00	2 weeks, 1 hour, 6 minutes	

### 3. Issuance of Certified True Copy / Machine Copy of Document

Certified True Copies are provided if the record is available in the Registry Books and machine copies are provided based on the original copy of the documents filed in this office from the client.

Office or Division:	Office of the Municipal Civil Registrar
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	All residents of the municipality
Fees to be paid:	Certified True Copy - Php 100.00

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly Accomplished Application Form	Office of the Municipal Civil Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the application form.	1. Receive the request/application form and verify office record.	None	10 minutes	Maria Teresa P. Aprecio Assistant Registration Officer
2. Pay prescribed fee at the Office of the Municipal Treasurer then present the Official Receipt back at the LCR.	2. Advise the client to pay prescribed fee at the Office of the Municipal Treasurer to process document.	Php100.00	5 minutes	Maria Teresa P. Aprecio Assistant Registration Officer
3. Receive the document.	4. Sign and release the document.	None	3 minutes	Eliza B. Atienza Municipal Civil Registrar
TOTAL:		Php100.00	28 minutes	



#### 4. Issuance of Supplemental Report

This service allows the client to have his/her civil registration document (birth, death, marriage) complement by providing the data for the missing entries.

Office or Division:	Office of the Municipal Civil Registrar
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	Residents of the municipality
Fees to be paid:	Supplemental Report - Php 500.00

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Document that needs Supplemental Report (Birth, Death, and Marriage Certificate)	Office of the Municipal Civil Registrar/Philippine Statistics Authority
2. Affidavit of Supplemental Report	Notary Public/ Office of the Municipal Civil Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements.	1. Receive and evaluate the requirements.	None	2 minutes	Maria Teresa P. Aprecio <i>Assistant Registration Officer</i>
2. Pay prescribed fee at the Office of the Municipal Treasurer.	2. Advise the client to pay prescribed fee at the Office of the Municipal Treasurer.	Php 500.00	10 minutes	Maria Teresa P. Aprecio <i>Assistant Registration Officer</i>
3. Present Official Receipt back at the LCR.	3. Receive the Official Receipt and process requested document.	None	15 minutes	Maria Teresa P. Aprecio <i>Assistant Registration Officer</i>
4. Receive the document.	4. Sign and release the document.	None	1 minute	Eliza B. Atienza <i>Municipal Civil Registrar</i>
TOTAL:		Php 500.00	28 minutes	



**5. Marriage License Application and Issuance**

A ten (10) day posting period must be observed before the issuance of marriage license.

Office or Division:	Office of the Municipal Civil Registrar
Classification:	Highly Technical
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	Couples residing in the municipality
Fees to be paid:	Figure varies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Birth Certificate	Office of the Municipal Civil Registrar/Philippine Statistics Authority
2. Parental Consent (Ages 18-20) or Advice (Ages 21-24)	Office of the Municipal Civil Registrar
3. Pre-marriage Counseling Certificate	Municipal Social Welfare and Development Office
4. Divorce or Annulment Decree, if applicable	Client
5. Death Certificate of Spouse, if widowed	Office of the Municipal Civil Registrar
6. Affidavit of Legal Capacity to Marry (for foreigners)	Embassy
7. Official Receipt Php 150.00: Marriage Application Fee Php 48.00: Additional License Fee Php 100.00: Marriage License Fee Php 200.00: PMC and Family Planning Seminar Fee	Office of the Municipal Treasurer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements.	1. Evaluate requirements, interview client for needed information, and make necessary addendums.	None	10 minutes	Maria Teresa B. Aprecio <i>Assistant Registration Officer</i>
2. Pay prescribed fee at the Office of the Municipal Treasurer then present Official Receipt and undergo counseling.	2. Advise the client to pay prescribed fee at the Office of the Municipal Treasurer to conduct counseling.	Php 150.00: Marriage Application Fee Php 48.00: Additional License Fee Php 100.00: License Fee Php 200.00: PMC and Family Planning Seminar Fee	8 hours, 10 minutes	Maria Teresa B. Aprecio <i>Assistant Registration Officer</i>  Rodazul Mercy E. Valencia <i>POPCOM Officer</i>
	2.1 Post the application for 10 days.	None	10 days	Eliza B. Atienza <i>Municipal Civil Registrar</i>
3. Receive Marriage License.	3. Sign and release the license after the 10 day posting period.	None	1 minute	Eliza B. Atienza <i>Municipal Civil Registrar</i>
<b>TOTAL:</b>		Php 150.00: Marriage Application Fee Php 48.00: Additional License Fee Php 100.00: License Fee Php 200.00: PMC and Family Planning Seminar Fee	10 days, 8 hours, 21 minutes	



## 6. Late Registration of Births, Deaths, Marriages or Any Civil Registration Documents

A ten (10) day posting period must be observed before the document applied for is released. Only application with complete documents will be posted.

Office or Division:	Office of the Municipal Civil Registrar
Classification:	Highly Technical
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	Residents of the municipality
Fees to be paid:	Late Registration Fee - Php 500.00

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Negative Certification from NSO on the concerned event (Birth, Death or Marriage)	Office of the Municipal Civil Registrar/Philippine Statistics Authority
2. Affidavit of two (2) disinterested persons	Office of the Municipal Civil Registrar/Notary Public
3. Marriage Certificate if the registrant is married	Office of the Municipal Civil Registrar
4. For Birth, any two of the following: Baptismal Certificate/Certificate of Dedication Voter Registration Record Any valid Identification Card	Church Commission on Election Client
For death: A transcription from the records of the hospital where the event took place or a copy from the attending physician.	Hospital/Physician
Marriage: A transcription from the church/court/office where the event was solemnized.	Office of the Municipal Civil Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements.	1. Receive and evaluate the requirements.	None	5 minutes	Maria Teresa B. Aprecio <i>Assistant Registration Officer</i>
	1.1 Interview client for additional information needed.	None	5 minutes	Maria Teresa B. Aprecio <i>Assistant Registration Officer</i>
2. Pay prescribed fee at the Office of the Municipal Treasurer.	2. Advise the client to pay prescribed fee at the Office of the Municipal Treasurer.	Php600.00	10 minutes	Maria Teresa B. Aprecio <i>Assistant Registration Officer</i>
3. Present the Official Receipt back at the LCR.	3. Post the application for 10 days.	None	10 days	Eliza B. Atienza <i>Municipal Civil Registrar</i>
4. Receive the document.	4. Sign and release the document after the 10-day posting period.	None	5 minutes	Eliza B. Atienza <i>Municipal Civil Registrar</i>
<b>TOTAL:</b>		Php600.00	10 days, 10 minutes	



**7. Out-of-Town Registration/Reporting**

Out-of-Town Registration/Reporting applies to persons whose vital events (birth, death, marriage) took place outside the municipality but aren't indicated in the Registry Books of that place and in the records of Philippine Statistics Authority.

Office or Division:	Office of the Municipal Civil Registrar
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	Residents of the municipality
Fees to be paid:	Postal money order - Php 300.00 (minimum)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>Basic:</b> <ol style="list-style-type: none"> <li>Negative Certification from the PSA</li> <li>Negative Certification from the Office of the Civil Registrar where the event took place</li> <li>Affidavit of two (2) disinterested persons</li> <li>Postal Money Order (minimum of Php300.00)</li> </ol>	Philippine Statistics Authority Office of the Municipal Civil Registrar  Notary Public Post Office
<b>Birth:</b> <ol style="list-style-type: none"> <li>Baptismal Certificate/Certificate of Dedication</li> <li>Voter's Registration Record</li> <li>School Record</li> <li>Any valid identification card</li> </ol>	Church  Commission on Elections Client/School Client
<b>Death:</b> <ol style="list-style-type: none"> <li>Transcription from the hospital records/report of the attending Physician</li> <li>Client's original copy of the death certificate (if available)</li> </ol>	Hospital/Municipal Health Office  Client
<b>Marriage:</b> <ol style="list-style-type: none"> <li>Client's original copy of the marriage certificate contract (if available)</li> <li>Transcription from the church/court records where the event was solemnized</li> </ol>	Client/Solemnizing Officer  Office of the Municipal Civil Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the requirements at the LCR and provide contract number.	1. Receive and evaluate the documents submitted.	None	5 minutes	Maria Teresa B. Aprecio <i>Assistant Registration Officer</i>
2. Secure PMO (Postal Money Order).	2. Issue PMO.	Php300.00	5 minutes	Phil. Post Personnel



3. Submit the PMO at the LCR.	3. Receive the PMO and process the document.	None	5 minutes	Maria Teresa B. Aprecio <i>Assistant Registration Officer</i>
	3.1 Sign the affidavit of Delayed Registration (back of COLB).	None	15 minutes	Maria Teresa B. Aprecio <i>Assistant Registration Officer</i>
	3.2 Forward the document for registration/reporting at the Civil Registry Office where the event took place after 10-day posting period.	None	3 minutes	Eliza B. Atienza <i>Municipal Civil Registrar</i>
	3.3 Inform client as soon as the document arrives.	None	3 minutes	Eliza B. Atienza <i>Municipal Civil Registrar</i>
4. Receive the document.	4. Release the document.	None	5 minutes	Eliza B. Atienza <i>Municipal Civil Registrar</i>
TOTAL:		Php 300.00	41 minutes	



## 8. Registration of Legal Instruments

Legal Instruments are documents (Affidavit of Acknowledgment and Legitimation and Affidavit to Use the Surname of the Father under R.A. 9255) that are required to update the birth record of the registrant.

Office or Division:	Office of the Municipal Civil Registrar
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	Residents of the municipality
Fees to be paid:	Application/Child - Php 500.00
	Certified true copy of Birth Certificate - Php 100.00
	Sworn Statement Fee - Php 100.00

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Birth Certificate of the Child	Office of the Municipal Civil Registrar/Philippine Statistics Authority
2. Affidavit of Acknowledgment (3 copies) – for Acknowledgment	Notary Public/Office of the Municipal Civil Registrar
3. Affidavit of Legitimation (3 copies) – for Legitimation	Notary Public/Office of the Municipal Civil Registrar
4. Affidavit to Use the Surname of the Father (3 copies) if Client intends to avail of R.A. No. 9255	Notary Public/Office of the Municipal Civil Registrar
5. Official Receipt  Php 500.00 per Application Per Child  Php100.00 Certified True Copy of the Birth Certificate  Php100.00 Sworn Statement Fee	Office of the Municipal Treasurer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements at the LCR.	1. Receive and evaluate the requirements.	None	5 minutes	Maria Teresa B. Aprecio <i>Assistant Registration Officer</i>
2. Sign the Pro-Form AUSF under RA 9255 (by the biological father).	2. Witness the signing of the document.	None	5 minutes	Maria Teresa P. Aprecio <i>Assistant Registration Officer</i>
3. Pay prescribed fee at the Municipal Treasurer's Office and present O.R. at the LCR.	3. Advise the client to pay prescribed fee at the Office of the Municipal Treasurer,	Php 500.00 per Application Per Child  Php100.00 Certified True Copy of the Birth Certificate  Php100.00 Sworn Statement Fee	5 minutes	Maria Teresa B. Aprecio <i>Assistant Registration Officer</i>
3. Present the Official Receipt back at the LCR.	3. Process document.	None	15 minutes	Maria Teresa B. Aprecio <i>Assistant Registration Officer</i>
4. Receive the document.	4. Sign and release the document after the 10-day posting period.	None	1 minute	Eliza B. Atienza <i>Municipal Civil Registrar</i>
<b>TOTAL:</b>		<b>Php700.00</b>	<b>31 minutes</b>	







**Office of the Municipal Assessor  
External Services**



**1. Annotating or Cancelling Loans or Mortgages and Bail Bonds on Tax Declaration, Field Appraisal and Assessment Sheet (FAAS) and Property Record Form (PRF)**

The Office of the Municipal Assessor annotates or cancels loans or mortgages on Tax Declaration, Field Appraisal and Assessment Sheet (FAAS) and Property Record Form (PRF) for loan/mortgage purposes.

Office or Division:	Office of the Municipal Assessor
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	Residents of the municipality
Fees to be paid:	Annotation fee (1/10 of 1% of the amount of loan or monetary consideration or Php 100.00 which even higher)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Contract of mortgage or release of mortgage (2 photocopies)	Bank where the property was mortgaged/ Registry of Deeds
2. Certified photocopy of tax declaration (annotated, 1 copy)	Office of the Municipal Assessor
3. Official Receipt from the Office of the Municipal Treasurer (Php 100.00)	Office of the Municipal Treasurer
4. Tax Clearance (currently issued by the Office of the Municipal Treasurer)	Office of the Municipal Treasurer
5. Owner's Authorization/SPA for other requesting parties (1 photocopy)	Client/Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements together with the Official Receipt.	1. Evaluate requirements.	Php 100.00	3 minutes	Daisy D. Ballesteros <i>LAOO I</i>  Wilhelm I. Tolentino <i>Administrative Assistant II</i>  Lyle Wayne C. Gamayon <i>Assessment Clerk I</i>  Jaedil Ross G. Abaja <i>Tax Mapping Aide</i>
	1.1 Annotate/cancel mortgage on Tax Declaration, Appraisal Assessment Sheet (FAAS) and Property Record Form (PRF).	None	5 minutes	Daisy D. Ballesteros <i>LAOO I</i>  Wilhelm I. Tolentino <i>Administrative Assistant II</i>  Lyle Wayne C. Gamayon <i>Assessment Clerk I</i>
	1.2 Sign/approve tax declaration.	None	1 minute	Joey Lorenz A. Esta <i>Municipal Assessor</i>
2. Receive annotated documents.	2. Release Tax Declaration.	None	1 minute	Jaedil Ross G. Abaja <i>Tax Mapping Aide</i>
<b>TOTAL:</b>		Php 100.00	10 minutes	



**2. Issuance of Certified True Copy of Tax Declaration, Certification of Real Property Holdings and Certification with or without Improvement**

The Office of the Municipal Assessor issues Certified True Copy of Tax Declarations, Certification of Various Property Holdings, with or without improvement, for legal purposes.

Office or Division:	Office of the Municipal Assessor
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	Residents of the municipality
Fees to be paid:	Certification Fee - Php 100.00
	Certified true copy - 100.00

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter/Request Form	Client/ Office of the Municipal Assessor
2. Authorization letter from the property owner/s or SPA	Client/Requesting Party
3. Photocopy of Identification Card (ID) of requesting party	Client/Requesting Party
4. Official Receipt Php 100.00 – Certification Fee Php 100.00 – Certified True Copy	Office of the Municipal Treasurer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter/ request form at the Office of the Municipal Assessor.	1. Evaluate request.	None	3 minutes	Daisy D. Ballesteros <i>LAOO I</i>  Wilhelm I. Tolentino <i>Administrative Assistant II</i>  Jaedil Ross G. Abaja <i>Tax Mapping Aide</i>
2. Pay prescribed fee at the Office of the Municipal Treasurer.	2. Advise the client to pay prescribed fee at the Office of the Municipal Treasurer.	Php100.00 – Certification Fee  Php100.00 – Certified True Copy	5 minutes	Daisy D. Ballesteros <i>LAOO I</i>  Wilhelm I. Tolentino <i>Administrative Assistant II</i>  Lyle Wayne C. Gamayon <i>Assessment Clerk I</i>
3. Present Official Receipt at the Office of the Municipal Assessor.	3. Prepare document.	None	10 minutes	Wilhelm I. Tolentino <i>Administrative Assistant II</i>  Jaedil Ross G. Abaja <i>Tax Mapping Aide</i>  Lyle Wayne C. Gamayon <i>Assessment Clerk I</i>
	3.1 Sign/approve the document.	None	1 minute	Joey Lorenz A. Esta <i>Municipal Assessor</i>
4. Receive the document.	4. Release the document.	None	1 minute	Lyle Wayne C. Gamayon <i>Assessment Clerk I</i>
<b>TOTAL:</b>		Php 200.00	20 minutes	



### 3. Issuance of Notice of Assessment and Tax Bill (RPTOP)

The Office of the Municipal Assessor issues Notice of Assessment and Tax Bill.

Office or Division:	Office of the Municipal Assessor
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	Residents of the municipality
Fees to be paid:	None

CHECKLIST FOR REQUIREMENTS	WHERE TO SECURE
1. Latest Realty Tax Receipt	Client/Requesting Party/Office of the Municipal Treasurer
2. Tax Declaration / Title	Office of the Municipal Assessor

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present latest realty tax receipt.	1. Prepare/print the Notice of Assessment.	None	10 minutes	Daisy D. Ballesteros LAOO I  Wilhelm I. Tolentino Administrative Assistant II  Lyle Wayne C. Gamayon Assessment Clerk I  Jaedil Ross G. Abaja Tax Mapping Aide
2. Receive the Notice of Assessment.	2. Release the Notice of Assessment.	None	1 minute	Daisy D. Ballesteros LAOO I  Wilhelm I. Tolentino Administrative Assistant II  Lyle Wayne C. Gamayon Assessment Clerk I  Jaedil Ross G. Abaja Tax Mapping Aide
TOTAL:		None	11 minutes	



**4. Issuance of Owner’s Copy of Updated Tax Declaration for Subdivided/Consolidated Lot**

The Office of the Municipal Assessor issues Updated Tax Declaration for subdivided/consolidated lots.

Office or Division:	Office of the Municipal Assessor
Classification:	Highly Technical
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	Residents of the municipality
Fees to be paid:	None

CHECKLIST FOR REQUIREMENTS	WHERE TO SECURE
1. Duly Annotated Deed of Conveyance, Photocopy of Approved Subdivision/Consolidation Plan (2 photocopies)	Requesting Party/Geodetic Engineer who surveyed the lot
2. Deed of Partition/Consolidation (2 photocopies)	Requesting Party
3. Transfer Tax Receipt (1 Photocopy)	Provincial Treasurer’s Office
4. Realty tax receipt (current year)	Requesting Party/Office of the Municipal Treasurer
5. Approved survey/subdivision plan and technical description (2 blueprints)	Requesting Party/Geodetic Engineer
6. Certified true copies of resulting titles (certified copy from Registry of Deeds)	Registry of Deeds
7. Photocopy/certified true copies of previous title	Registry of Deeds
8. Deed of conveyance, if there is a transfer of ownership simultaneously done with segregation (1 Photocopy)	Requesting Party
9. BIR Certificate Authorizing Registration	Requesting Party/BIR/Registry of Deeds
10. Tax Clearance (currently issued by the Municipal Treasurer’s Office) for the mother lot	Office of the Municipal Treasurer
11. Certified true copy of latest tax declaration	Office of the Municipal Assessor
12. Owner’s authorization/Special Power of Attorney	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents for evaluation.	1. Evaluate documents submitted.	None	5 minutes	Wilhelm I. Tolentino <i>Administrative Assistant II</i>
	1.1 Endorse documents to the Tax Mapping Division	None	1 hour	Daisy D. Ballesteros LAOO I
	a. Plot the division consolidation plan on the tax map			Wilhelm I. Tolentino <i>Administrative Assistant II</i>
	b. Align Property Identification No. on the tax map and subdivision consolidation plan			Jaedil Ross G. Abaja <i>Tax Mapping Aide</i>
	Prepare the following:	None	1 hour	Daisy D. Ballesteros LAOO I
	a. Field appraisal and assessment sheets.			Jaedil Ross G. Abaja <i>Tax Mapping Aide</i>
	b. Tax Declaration			
c. Property Record Form				
	1.2 Verify, review and sign the updated record.	None	10 minutes	Joey Lorenz A. Esta <i>Municipal Assessor</i>
	1.3 Endorse documents for approval at the Provincial Assessor’s Office, Laoag City	None	7 working days	Daisy D. Ballesteros LAOO I
	1.4. Update/encode and file approved documents.	None	10 minutes	Daisy D. Ballesteros LAOO I
<b>TOTAL:</b>		None	7 days, 2 hours, 25 minutes	



## 5. Issuance of Tax Declaration for Newly Constructed/Renovated Buildings, Newly Installed Machineries and Re-Assessments

The Office of the Municipal Assessor issues updated Tax Declaration for newly constructed/renovated buildings, newly installed machineries request for reassessments.

Office or Division:	Office of the Municipal Assessor
Classification:	Highly Technical
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	Residents of the municipality
Fees to be paid:	None

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approved building permit/building plan (actual measurement if plan is not available) (1 photocopy)	Office of the Municipal Engineer
2. Certificate of occupancy and estimates	Office of the Municipal Engineer
3. Photocopy of Title or Tax declaration of lot where the structure is erected/located	Registry of Deeds/Office of the Municipal Assessor
4. Sworn statement of owner declaring the property	Office of the Municipal Assessor
5. SEC Registration and Certification of actual use (for exempt properties)	Security Exchange Commission (SEC)
6. For machineries, list of machineries, sworn statement of owner/s and SEC Registration in case of registration of commercial/industrial machineries	Office of the Municipal Assessor/SEC
7. Picture of property	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for ocular inspection.	1. Evaluate documents submitted.	None	3 minutes	Wilhelm I. Tolentino <i>Administrative Assistant II</i>
	1.1 Conduct ocular inspection.	None	1 hour	Wilhelm I. Tolentino <i>Administrative Assistant II</i>
	1.2 Compute the area, market value and assessment value of the property.	None	1 hour	Wilhelm I. Tolentino <i>Administrative Assistant II</i>
	1.3 Prepare the following: a. Field Appraisal and Assessment b. Tax Declaration c. Property Record Form (PRF)	None	25 minutes	Wilhelm I. Tolentino <i>Administrative Assistant II</i>
	1.4 Evaluate, review, and sign the documents.	None	25 minutes	Joey Lorenz A. Esta <i>Municipal Assessor</i>
	1.5 Endorse documents for approval at the Provincial Assessor's Office.	None	7 working days,	Joey Lorenz A. Esta <i>Municipal Assessor</i>
<b>TOTAL:</b>		None	<b>7 working days, 2 hours, 53 minutes</b>	



**6. Verification/Identification of Property Location and Vicinity Map**

The Office of the Municipal Assessor verifies/identifies real property location with the aid of Tax Map for securing vicinity map.

Office or Division:	Office of the Municipal Assessor
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	Residents of the municipality
Fees to be paid:	Photocopy of Vicinity Map - Php 100.00

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Photocopy of the file	Office of the Municipal Assessor
2. Tax Declaration or title	Office of the Municipal Assessor/Registry of Deeds
3. Official Receipt for Vicinity Map (Php100.00)	Office of the Municipal Treasurer
4. Consent from the Lot Owner/Heirs	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements.	1. Evaluate requirements.	None	3 minutes	Daisy D. Ballesteros <i>LAOO I</i>  Wilhelm I. Tolentino <i>Administrative Assistant II</i>
	1.1 Verify and research the tax map and present to the client.	None	10 minutes	Wilhelm I. Tolentino <i>Administrative Assistant II</i>  Jaedil Ross G. Abaja <i>Tax Mapping Aide</i>
2. Pay prescribed fee at the Office of the Municipal Treasurer.	2. Advise the client to pay at the Office of the Municipal Treasurer.	Php 100.00	10 minutes	Wilhelm I. Tolentino <i>Administrative Assistant II</i>  Jaedil Ross G. Abaja <i>Tax Mapping Aide</i>
2. Submit photocopy of map for certification together with the Official Receipt.	2. Receive the photocopy of the map and endorse to LAOO or Municipal Assessor for signature.	None	5 minutes	Daisy D. Ballesteros <i>LAOO I</i>  Jaedil Ross G. Abaja <i>Tax Mapping Aide</i>
3. Receive the photocopy of the tax map/ vicinity map.	3. Sign the photocopy of the tax map/vicinity map.	None	1 minute	Joey Lorenz A. Esta <i>Municipal Assessor</i>
	3.1 Release the photocopy of the tax map/vicinity map.	None	1 minute	Wilhelm I. Tolentino <i>Administrative Assistant II</i>  Jaedil Ross G. Abaja <i>Tax Mapping Aide</i>
4. Wait for the schedule of ocular inspection.	4. Set schedule for ocular inspection if the property can't be identified.	None	2 minutes	Wilhelm I. Tolentino <i>Administrative Assistant II</i>  Jaedil Ross G. Abaja <i>Tax Mapping Aide</i>
<b>TOTAL:</b>		Php 100.00	32 minutes	



**Office of the Municipal Treasurer  
External Services**





**1. Branding of Large Cattle/Transfer of Ownership of Large Cattle and Collection of Slaughter Fees (Slaughter, Coral, Slaughter Permits, etc..)**

Owners of large cattle are required to register their ownership from birth to one year. A certificate of ownership is issued to them upon their payment of registration fee. If the large cattle is sold or if ownership is transferred to another person, the sale or transfer shall be registered in which a Certificate of Transfer shall be issued to the purchaser. Slaughter Fees, Permit Fees, Coral Fees, Ante-mortem and Post-mortem Fees are collected based on Tax Ordinance.

Office or Division:	Office of the Municipal Treasurer
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	Residents of the municipality
Fees to be paid:	Branding fee - Php 50.00
	Transfer of ownership - Php 100.00

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Certificate of Live Birth	Office of the Municipal Treasurer
2. Certificate of Ownership or Transfer of Large Cattle	Office of the Municipal Treasurer
3. Official Receipt (Php50.00 for Branding, Php100.00 for Transfer of Ownership)	Office of the Municipal Treasurer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Certificate of Live Birth Registration and CTC or Certificate of Ownership of Large Cattle.	1. Receive and evaluate the requirements.	None	5 minutes	Ernesto D. Romero, Jr. <i>Revenue Collection Clerk III</i>
2. Pay prescribed fee.	2. Issue Official Receipt.	Php50.00 for Branding, Php100.00 for Transfer of Ownership	5 minutes	Ernesto D. Romero, Jr. <i>Revenue Collection Clerk III</i>
3. Receive certification.	3. Brand the large cattle, issue Certificate of Ownership, or Certification of Transfer of Large Cattle with Signature of Owner and Buyer.	None	5 minutes	Ernesto D. Romero, Jr. <i>Revenue Collection Clerk III</i>
<b>TOTAL:</b>		Php 150.00	15 minutes	



## Collection of Slaughter Fees (Slaughter Fee, Coral Fee, Slaughter Permit Fee, Ante-Mortem and Post-Mortem)

Office or Division:	Office of the Municipal Treasurer
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	Residents of the municipality
Fees to be paid:	Community Tax Certificate (CTC) Basic Tax - Php 5.00
	Additional Community Tax - 1.00 per every 1,000.00

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Report of Slaughtered Animals	Meat Inspector
2. Certificate of Ownership or Transfer of Large Cattle	Office of the Municipal Treasurer
3. Official Receipt	Office of the Municipal Treasurer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present requirements and pay prescribed fee.	1. Issue Official Receipt to be presented to the Meat Inspector.	See table below for schedule of fees.	5 minutes	Ernesto D. Romero, Jr. <i>Revenue Collection Clerk III</i>
TOTAL:		See table below for schedule of fees.	5 minutes	

SCHEDULE OF FEES FOR SLAUGHTERHOUSE SERVICES	
Slaughter Permit	Php 50.00/cattle
	Php 40.00/hog
	Php 15.00/ Goat/Sheep
	Php 15.00/ All others
Slaughter Fee	Php 50.00/cattle
	Php 40.00/hog
	Php 15.00/ Goat/Sheep
	Php 15.00/ All others
Branding Fee	Php 45.00
Transport Fee	Php 60.00 /cattle
	Php 40.00 /hogs
	Php 20.00 /goat/sheep
Ante-Mortem Fee	Php 10.00 /cattle
	Php 10.00 /hogs
	Php 10.00 / goat/sheep
Post-Mortem Fee	Php 20.00/ cattle
	Php 20.00/ hogs
	Php 10.00 goat/sheep
	Php 10.00/ All others
Coral Fee	Php 30.00/ cattle
	Php 30.00/ hogs
	Php 10.00 goat/sheep
	Php 15.00/ All others
Firewood	Php 30.00/ cattle
	Php 70.00/ hogs
	Php 20.00 goat/sheep



**2. Collection of Community Taxes**

Community Tax Certificate is issued starting January 1 to February 28 and interest is imposed after prescribed period. Regulatory fees and other charges are collected based on the approved tax code.

Office or Division:	Office of the Municipal Treasurer
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	Residents of the municipality
Fees to be paid:	Community Tax Certificate (CTC) Basic Tax - Php 5.00
	Additional Community Tax - 1.00 per every 1,000.00

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly Accomplished Application Form for CTC	Office of the Municipal Treasurer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out application form for CTC.	1. Prepare CTC.	None	2 minutes	Angelita Liberty A. Pascual <i>Revenue Collection Clerk III</i>  Margarita T. Ballesteros <i>Revenue Collection Clerk III</i>
2. Pay amount due.	2. Issue CTC.	Basic Tax: Php5.00  Additional Community Tax of Php1.00 for every Php1,000.00 of gross income	5 minutes	Angelita Liberty A. Pascual <i>Revenue Collection Clerk III</i>  Margarita T. Ballesteros <i>Revenue Collection Clerk III</i>
TOTAL:		Basic Tax: Php5.00  Additional Community Tax of Php1.00 for every Php1,000.00 of gross income	7 minutes	



### 3. Collection of Franchise Taxes (All Motorized Tricycle Operating Within the Municipality), Business Taxes and Other Fees

The Office of the Municipal Treasurer collects Business License Fees, Mayor's Permit Fees and other payments related to any commercial operations or ventures. The license must be renewed from January 2 to 20 every year. Penalties are imposed after this period. Business taxes for new enterprise are based on capitalization. Succeeding renewal fees are computed based on percentage of gross receipts/sales or graduated fixed tax. Payments may be made annually, semi-annually or quarterly. Taxes are due on the first 20 days of each quarter.

#### For Franchise Tax:

Office or Division:	Office of the Municipal Treasurer
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	Tricycle operators
Fees to be paid:	Figure varies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Order of Payment	Office of the Mayor – Licensing Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Order of Payment	1. Prepare Official Receipt	Figure varies depending on the assessment of the Licensing Officer.  Computation is based on the Tax Ordinance.	5 minutes	Margarita T. Ballesteros <i>Revenue Collection Clerk III</i>  Angelita Liberty A. Pascual <i>Revenue Collection Clerk III</i>
2. Pay tax due.	2. Issue Official Receipt		2 minutes	Margarita T. Ballesteros <i>Revenue Collection Clerk III</i>  Angelita Liberty A. Pascual <i>Revenue Collection Clerk III</i>
TOTAL:		Figure varies depending on the assessment of the Licensing Officer.  Computation is based on the Tax Ordinance.	7 minutes	



**For Business Tax:**

Office or Division:	Office of the Municipal Treasurer
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	Business owners in the municipality
Fees to be paid:	Figure varies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approved Business Application	Office of the Mayor – Licensing Division
2. Sworn Statement of Gross Receipt of the Preceding Year	Client
3. Order of Payment	Office of the Mayor – Licensing Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Business Application Form.	1. Assess gross receipts.	Figure varies. Computation is based on the Tax Ordinance.	7 minutes	Melchora C.A. Maranan <i>Municipal Treasurer</i>  Adela A. Garcia <i>Asst. Municipal Treasurer</i>
2. Present Order of Payment.	2. Prepare Official Receipt.	Figure varies. Computation is based on the Tax Ordinance.	5 minutes	Margarita T. Ballesteros <i>Revenue Collection Clerk III</i>  Angelita Liberty A. Pascual <i>Revenue Collection Clerk III</i>  Josephine I. Castillo <i>Revenue Collection Clerk III</i>
3. Pay tax due.	3. Issue Official Receipt.	Figure varies. Computation is based on the Tax Ordinance.	2 minutes	Margarita T. Ballesteros <i>Revenue Collection Clerk III</i>  Angelita Liberty A. Pascual <i>Revenue Collection Clerk III</i>  Josephine I. Castillo <i>Revenue Collection Clerk III</i>
<b>TOTAL:</b>		Figure varies. Computation is based on the Tax Ordinance.	14 minutes	



#### 4. Collection of Market Fees and Other Charges

The Office of the Municipal Treasurer collects market fees and cash tickets every 20<sup>th</sup> of the month and every market day respectively.

Office or Division:	Office of the Municipal Treasurer
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	Market vendors/stall owners
Fees to be paid:	Figure varies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
NONE	NONE

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay monthly rental fee.	1. Issue Official Receipt and receive payment.	Figure varies. Computation is based on the Tax Ordinance.	10 minutes	Ernesto D. Romero, Jr. <i>Revenue Collection Clerk III</i>  Josephine I. Castillo <i>Revenue Collection Clerk III</i>  Mary Ann B. Valenciano <i>Revenue Collection Clerk III</i>
2. Pay cash tickets.	2. Collect payment.		1 minutes	Ernesto D. Romero, Jr. <i>Revenue Collection Clerk III</i>  Josephine I. Castillo <i>Revenue Collection Clerk III</i>  Mary Ann B. Valenciano <i>Revenue Collection Clerk III</i>  Lorelyn A. Maneja <i>Revenue Collection Clerk III</i>
TOTAL:		Figure varies. Computation is based on the Tax Ordinance.	11 minutes	



**5. Collection of Real Property Taxes and Issuance of Real Property Tax Payment**

Collection of real property taxes on lands, buildings, and machineries based on percentage assessed value real property tax may be paid on annual or quarterly basis. Discount is given to those who pay in advance (20% discount for advance payment in December, 15% discount from January 1 to 16, and 10% discount from January 17 to March 31 if property tax is paid for whole year).

Office or Division:	Office of the Municipal Treasurer
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	Residents of the municipality
Fees to be paid:	Basic Tax Due (AV x 1%)
	SEF Tax Due (AV x 1%)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Real Property Tax Order of Payment	Office of the Municipal Assessor
2. Latest Real Property Tax Official Receipt	Office of the Municipal Treasurer
3. Official Receipt Basic Tax Due AV x 1% SEF Tax Due AV + 1%	Office of the Municipal Treasurer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements.	1. Evaluate requirements and compute tax due.	None	10 minutes per TD	Lloyd Maurice I. Nacnac <i>Administrative Aide VI/Clerk III</i>  Deborrah D. Sebastian <i>Administrative Aide IV/Clerk II</i>
2. Pay Tax Due.	2. Accept payment.	Basic Tax Due AV x 1%  SEF Tax Due AV + 1%  Computation is based on the Tax Ordinance.	5 minutes per TD	Mary Ann B. Valenciano <i>Revenue Collection Clerk III</i>  Leilanie P. Ballesteros <i>Revenue Collection Clerk III</i>
3. Receive Official Receipt	3. Issue Official Receipt	None	2 minutes	Leilanie P. Ballesteros <i>Revenue Collection Clerk III</i>  Mary Ann B. Valenciano <i>Revenue Collection Clerk III</i>  Josephine I. Castillo <i>Revenue Collection Clerk III</i>
TOTAL:		Basic Tax Due AV x 1%  SEF Tax Due AV + 1%  Computation is based on the Tax Ordinance.	17 minutes	



## 6. Collection of Regulatory Fees and Other Charges

Regulatory fees and other charges are collected based on the approved tax code.

Office or Division:	Office of the Municipal Treasurer
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	Residents of the municipality
Fees to be paid:	Figure varies

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Order of Payment		Concerned department		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Order of Payment from the office concerned.	1. Receive payment and prepare Official Receipt.	Figure varies depending on the service..	5 minutes	Angelita Liberty A. Pascual Revenue Collection Clerk III  Mary Ann B. Valenciano Revenue Collection Clerk III  Margarita T. Ballesteros Revenue Collection Clerk III  Josephine I. Castillo Revenue Collection Clerk III
2. Pay tax due and receive Official Receipt.	2. Accept payment and issue Official Receipt.	Figure varies depending on the service..	1 minute	Angelita Liberty A. Pascual Revenue Collection Clerk III  Mary Ann B. Valenciano Revenue Collection Clerk III  Margarita T. Ballesteros Revenue Collection Clerk III  Josephine I. Castillo Revenue Collection Clerk III
<b>TOTAL:</b>		Figure varies depending on the service..	6 minutes	





**For Issuance of RPT Clearance:**

Office or Division:	Office of the Municipal Treasurer			
Classification:	Simple			
Type of Transaction:	G2C (Government to Citizen)			
Who may avail:	Residents of the municipality			
Fees to be paid:	None			
		<b>WHERE TO SECURE</b>		
1. Latest Real Property Tax Official Receipt	Office of the Municipal Treasurer			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present current receipt.	1.1 Validate receipt and prepare certification.	None	5 minutes	Lloyd Maurice I. Nacnac <i>Administrative Aide VI/Clerk III</i>  Deborrah D. Sebastian <i>Administrative Aide IV/Clerk II</i>
	1.2 Sign certificate of non-delinquency.	None	1 minute	Melchora C.A. Maranan <i>Municipal Treasurer</i>  Adela A. Garcia <i>Asst. Municipal Treasurer</i>
2. Receive document.	2. Release document.	None	1 minute	Lloyd Maurice I. Nacnac <i>Administrative Aide VI/Clerk III</i>  Deborrah D. Sebastian <i>Administrative Aide IV/Clerk II</i>
<b>TOTAL:</b>		None	7 minutes	



**Municipal Budget Office  
External Services**



### 1. Review of Proposed Barangay Budget

The Budget Office reviews Proposed Barangay Budget as to compliance with all budgetary requirements and PS Limitations.

Office or Division:	Municipal Budget Office			
Classification:	Highly Technical			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	All barangays of the LGU			
Fees to be paid:	None			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Annual Investment Plan (AIP)		Punong Barangay		
2. Budget Message		Punong Barangay		
3. Appropriation Ordinance/Resolution of the Barangay Council with Pertinent Attachments		Barangay Council		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the requirements to Office of the Sangguniang Bayan.	1. Receive and check documents for completeness.	None	1 minute	Mary Ann R. Nacnac <i>Local Legislative Staff Assistant II</i>
	1.1 Endorse proposed Barangay Budget to the Municipal Budget Office.	None	1 minute	Mary Ann R. Nacnac <i>Local Legislative Staff Assistant II</i>
	1.2 Review proposed Barangay Budget.	None	3 days	Edelina B. Espejo <i>Budgeting Assistant</i>  Adela A. Garcia <i>Acting Municipal Budget Officer</i>
	1.3 Submit reviewed Barangay Budget to the Office of the Sangguniang Bayan.	None	1 minute	Edelina B. Espejo <i>Budgeting Assistant</i>
	1.4 The Sangguniang Bayan reviews the proposed Barangay Budget in the succeeding session.	None	7 days	Sangguniang Bayan Members
	1.5 Prepare and forward the Appropriation Ordinance or Resolution to the Municipal Budget Office.	None	1 hour	Milalyn R. Marcelo <i>Acting Sangguniang Bayan Secretary</i>
	1.6 Receive Appropriation Ordinance or Resolution from the Office of the Sangguniang Bayan.	None	1 minute	Edelina B. Espejo <i>Budgeting Assistant</i>  Adela A. Garcia <i>Acting Municipal Budget Officer</i>
2. Receive Appropriation Ordinance or Resolution on the Proposed Barangay Budget.	2. Release Appropriation Ordinance or Resolution on the Proposed Barangay Budget.	None	1 minute	Edelina B. Espejo <i>Budgeting Assistant</i>
TOTAL:		None	10 days, 1 hour, 5 minutes	



**Office of the Municipal Accountant  
External Services**



**1. Submission of Disbursement Vouchers (Barangay Transaction)**

Within ten (10) days after the end of the month, the Barangay Treasurer shall prepare a Transmittal Letter and submit to the Municipal Accountant original copies of disbursement vouchers and supporting documents for recording in the book of accounts and the preparation of barangay financial statements. Copy of such transmittal letter, will all the attachments, shall be submitted to the COA SA/ATL who has direct audit jurisdiction over the barangay.

Office or Division:	Office of the Municipal Accountant			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	All barangays of the LGU			
Fees to be paid:	None			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. 2 Copies of Transmittal Letter		Barangay Treasurer		
2. Disbursement Vouchers		Barangay Treasurer		
3. Certification from the Punong Barangay		Punong Barangay		
4. Personal Appearance of the Barangay Treasurer				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit reviewed and complete Disbursement Vouchers and supporting documents.	1. Receive the documents, check for completeness, and forward to the Municipal Accountant.	None	5 minutes	Accounting Office Staff
	1.1 Accept documents for recording in the book of accounts and submission to the Commission on Audit.	None	5 minutes	Romeo M. Calma <i>Municipal Accountant</i>
TOTAL:		None	10 minutes	



**Office of the Municipal Accountant  
Internal Services**



**1. Issuance of Certificate of Income Tax Withheld from Employees, Certificate of Net Take Home Pay, Certificate of Premiums, Certificate of Loan Payments, and Other Certifications**

Government employees may secure from the Office of the Municipal Accountant Certificate of Income Tax Withheld from Employees, Certificate of Net Take Home Pay, Certificate of Premiums, Certificate of Loan Payments, and Other Certifications for whatever purpose it may serve them.

Office or Division:	Office of the Municipal Accountant			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	All employees of the LGU			
Fees to be paid:	None			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
NONE		NONE		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for the issuance of certificate and state the purpose.	1. Prepare and print the requested certificate.	None	15 minutes	Jeanette P. Calong <i>Bookkeeper</i>  Jacklyn C. Valenzuela <i>Administrative Asst. II (Accounting Clerk III)</i>  Jenifer C. Balicao <i>Administrative Asst. III/Sr. Bookkeeper</i>
	1.1 Sign the certificate.	None	1 minute	Romeo M. Calma <i>Municipal Accountant</i>
2. Receive the requested certificate.	2. Release the certificate.	None	1 minute	Jeanette P. Calong <i>Bookkeeper</i>  Jacklyn Valenzuela <i>Administrative Asst. II (Accounting Clerk III)</i>  Jenifer C. Balicao <i>Administrative Asst. III (Sr. Bookkeeper)</i>
<b>TOTAL:</b>		None	17 minutes	



**Operation of Slaughterhouse  
External Services**





## **1. ANTE-MORTEM INSPECTION OF SLAUGHTER ANIMALS AND POST-MORTEM EXAMINATION OF THEIR CARCASSES, ORGANS AND PARTS / CONDUCT OF POST-ABATTOIR INSPECTION**

### The Operation of Slaughterhouse:

- Ensures the production of clean meat through the enforcement of approved and proper meat handling practices in Slaughterhouse, meat transport and meat markets.
- Enforces the humans Slaughtering techniques or practices on food animal in the abattoir.
- Inspect or verifies relevant documents (Shipping Permit, Veterinary Health Certificate, Certificate of Ownership and/or transfer, Slaughter Permit) of food animals presented for Slaughter.
- Maintain personal cleanliness and hygiene in the use of proper attire among Slaughter house worker and proper use of amenities.
- Supervise pre-abattoir cleaning and disinfecting of slaughter house premises and equipment.
- Ensures the proper disposal of condemned carcasses organs and parts by open kettle rendering if not affected by any dangerous animal disease, the condemned shall be buried deep in the ground with the application of lime.
- Accomplishes properly all prescribed report forms of the NMIS and submits them regularly at the end of the month.
- Reports immediately the presence of reportable disease (FMD, Hod Cholera, etc.) to the Executive Director of the NMIS.
- Helps in animal quarantine work that may be instituted by the agency concerned during outbreak of reportable animal and poultry disease by regulating the entrance and exit of live animals and carcasses to and from the Slaughterhouse.
- Conduct and/or assist in animal disease surveillance intelligence among Slaughter house and to perform other related duties as may be required from time to time.



Office or Division:	Slaughterhouse
Classification:	Complex
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	Meat business owners, residents of the municipality who need the service
Fees to be paid:	Figure varies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Official Receipt	Office of the Municipal Treasurer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay at the Office of the Municipal Treasurer and present Official Receipt to the Meat Inspector.	1. Validate receipt and conduct inspection/operation and record results.	See table below for schedule of fees.	Time varies depending on the complexity of operation.	Jesse B. Nacnac <i>Meat Inspector II</i>
TOTAL:		See table below for schedule of fees.	Time varies depending on the complexity of operation.	

SCHEDULE OF FEES FOR SLAUGHTERHOUSE SERVICES	
Slaughter Permit	Php 50.00/cattle
	Php 40.00/hog
	Php 15.00/ Goat/Sheep
	Php 15.00/ All others
Slaughter Fee	Php 50.00/cattle
	Php 40.00/hog
	Php 15.00/ Goat/Sheep
	Php 15.00/ All others
Branding Fee	Php 45.00
Transport Fee	Php 60.00 /cattle
	Php 40.00 /hogs
	Php 20.00 /goat/sheep
Ante-Mortem Fee	Php 10.00 /cattle
	Php 10.00 /hogs
	Php 10.00 / goat/sheep
Post-Mortem Fee	Php 20.00/ cattle
	Php 20.00/ hogs
	Php 10.00 goat/sheep
	Php 10.00/ All others
Coral Fee	Php 30.00/ cattle
	Php 30.00/ hogs
	Php 10.00 goat/sheep
	Php 15.00/ All others
Firewood	Php 30.00/ cattle
	Php 70.00/ hogs
	Php 20.00 goat/sheep



**Municipal Library/i-HUB  
External Services**



## 1. Use of Books and Library Materials

The library is open for all: professionals, students, and out-of-school youth. Library collections are composed mainly of general references for in-depth search or information on a broad range of subjects (e.g. encyclopedias, dictionaries) and some of the Filipiniana and Rizaliana collection.

Office or Division:	Municipal Library/i-HUB			
Classification:	Simple			
Type of Transaction:	G2C (Government to Citizen)			
Who may avail:	Professionals, students, and out-of-school youth			
Fees to be paid:	None			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Any valid ID (for professionals)		Client		
2. Library Card (for students)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register and present ID.	1. Check ID card.	None	1 minute	Milalyn R. Marcelo <i>Librarian I</i>
2. Select the books needed at the shelves with the assistance of the librarian and proceed to the reading table. If to be borrowed overnight or for photo copying, fill-out book card and submit it to the Librarian.	2. Get book card and indicate date due.	None	1 minutes	Milalyn R. Marcelo <i>Librarian I</i>
3. Return books at the shelves. For books to be borrowed overnight or for photocopying, present books at the librarian for proper check out.	3. Receive, inspect and check out books and affix initials at the book card before releasing the borrower's ID or library card.	None	2 minutes	Milalyn R. Marcelo <i>Librarian I</i>
<b>TOTAL:</b>		None	4 minutes	



## 2. Use of Computers

The i-Hub caters to users in need of computers for online search, electronic mail and the like that needs the facility of internet connection

Office or Division:	Office of the Municipal Treasurer/i-HUB
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	Professionals, students, and out-of-school youth
Fees to be paid:	Figure varies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Any valid ID (for professionals)	Client
2. Library Card (for students)	Client
3. Official Receipt	Office of the Municipal Treasurer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register and present ID.	Check ID card.	None	1 minute	Milalyn R. Marcelo <i>Librarian I</i>
2. Go to a vacant computer booth.	2. Designate available computer.	None	Time varies	Milalyn R. Marcelo <i>Librarian I</i>
3. Log-out, inform the personnel in-charge and get order of payment.	3. Issue order of payment and advise user to pay at the MTO.	None	1 minutes	Milalyn R. Marcelo <i>Librarian I</i>
4. Pay prescribed fee.	4. Advise client to pay prescribed fee at the Office of the Municipal Treasurer.	See table below for schedule of fees.	10 minutes	Milalyn R. Marcelo <i>Librarian I</i>
5. Present Official Receipt to the Librarian.	5. Validate Official Receipt and release ID or library card.	None	1 minutes	Milalyn R. Marcelo <i>Librarian I</i>
TOTAL:		See table below for schedule of fees.	Time varies depending on the needs of the client	

SCHEDULE OF FEES FOR LIBRARY/I-HUB SERVICES	
Computer Rental	Php 5.00/hour
Printing Charge (Colored)	Php 3.00/page
Printing Charge (Black)	Php 1.00/page
Photocopying	Php 2.00/page



### Feedbacks and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback	<p>Answer the client form and drop it at the designated drop box at the Public Assistance and Complaint Desk(PACD).</p> <p>Contact Info: (077) 600-0156 / dingrasagbiag@yahoo.com</p>
How feedback is processed	<p>Every Friday, the HR Assistant opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: (077) 600-0156</p>
How to file complaints	<p>Answer the client Complaint Form and drop it at the designated drop box at the Public Assistance and Complaint Desk (PACD) or submit a letter of complaint at the Office of the Mayor.</p> <p>For inquiries and follow-upss, clients may contact the following telephone number: (077) 600-0156</p>
How complaints are processed	<p>The PACD Officer opens the complaints drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation that the complaint is meritorious, the PACD Officer shall start the investigation and forward the complaint to the relevant office for their explanation.</p> <p>The PACD Officer will create a report after the investigation and shall submit it to the Head of Agency for Appropriate Action.</p> <p>The Complaints Officer will give the feedback to the clients.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: (077) 600-0156</p>
Contact Information of ARTA, PCC, CCB	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> / 1-ARTA (2782)</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>



## List of Offices

Office	Address	Contact Information
Office of the Municipal Mayor	2 <sup>nd</sup> Floor, Municipal Hall, Madamba, Dingras, Ilocos Norte	(077) 600-0156
Office of the Sangguniang Bayan	2 <sup>nd</sup> Floor, Municipal Hall, Madamba, Dingras, Ilocos Norte	(077) 600-0166
Office of the Municipal Treasurer	1 <sup>st</sup> Floor, Municipal Hall, Madamba, Dingras, Ilocos Norte	(077) 600-3646
Office of the Municipal Planning and Development Coordinator	1 <sup>st</sup> Floor, Municipal Hall, Madamba, Dingras, Ilocos Norte	(077) 600-0120
Office of the Municipal Assessor	1 <sup>st</sup> Floor, Municipal Hall, Madamba, Dingras, Ilocos Norte	(077) 600-0164
Office of the Municipal Engineer/ Building Official	1 <sup>st</sup> Floor, Municipal Hall, Madamba, Dingras, Ilocos Norte	(077) 600-2244
Office of the Municipal Civil Registrar	1 <sup>st</sup> Floor, Municipal Hall, Madamba, Dingras, Ilocos Norte	(077) 600-0162
Municipal Health Office	Rural Health Unit, Albano, Dingras, Ilocos Norte	(077) 600-0116
Municipal Social Welfare and Development Office	MSWDO Building, Madamba, Dingras, Ilocos Norte	(077) 600-0170
Municipal Disaster Risk Reduction and Management Office	MDRRMO Building /Evacuation Center, Madamba, Dingras, Ilocos Norte	(077) 600-5230
Municipal Agriculture Office	Municipal Agriculture Office Building, Madamba, Dingras, Ilocos Norte	(077) 600-1105
Municipal Budget Office	1 <sup>st</sup> Floor, Municipal Hall, Madamba, Dingras, Ilocos Norte	(077) 600-0161
Municipal Accounting Office	1 <sup>st</sup> Floor, Municipal Hall, Madamba, Dingras, Ilocos Norte	(077) 600-0163



## **DINGRAS DINGRAS**

Dito'y deppaar na ti daya ti Ilocos Norte  
Adda naidumduma, maysa nga ili  
Tattao nakurapay, nakasimsimple  
Ngem aniat' ragsakda, napno da't sudi.

Ref:

Dingras, Dingras ingget pateg Maminribu  
di isukat

Ngamin sikat' mangted bileg  
Sikat' umok daytoy ayat  
Ta takiagmo agpasagkam'  
Nagan mo itangsitmi, ipateg  
Dita sidongmo agbiagkam'  
Ayatmi siksikanto laeng.

Ditoy met ti nagtaudan, bannuar ti pagilian  
Josefa Llanes Escoda, tangsit Kailokuan  
Sidongmo pagdamilian, bannuar ti pagilian  
Intay ngad itultuloy kad pagrebbengan







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Email address: [dingrasgbiog\\_jps@yahoo.com](mailto:dingrasgbiog_jps@yahoo.com)  
[dingrasgbiog@yahoo.com](mailto:dingrasgbiog@yahoo.com)

#### DINGRAS EMERGENCY HOTLINE

LDORMO OFFICER	09281730244/09064086850
PNP DINGRAS	600-0181/09082415385
BFP DINGRAS	600-0112/09158834328
MUNICIPAL HEALTH OFFICE	600-0116
OFFICE OF THE MAYOR	600-0156
DINGRAS DISTRICT HOSPITAL	600-3080
PRIMEWATER	600-0442
INBC	600-4632/09989514632