



LOCAL GOVERNMENT UNIT OF ANILAO

CITIZEN'S CHARTER 2021

1st Edition



ACKNOWLEDGEMENT

The local government unit of Anilao acknowledges all who have contributed to the successful formulation of this citizen's charter. Special thanks to the Sangguniang Bayan Staff and to the Human Resource Management Officer who gave their valuable time and effort in preparing this Manual.

Due appreciation is also given to all the Department Heads and their staff for the valuable inputs provided during the drafting of the Citizens Charter.

Appreciation is also extended to all the Municipal Officials headed by Mayor Nathalie Ann F. Debuque for their steadfast commitment in making the Local Government Unit of Anilao truly a public trust and a client-friendly public service.



FOREWORD

“Government is a public trust, and officers of the government are public trustees; and both the trust and trustees are created for the benefit of the people”.

This citizen’s charter represents the commitment of the local government unit of Anilao towards quality public service through establishment of set of service standards, time frame of service delivery and grievance redressal mechanism. This charter also furthers the commitment of the officials and employees of LGU-Anilao to quality and excellent service delivery.

The main objectives of the citizen’s charter are to provide our people and clients important information on the different services offered by the local government unit. The procedures to be followed, the prescribed fees and form as and the responsible employees assigned to address each step. This citizen’s charter will ensure the integrity.

It is our fervent hope that through this citizen’s charter our people and clients will be guided accordingly and that they will receive the kind of public service due them-fast, efficient and reliable.


NATHALIE ANN F. DEBUQUE
Municipal Mayor



HISTORY OF ANILAO

Like other towns along the coastal areas in the Island of Panay, Anilao was founded by a group of fishermen during the Pre-Spanish period. The former town site was near the mouth of the western bank of the Anilao River, where the town derived its name. The thick mangrove forest in the swamp bordering the mouth of the river afforded their fishing boats a good shelter during typhoons.

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ANILAO UNDER THE SPANISH ERA

Anilao was made a Pueblo in 1756 by the Spaniards and governed by a Gobernadorcillo. The first ruler was Juan Pagdalanon.

Starting from the establishment of the “El Pueblo de Anilao” up to the last score of the eighteenth century, the people had enjoyed peace and tranquility from their rulers under the guidance of the Spaniards. In 1778, the Mohammedan pirates visited the Pueblo of Anilao and molested the inhabitants. Several were taken as captives. Their frequent visits scared the people. To protect themselves, they created a stone tower overlooking the sea, which is presently known to residents as “Baluarte”. Sentinels were placed in the tower to warn the coming of the marauders. This had helped them for few years, but later found to be unmatched to the cunning Moro pirates.

The year 1800, was under the leadership of Gobernadorcillo Don Juan Loreano. They moved their Pueblo to the present town site, about one kilometer from the former. The distance of the new Pueblo from the seacoast devoid the Moro marauders from molesting the inhabitants. In the following years, Don Juan Rafael became the gobernadorcillo, he directed the present town site and constructed public buildings. In 1882, the head of the Pueblo was no longer called a “gobernadorcillo” but an “Alcalde”. This lasted for only two years in 1824 it was again called gobernadorcillo. In 1854, famine was felt in the pueblo. Don Felix Victoriano was the specifically for the gobernadorcillo. In April 4, 1855, a proclamation by the Governor General of the Philippines was made for changing the surnames of the residents beginning with the first alphabet from the name of the town. This was received by the gobernadorcillo, Don Victor Felizardo.

The term of the gobernadorcillo was lengthened for two years by virtue of the decree issued in 1863. Don Justiniano Araneta was appointed gobernadorcillo in that same year. In July 18, 1880, an earthquake was felt in the pueblo. Don Carlos Cabañal was the gobernadorcillo then two years later in 1882, cholera broke out. A typhoon also occurred that destroyed their crops and properties. The town was then under the leadership of Don Remegio Apura. The



title of a gobernadorcillo was changed to Captain or Capitan Municipal in 1894. Don Alejandro Arandilla was named the first Capitan Municipal. With him were twelve delegates aiding the capitan in his administration and at the same time acting as council.

ANILAO AND THE COMING OF THE AMERICANS

The Spanish revolution broke out in 1898, Don Cipriano Montaña continued as Capitan Municipal. Revolutionary soldiers under the leadership of Pendoy were organized to fight against the Spaniards. The following year, 1899, the American soldiers took possession of the town. Native soldiers engaged themselves in guerilla warfare. Within that year, the American soldiers succeeded in subduing the rebels. In 1900, the natives recognized the friendly attitudes of the Americans. A new government was then set up under the mandate of American Military Officers.

Don Alejandro Arandilla, the first Municipal President was elected on September 2nd, in conformity with the mandate of the Civil Commission.

When the Civil Government was established in 1901, Don Alejandro Arandilla was still the Municipal President. A public school was opened in the town.

In the 1902 election, Don Ruperto Apura was elected Municipal President of Anilao. The barrios under the jurisdiction of the municipality were Barcelonita (now San Carlos), Camiros, Castro Odeales (now Culob), Medina, Mumjuic (himogbogan and Dangula-an), Pantalan, Sugunto (now Agbatuan), and Sto. Rosario, Serallo, Villarcayo (now San Juan Crisostomo), and Sumuestro now Mostro. Anilao as a municipality remained independent up to the year 1903.

FUSION OF ANILAO, BANATE AND BAROTAC VIEJO INTO ONE MUNICIPALITY

The municipalities of Anilao, Banate and Barotac Viejo were fused into one municipality in January 6, 1904. Barotac Viejo became the mother municipality of Banate and Anilao. On January 1, 1918, Banate, by virtue of the Executive Order No. 84 of the Governor General of the Philippines, became independent leaving the sister town of Anilao as its arrabal.

The inhabitants of Anilao felt of dissatisfied in the year 1919. They tried to break the ties from the mother municipality by sending their petition to the Provincial Insular Authorities requesting the fusion of Anilao to either Barotac Nuevo or Dingle and were later turned down by the higher authorities. Denied for such move, the residents tried to cooperate with those in the administration for their common welfare.

The completion of the provincial road from Iloilo City to the north had greatly changed the economic and later the political status of Anilao. With an



easy means of transportation at hand, farm products have increased. A Public Market was opened at Serallo and later at Anilao, Poblacion.

The feeling of separating from Banate emboldened the hearts of every the inhabitants. This feeling upon proper encouragement by their local officials and intelligent citizens became the major issue in the election contest of the assemblyman in 1938. Provincial Governor, Honorable Tomas Confessor, as party head of the present administration in the province and assemblyman, Honorable Victorino Salcedo, assured the electorates of Anilao of the ultimate separation from the municipality of Banate, the town supported the candidates of the party. The electorates readily supported the party; Honorable Victorino Salcedo became victorious in election.

ANILAO AN INDEPENDENT MUNICIPALITY

Assemblyman, Honorable Victorino Salcedo, as the representative of the 5th District in the National Assembly and Governor, Honorable Tomas Confessor, as the head of the province, jointly worked to the fulfillment of their promise which was considered locally as the promise of the party in power. The result was nothing more than the realization of the long cherished dreams and aspiration of every Anilaonons which were embodied in the Executive Order No. 220 of his Excellency the late President Manuel L. Quezon, making Anilao an independent municipality, apart from her mother municipality (Banate) on November 1, 1939.

The elected officials of Banate in 1937 became the officials of the new municipality of Anilao. The President of the Commonwealth of the Philippines appointed officials for Banate.

THE JAPANESE OCCUPATION IN ANILAO

During the Japanese occupation (1942-1945) a civil resistance was established having Mr. Benjamin Buyco as its deputy governor. The Army burned the buildings in the Poblacion in line with its scorch-earth policy.

Mr. Tomas Montaño and later Mr. Alfredo Telarma were appointed mayors under the Japanese occupation. After Mr. Telarma, Governor Caram appointed Mr. Valentin Alzuelo as mayor with Mr. Rufino Arabejo as Secretary. In August 1944, Mr. Alzuelo vacated the mayorship, Mr. Arabejo upon agreement with the Army, civil resistance and Japanese government occupation, assumed the mayorship of the town. This government continued until 1945 under the PCAU. In the election after the war, the first elected mayor was Mr. Simplicio Buyco who resigned after serving for two and a half years. Automatically, Vice-Mayor Ananias Araño assumed as mayor. In the election in 1951, he ran for mayor and was elected, and served until 1955. Atty. Nicolas Salazar came out victorious in the election of 1955, served for two continuous terms up to 1963, and was succeeded by Mr. Zacarias C. Salveron who was elected in the 1963 local election.



In the 1971 election, Mr. Ramon Antiojo was elected Municipal Mayor, and served with dedication until the 1986 EDSA Revolution, in which his Vice-Mayor Honorable Deogracias Calmorin, Sr. has acted as OIC in the office of the Municipal Mayor. In the 1988 election, Mr. Ramon A. Antiojo ran for the same position and was again elected.

ANILAO TODAY

With these different administrators the growth of the municipality became steady. Since its separation from Banate in 1939 and with the establishment of one sugar central at Barotac Nuevo, and two at Passi City, many of the lands in Anilao had turned to prosperous sugarcane fields where most of their people derived most of their income. Rice, fish, bangus are another major products of Anilao, not counting the minor ones such as corn, coconuts, bananas, tomatoes, mangoes, root crops and others.

The Anilaonons had been very much aware of progress, which then hoped that after many years, this municipality will be very different from what it is now.

Banaag Festival

Banaag Festival may literally mean a festival of lights but to us Anilaonon's, it means much more than that. Historically, it can be tracked back to the Moro piracy, which started in 1778 and continued up to the 1780's.

To protect themselves from the moro pirates, the Anilaonon's constructed a watchtower made of stone at a site presently known as Baluarte. On this tower, sentinels light a big torch on top of the tower. Upon the seeing lighted torch, the people would spread the fact by shooting to their neighbours "Ang Ilaw" and they would flee to the wooded hill, which is now the present town site. For daytime raids, the people installed a silver bell on top of the tower daytime warnings.

To the present day Anilaonons, the glow of that ancient torch has sublimated into a glow of hope, a glow of aspirations, a glow of dreams; a glow that binds them into a people of unity, peace and harmony working vigorously to Liberate Anilao from the Doldrums of a fifth class municipality. A people who dreams and works is a people who achieves. Only in achieving can we shout – "PANGIBABAW KA ANILAO".



MESSAGE

Citizens' Charter of the Local Government Unit of Anilao was constructed to guarantee that our constituents are provided the paramount service through simple, convenient and transparent transactions with the assistance of our gallant and accommodating offices and its staff.

This handbook aims to give our dear Anilaonons from all walks of life an easy orientation and detailed procedures on how to avail the various services provided by our local government. Specifically, it presents the process of each transaction, the concerned division, section and office responsible, the estimated processing time and the amount of fees charged, if any, by each procedure. In addition, annexes were also included regarding some important provisions of local ordinances, the Anti -Red Tape Feedback Mechanism and important contact numbers of the departments and offices of our multi awarded and best performing government unit.

It is our priority and commitment to provide high quality of service and we have always been prepared to address the needs and welfare of our dear constituents. We are positive that the amended Citizens' Charter would enable us to help extend delivery of better services to our people as we continue to improve our capabilities in the promotion of the general welfare of Anilaonons and cope with the undertakings of our growing environment.

I assure everyone that our municipality emulates the trust of our national government under Republic Act 9485; we seek to work our way to deliver an excellent service grounded on integrity, transparency and accountability.

I urge my employees together to achieve our mission and vision; we must uphold and stay true to our respective roles and functions as public servants.

May our town become a symbol of good local governance and continue to create sweltering service that is committed to serve its people regardless of status, ethnicity, gender or religion. *Una sa tanan, Anilaonons, magkabayaw Anilao!*

NATHAN

JE



I. VISION

A model of excellent basic education and a premiere festival destination of the Province of Iloilo with empowered Anilaonons living in a progressive, peaceful and resilient environment under an accountable, responsive leadership.

II. MISSION

To transcend to transparent and responsible governance dedicated to the delivery of basic services, promoting sustainable economic enterprise and protecting and enhancing the environment thru a moral and decent participation of Anilaonons guided by the Divine Providence.

WE, THE OFFICIALS AND EMPLOYEES OF THE LOCAL GOVERNMENT UNIT OF ANILAO, PROVINCE OF ILOILO, COMMIT TO:

- Serve you from Monday to Friday, 8:00 a.m. to 5:00 p.m. with no noon break;
- Provide up-to-date information on our policies, programs, activities and services through print, information drive, website (<http://anilaolgu@yahoo.com>) and other media which we believe could be helpful to you;
- Attend to you as soon as you enter the premises of the LGU;
- For you to be served by authorized personnel with proper identification
- Complaint about our services will be responded the soonest time possible or within the day through our assistance and complaint desk;
- Courtesy lane will be provided to those with special needs such as differently-abled, pregnant women, senior citizens;
- Protect you from fixers and the like.

All these we pledge because YOU deserve no less.



THE MUNICIPAL SEAL



The municipality of Anilao basically thrives through agriculture as evidence by its vast and lustrous fields, mountains and coastal areas. Though it is with meager financial resources, Anilao continually strive to be on top, to boost development in its midst and to give every Anilaonon a better future.

Once a sleeping town in the 4th district of Iloilo. Anilao now boasts Banaag Fes6tival- festival that capsule the rich cultural history of Anilao. In the past, a lighted torch saved many Anilaonon lives from the evils of other men. Today this glow of light binds the Anilaonons together into a people of unity with a common hope, dream and aspiration to liberate Anilao from poverty.

Guided with its vision to soar high through the years, Anilao is flaming hot with many developmental innovations and undertaking with leaders and people equally committed to see a better Anilao.



“ANILAO BANWA KO, PALANGGA KO” SONGS

ANILAO HYM

Lyrics: Guy Arabejo

ANILAO- solong banwa ko
Pugad dugon'h baganihan
Sa diin tagsa ka tao
My hupot dunan'g kinaadman;

Sa dughan nimon'g bugana
Kaming inanak nagtamasa
Sa pagdab-ot mailan'g damgo
Lamang matib-ong ngalan mo;

Masubo nimon'g inagihan
Buslan ta kahimayaan;
Panaad ko nga balaan
Ihalad ko kadungganan;

Banwa nakon'g naluluotan
Bugtog ka sa akon dughan
Bugalon nakon'g ihugyaw
Pangibabaw ka Anilao!!!

DALI KAMO, DAYON SA ANILAO (Welcome Song)

Dali kamo, dayon sa Anilao
Sa diin ang Banaag makahalawhaw
Dali kamo sa pagpaambitanay
Kag makapakigbahin sa namon
kalipay

Sambag Culob kag Poblacion
Aton sila talupangdon
Sta. Rita, San Carlos kag Pantalan
May ihibalo kag kinaadman

Cag-an kag Dangula-an
May ila nga kasaysayan
Subong man ang Mostro kag
Palaypay
May bahandi man sila nga tunay

Manganeze, Guipis, Balunos
Ang ila pagsalig bug-os
Balabag, Sto. Rosario, Camiros
Himpit ang Pagtoo sa aton Diyos

Vista Alegre, Agbatuan
Badiang indi pagkaimtan
San Juan crisostomo, Medina
Kag Serallo may pagkabalaka



ONE TOWN, ONE SONG, ONE DANCE OF ANILAO

ANILAONON

Magkalipay kita karon
Kadalg-an aton naangkong
Isa ka btingog bug-0s nga kusog
Anilaonon ako isinggit sang mabaskog
Paghugpong kag pag-asa
Ipagkit sa tagsa-tagsa
Natong tagipusuon
Bilidhon bulawanopn simbolo sang isa ka Anilaonon.

Matahom ka matahom ka Anilaonon
Maalam ka isa ka dungganon
Dungog sang Ilonggo bugal sang banwa ko
Huwaran sang Pilipino
Sa paglipas sang panahon mga pagtilaw nag-abot
Sa aton duna nga kina adman
Bugay sang kahitaasan naagom ta ang kadalag-an

Matahom ka matahom ka Anilaonon
Maalam ka isa ka dungganon
Dungog sang Ilonggo bugal sang banwa ko
Huwaran sang Pilipino
Matahom ka matahom ka Anilaonon
Maalam ka isa ka dungganon
Dungog sang Ilonggo bugal sang banwa ko
Huwaran sang Pilipino



THE MUNICIPAL OFFICIALS 2019-2022



HON. NATHALIE ANN F. DEBUQUE
Municipal Mayor



HON. MA. TERESA F. DEBUQUE
Municipal Vice Mayor/Presiding Officer



HON. REMEDIOS P. ARANETA
SB Member



HON. KAREN MAE B. MANA-AY
SB Member



HON. EDUARDO P. JORQUE JR.
SB Member



HON. ANDRO S. PENIERO
SB Member



HON. MELITON E. BUYCO III
SB Member



HON. IGMEDIO D. CABANGAL JR.
SB Member



HON. ALEX ARAÑO
SB Member



HON. RORY S. BAYONA
SB Member



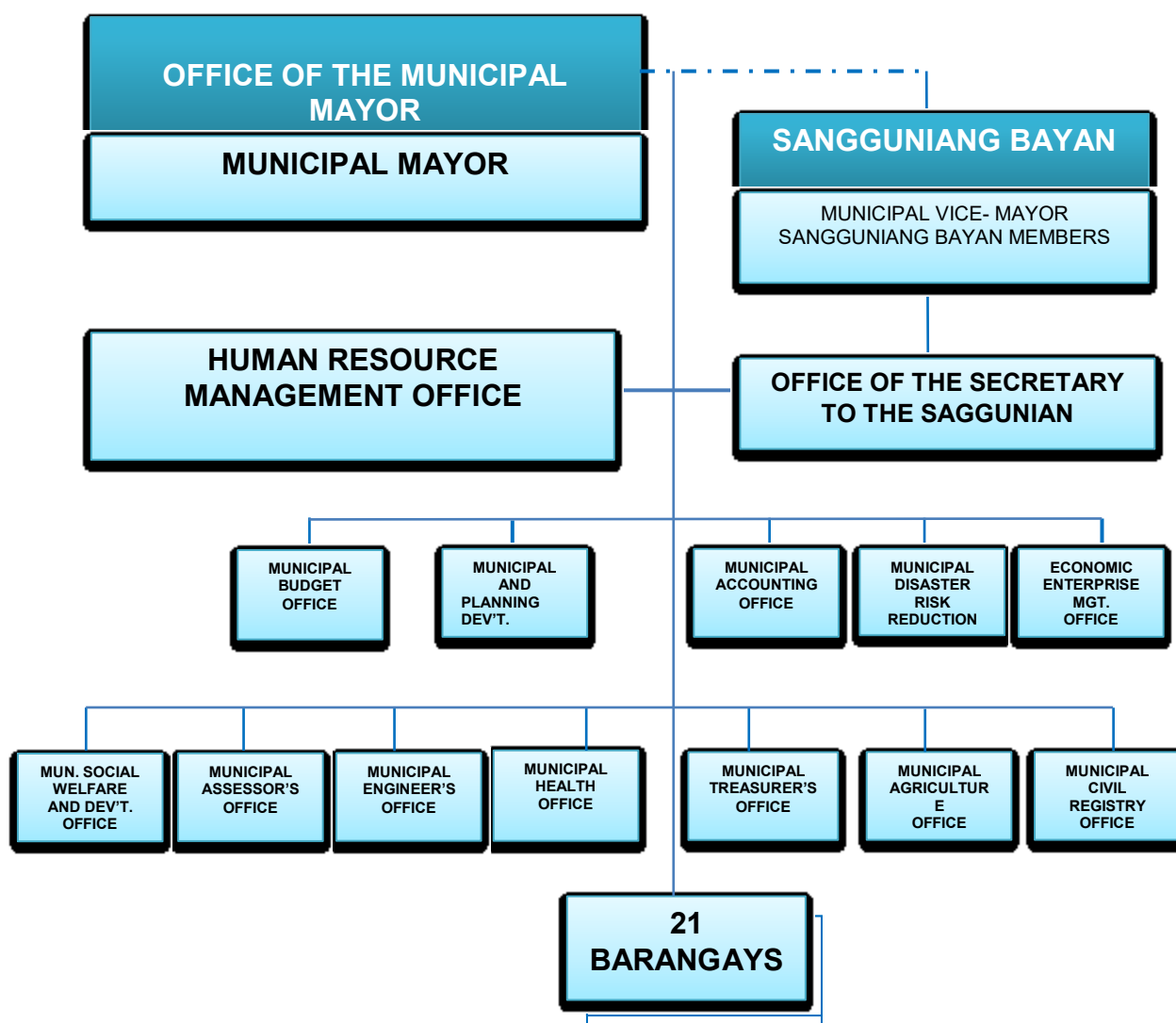
HON. LYKA JOY DEBUQUE
Ex Officio Member/LNB President



HON. JOHN MARK A. ARTAJO
Ex Officio Member/SK Federation President



ORGANIZATIONAL STRUCTURE





LIST OF SERVICES

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OFFICE OF THE MUNICIPAL MAYOR FRONTLINE SERVICES



1. ISSUANCE OF CERTIFICATION

Certifications certify specific information stated the writing, and is used for any legal transactions and purposes.

Office or Division:	OFFICE OF THE MUNICIPAL MAYOR
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • Proof of validity (Documents, another pre-existing certification from third-party government/non-government organization) • Certification fee 	<p>From the client</p> <p>Form the Municipal Treasurers Office</p>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present proof of validity	Evaluate, verify, and asses documents	Php 100.00	5 minutes	<i>Administrative Assistant IV</i>
Secure Payment of Certification fee	Issued official receipt		10 minutes	<i>MTO Staff</i>
Issuance of Mayor's Permit/ Special Permit	<p>Prepare, create, and submit certification for scrutiny and to be signed by Municipal Mayor</p> <p>Hold a file copy and release the certification</p>		2 minutes	<i>Administrative Assistant I V</i>
TOTAL:		Php 100.00	17 minutes	



2. ISSUANCE OF MAYOR'S CLEARANCE

A document that is usually issued to individuals who need for foreign/local employment, for business, operators/drivers of motorized tricycle for hire, firearms license and other legal purpose.

Office or Division:	OFFICE OF THE MUNICIPAL MAYOR
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Community tax Barangay Clearance Police Clearance Certification fee 	<ul style="list-style-type: none"> From the Barangay From the Barangay From the Anilao Municipal Police Station From the Municipal Treasurers Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present proof of validity	Evaluate, verify, and asses documents	100.00	5 minutes	<i>MD staff</i>
Secure Payment of Barangay clearance	Issued official receipt		10 minutes	<i>MTO Staff Barangay</i>
Secure police clearance	Evaluate, Verify, and assess documents		2 minutes	<i>PNP Personnel</i>
Issuance of Mayor's clearance	Prepare, create, and submit Mayors clearance to be signed by Municipal Mayor Hold a file copy and release the Mayors Clearance			<i>Administrative Aide III (Clerk I) / Administrative AideIV (Clerk II)</i>
TOTAL:		Php 100.00	17minutes	



3. ISSUANCE OF MAYOR'S PERMIT/SPECIAL PERMIT

A license issued by a Mayor for a company for the operation of its business under its jurisdiction. Special permit issued for a short period of time to allow qualified organization to operate under its jurisdiction.

Office or Division:	OFFICE OF THE MUNICIPAL MAYOR
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Legal documents of organization/ Company Permit 	<ul style="list-style-type: none"> From the clients/Company From the Municipal Treasurers Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure approval from the Mayor	Evaluate, verify, and assess legal documents	Depends on the nature of permit	5 minutes	<i>Municipal Mayor</i>
Secure Permit fee	Issued official receipt		10 minutes	<i>MTO Staff</i>
Issuance of Mayor's Permit/ Special Permit	Prepare, encode Mayor's permit for scrutiny and to be signed by Municipal Mayor		2 minutes	<i>MO Staff</i>
	Hold a file copy and release the mayors Clearance			
TOTAL:			17 minutes	



4. ISSUANCE OF FINANCIAL AND BURIAL ASSISTANCE SLIP

A slip issued by the office of the Municipal Mayor to simplified application of certain individual seeking either financial or burial assistance.

Office or Division:	OFFICE OF THE MUNICIPAL MAYOR
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Death Certificate (Burial assistance) Medical certificate/ Billing Statement Valid Community Tax Barangay Certificate 	From the Clients From the Hospital From the authorize claimant (member of family) From the Client From the barangay

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure Financial/ Burial Assistance Slip	Evaluate, verify, and assess documents	None	5 minutes	Mayor's Office Staff
	Referral to MSWDO for data gathering			MSWDO Staff
	Release of Financial/ Burial Assistance base on evaluation of data and status of assistance needed		5 minutes	Mayor's Office Staff
TOTAL:			10 minutes	



5. RELEASING OF GRANTS AND DONATIONS OF LCE

Grants and Donations are gift. Donation is a free and unrestricted contribution. A grant is for a specific purpose with specific terms and conditions.

Office or Division:	OFFICE OF THE MUNICIPAL MAYOR
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Request letter/ Solicitation letter Approved request/solicitation letter Brgy. Resolution Agency Resolution 	<ul style="list-style-type: none"> From the Clients From the Office of the Municipal Mayor

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submission of request/ solicitation letter	Evaluate, verify, and assess documents	None	5 minutes	<i>Admin. Assistant VI</i> Mayor's Office Staff
	Submit to the LCE for approval		2 minutes	<i>Admin. Assistant VI</i>
	Prepare MOA		6 minutes	<i>Admin Assistant IV</i>
	Prepare and encode purchase request, undergo the bidding process		5 minutes	<i>Admin Assistant IV</i>
	Release of materials upon delivery			
TOTAL:			18 minutes	



6. PROCESSING DOCUMENTS (REIMBURSEMENT, CLAIMS AS TO PAYMENT FOR SUPPLIER, CONTRACTORS AND OTHERS)

Documents is an internal, living document that detail the task and steps needed to launch a new process.

Office or Division:	OFFICE OF THE MUNICIPAL MAYOR
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Processing documents Logbook 	<ul style="list-style-type: none"> From the different Agency/ Offices

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Deliver voucher for approval of LCE	Receive and log vouchers for approval of LCE Verify & Scrutinized of voucher for LCE approval Transmit of approved vouchers for heck issuance Receive & log checks for LCE signature Transmit of approved checks for accountant Advice	None	2 minutes 5 minutes 2 minutes 2 minutes 2 minutes	<i>MTO Staff</i>
2.Deliver Purchase Request (Requested and Approval) and processing documents for LCE signature	Receive and Log Purchase Request and other processing documents for LCE signature Prepare and Verify, and Scrutiny of processing documents for LCE signature and approval Transmit of Purchase Request and other processing documents with LCE signature	None	2 minutes 5 minutes 2 minutes	<i>MO Staff</i>
TOTAL:			9 minutes.	



**OFFICE OF THE MUNICIPAL HEALTH
OFFICER
FRONTLINE SERVICES**



1. LABORATORY SERVICES

Office or Division:	Office of the Municipal Health Officer
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	All patients assessed and requested with laboratory
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Laboratory request, Receipt	Municipal Health Office, Municipal Treasurer's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceeds to Rural Health Center and submit request	Receives request	CBC-P100.00 Urinalysis-P60.00 Fecalalysis-P60.00 Sputum Exam.-P60.00	1-2 minutes	<i>Medical Technologist Laboratory Technologist</i>
Submits specimen/subject self for blood extraction	Collects/Extract specimen	Platelet-P80.00 Hematocrit-P60.00	5-10 minutes	<i>Medical Technologist Laboratory Technologist</i>
Waits	Examines specimen		10-15 minutes	<i>Medical Technologist</i>
Receives laboratory result/s	Prepares and releases laboratory result/s		2-3 minutes	<i>Medical Technologist</i>
TOTAL:			18-30 minutes	



2. CONSULTATION

Office or Division:	Office of the Municipal Health Officer
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	All patients
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Individual Treatment Record	Municipal Health Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceeds to health center	<admits patient; takes history; gets vital signs	NONE	3-5 minutes	<i>RHU Midwife Staffs</i>
Wait for number or name to be called	Do Triage of patients forward patient's records	NONE	2-3 minutes	<i>Pearl Joy Pajoganoy</i> Public Health Nurse
Discuss problem/s with health provider; subject self (if patient) or child (if parent) for examination; receives instructions	Interviews patients; conducts examination; give prescriptions and instruction	NONE	10-15 minutes	<i>Dr. Karen Ann Gonzales</i> Municipal Health officer
TOTAL:			15-23 minutes	



3. PRE-NATAL CARE

Office or Division:	Office of the Municipal Health Officer
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	All pregnant women
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Individual Treatment Record, Laboratory and ultrasound results	Municipal Health Office, Laboratory Facilities

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceeds to health center	<Interviews patients; gets Obstetrics history; get vital signs; fill out pink card	NONE	3-5 minutes	<i>RHU Midwife Staffs</i>
Wait for number to be called	Conducts health education	NONE	5-10 minutes	<i>RHU Midwife Staffs</i>
Receives prenatal care; receives iron supplement or prescription; receives Birth and Emergency Plan	Do Leopold's maneuver; give tetanus toxoid injection; gives/prescribes iron supplement; discuss/reviews Birth and Emergency Plan	NONE	8-10 minutes	<i>RHU Midwife Staffs</i>
TOTAL:		NONE	16-25 minutes	



4. POST-NATAL CARE

Office or Division:	Office of the Municipal Health Officer
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	All postpartum mothers
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceeds to health center	<Interviews patients; gets Obstetrics history; get vital signs; fill out pink card	NONE	3-5 mins.	<i>RHU Midwife Staffs</i>
Wait for number to be called	Conducts health education	NONE	5-10 mins	<i>Pearl Joy Pajogonoy</i> Public Health Nurse
Receives post-natal care	Does pelvic examination; gives iron and Vit. A supplementation	NONE	8-10 mins	<i>RHU Midwife Staffs</i>
TOTAL:			16-25 minutes	



5. IMMUNIZATION

Office or Division:	Office of the Municipal Health Officer
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	All children with scheduled immunization
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Individual treatment record	Municipal Health Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceeds to health center	<Interviews mother of child; gets vital signs; fills out ECCD card	NONE	3-5 minutes	<i>RHU Midwife Staffs</i>
Wait for number or name to be called	Conducts health education	NONE	5-10 minutes	<i>Pearl Joy Pajogonoy</i> Public Health Nurse
Receives vaccine/s; receives instructions	Prepares vaccines; injects/give vaccine by mouth; records antigen given; given instructions	NONE	8-10 minutes	<i>RHU Midwife Staffs</i>
TOTAL:			16-25 minutes	



6. ISSUANCE OF CERTIFICATE

Office or Division:	Office of the Municipal Health Officer
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	Anyone who needs issuance of certificate
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Individual Treatment Record, Receipt	Municipal Health Office, Municipal Treasurer's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accomplish all requirements	Receives and verify completeness of documents	Medical Certificate- P50.00 for every copy with original signature	5-10 minutes	Amy Apurada Midwife (Job Hire)
Submits receipt	Ascertain validity of receipt; submits receipt and required documents to MHO	Health Certificate – P50.00 Sanitary Permit – P200.00	1-2 minutes	Amy Apurada Midwife (Job Hire)
Answers MHO's questions	Interviews client;	NONE	10-15 minutes	RHU Midwife Staffs
Subject self for physical examination Receives certificate	Conduct physical examination if fitness certificate is the required certificate; reviews consultation records if sickness certificate Prepares and releases certificate		3-5 minutes	Dr. Karen Ann Gonzales Municipal Health Officer
TOTAL:			20-25 minutes	



7. DENTAL SERVICES

Office or Division:	Office of the Municipal Health Officer
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	All patients for dental extraction and for fluoride application
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Individual Treatment Record	Municipal Health Office, Barangay Health Stations

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceeds to health center	Interviews and registers patients; gets vital signs	NONE	3-5 mins.	<i>RHU Midwife</i> Job Hires
Waits	Readies equipment's and supplies		4-5 mins.	<i>RHU Midwife</i> Job Hires
Receives tooth filling/have tooth/teeth extracted; receives prescriptions and instructions	Injects anesthesia; gives tooth filling/ Extracts tooth/teeth; prescribes medicines; gives instructions	Tooth extraction – P 100.00	10-15 mins.	<i>Dr. Frances Londres</i> Dentist Deployment Program
TOTAL:			17-25 minutes	



8. ACETIC ACID WASH

Office or Division:	Office of the Municipal Health Officer
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	Women of reproductive age
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Individual Treatment Record	Municipal Health Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceeds to health center	Interviews and registers patients; gets vital signs	NONE	4-5 minutes	<i>Rural Health Midwife Staffs</i>
Waits	Readies equipment's and supplies		5-10 minutes	<i>Rural Health Midwife Staffs</i>
Receives instructions/health education	Performs Vaginal examination; applies acetic acid to cervix; gives instructions/health education		5-10 minutes	<i>Rural Health Midwife Staffs</i>
TOTAL:		NONE	14-25 minutes	



9. IUD INSERTION

Office or Division:	Office of the Municipal Health Officer
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	Women of reproductive age who choose IUD as the family planning procedure
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Individual Treatment Record	Municipal Health Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceeds to health center	Interviews and registers patients; gets vital signs; fill out family planning form	NONE	4-5 minutes	<i>Rural Health Midwife Staffs</i>
Waits	Readies equipment's and supplies		10-15 minutes	<i>Rural Health Midwife Staffs</i>
Receives smear/receives instructions	Performs Vaginal examination; Inserts IUD in the uterus; gives instruction/health education		10-15 minutes	<i>Rural Health Midwife Staffs</i>
TOTAL:			24-35 minutes	



10. PRE-MARITAL COUNSELING

Office or Division:	Office of the Municipal Health Officer
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	Couples who are applying for marriage
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	Municipal Health Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceeds to health center	Interviews and registers couples;	Couple resident of the municipality –P400.00	8 hours	<i>Margie Ancino</i> Rural Health Midwife
Receives pre-marital counseling certificate	Conducts pre-marital counseling; prepares and release pre-marital counseling certificate	One partner from other municipality –P300.00		<i>Margie Ancino</i> Rural Health Midwife
TOTAL:			8 hours	



11. TB-DOTS

Office or Division:	Office of the Municipal Health Officer
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	Patients with cough of more than 2 weeks
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Individual Treatment Record	Municipal Health Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceeds to health center	Interviews patients; gets vital signs; directs patient to MedTech for sputum exam.	None	4-5 minutes	<i>Pearl Joy Pajoganoy</i> Public Health Nurse
Submits first specimen	Receives first specimen; examines specimen		5-10 minutes	<i>Eugene Enojo</i> Medical Technologist
Submit 2 nd and third specimens the following day	Receives 2 nd and 3 rd specimens; examines specimens		10-15 minutes	<i>Eugene Enojo</i> Medical Technologist
Receives medicines and instructions	Registers patient in the TB registry; gives patient initial medicines; gives instruction		4-5 minutes	<i>Pearl Joy Pajoganoy</i> Public Health Nurse
TOTAL:			23-35 minutes	



OFFICE OF THE MUNICIPAL TREASURER FRONTLINE SERVICES



1. Standard Steps for the Registration of NEW Business (During BUSINESS ONE STOP SHOP)

Office or Division:	OFFICE OF THE MUNICIPAL TREASURER
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	General Public
CHECKLIST OF REQUIREMENTS	
Business Permit Application, CTC, Barangay Clearance, Barangay Business Clearance, Police Clearance, Sanitary Permit, Health Certificate, Fire Safety Certificate, Zoning and Locational Clearance, DTI Registration, SEC for Corporation, CDA for Cooperative, Tax Declaration	WHERE TO SECURE Concerned Agencies/Offices

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application for new business with complete requirements	Review and validate submitted documents Assess eligibility for application of new business Endorse to next step		10 minutes	Frontline-BPLO BOSS AREA- Locational/Zoning/RHU/ PNP/MO/ BFP
2. Waits for the One-time assessment and Payment of taxes, fees, and charges	Assessment of business taxes, fees and charges Accept payment and Print Business/Mayors Permit Endorse to Mayors Office for Signature	Amount varies depending on nature of business (Municipal Revenue Code)	20 minutes	MTO
3. Claim Business/Mayor's Permit and other regulatory permits and clearances	Issue Business/Mayor's permit and other clearances with Official receipt		5 minutes	BPLO/MTO/ MO
TOTAL			45 minutes	



2. Standard Steps for the RENEWAL of Business (During BUSINESS ONE STOP SHOP)

Office or Division:	OFFICE OF THE MUNICIPAL TREASURER
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Business Permit Application Form, CTC, Barangay Clearance, Barangay Business Clearance, Police Clearance, Sanitary Permit, Health Certificate, Fire Safety Certificate, Previous Year's Income Gross Sales	Concerned Agencies/Offices

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application for renewal of business with complete requirements	Review and validate submitted documents Assess eligibility for application of business renewal Endorse to next step	Amount varies depending on nature of business and Preceding year's gross sales	10 minutes	Frontline-BPLO BOSS Area- Locational/Zoning/RHU/ PNP/MO/ BFP
2. Waits for the One-time assessment and Payment of taxes, fees, and charges	Assessment of business taxes, fees and charges Accept payment and Print Business/Mayors Permit		20 minutes	MTO
3. Claim Business/Mayor's Permit and other regulatory permits and clearances	Endorse to Mayors Office for Signature Issue Business/Mayor's permit and other clearances with Official receipt		5 minutes	BPLO/MTO/ MO
TOTAL			35 minutes	



3. ASSESSMENT AND COLLECTION OF BUSINESS TAXES (NEW and RENEWAL during Regular Days)

Office or Division:	Office of the Municipal Treasurer	
Classification:	Simple	
Type of Transaction:	Government to Citizen	
Who may avail:	General Public	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Business Permit Application, CTC, Barangay Clearance, Barangay Business Clearance, Police Clearance, Sanitary Permit, Health Certificate, Fire Safety Certificate, Zoning and Locational Clearance (New), DTI Registration (New), SEC for Corporation (New), CDA for Cooperative (New), Tax Declaration, Previous Year's Income Gross Sales (Renewal		Concerned Agencies/Offices

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application for new business and renewal of business application with complete required documents	Review and validate submitted documents Assess eligibility for application of business renewal Endorse to next step	NEW- Amount varies depending on nature of business (Municipal Revenue Code)	10 minutes	BPLO/ Rita May Belloga/Noel Caberoy
2. Waits for the One-time assessment and Payment of taxes, fees, and charges	Assessment of business taxes, fees and charges Accept payment and Print Business/Mayors Permit Endorse to Mayors Office for Signature	RENEWAL - Amount varies depending on nature of business and Preceding year's gross sales	NEW- 30 minutes RENEWAL- 20 minutes	Rita May Belloga/Noel Caberoy
3. Claim Business/Mayors Permit and other related clearances/certificate	Issue Business/Mayor's permit and other clearances with Official receipt		10 minutes	Rita May Belloga/Noel Caberoy/ BPLO
TOTAL:			40 - 50 minutes	



4. ASSESSMENT AND COLLECTION OF REAL PROPERTY TAX PAYMENT

Office or Division:	Office of the Municipal Treasurer
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	General Public
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
LATEST OF REAL PROPERTY TAX RECEIPT TAX DECLARATION TAX BILL NOTICE OF DELIQUENCY (Any 1 from the listed requirements)	Office of the Municipal Treasurer/ Office of the Municipal Assessor

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for computation/RPT bill statement	Verifies record in the computer/RPTAR and if not clear verify with Assessor's Office	Varies on the client's owned property	6 minutes	<i>Jean Montaño</i>
2. Waits	If OK, informs client of the tax due		2 minutes	<i>Jean Montaño</i>
3. Pays the amount due and receives Official Receipt	Receives payment for amount due and issue official receipt		2 minutes	<i>Jean Montaño</i>
TOTAL			10 minutes	



5. ASSESSMENT AND ISSUANCE OF COMMUNITY TAX CERTIFICATE

Office or Division:	Office of the Municipal Treasurer
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	General Public
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Preceding year's Gross Income/Earnings Sworn Statement	Concerned Agencies/Offices

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up data needed in sample form	Verifies and fill-up CTC Form	Varies on the client's declared Annual Gross Income/Earnings	3 minutes	<i>R.M. Belloga N. Caberoy</i>
2. Pays amount due	Receive amount and issue Community Tax Certificate		2 minutes	<i>R.M. Belloga N. Caberoy</i>
TOTAL			5 minutes	



6. PROCESSING PAYMENT ON THE ISSUANCE OF POLICE CLEARANCE

Office or Division:	Office of the Municipal Treasurer
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	General Public
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Community Tax Certificate (CTC) Barangay Clearance 	Concerned Barangay

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present CTC and Barangay Clearance	Verifies presented requirements	For Employment, scholarship, study grant and other purposes not hereunder specified – P100.00 Change of name – P150.00 Application for Filipino Citizenship – P750.00 Passport or Visa Application – P225.00 Firearms Permit Application – P150.00 PLEB Clearance – P150.00	3 minutes	<i>R.M. Belloga N. Caberoy</i>
2. Pays amount due	Receive amount and issue Official Receipt		2 minutes	<i>R.M. Belloga N. Caberoy</i>
TOTAL			5 minutes	



7. PROCESSING PAYMENT FOR WEIGHT AND MEASURES

Office or Division:	Office of the Municipal Treasurer			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Weighing Scale • Seal 		Owner MTO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring Weighing Scale and request for calibration	Checked the weighing scale	Fees assigned in the Municipal Revenue Code	2 minutes	<i>N. Caberoy</i>
2. Pays amount due	Receive payment and issue Official Receipt		5 minutes	<i>N. Caberoy</i>
	Calibrate Weighing Scale and seal			
TOTAL			7 minutes	



8. PROCESSING PAYMENT FOR MAYOR'S CLEARANCE

Office or Division:	Office of the Municipal Treasurer
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	General Public
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Community Tax Certificate (CTC) Barangay Clearance Police Clearance 	Concerned Barangay/Agency

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present CTC, Barangay Clearance and Police Clearance	Checked submitted requirements	100.00	2 minutes	<i>R.M. Belloga</i> <i>N. Caberoy</i>
2. Pays amount due	Receive payment and issue Official Receipt		2 minutes	<i>R.M. Belloga</i> <i>N. Caberoy</i>
TOTAL			4 minutes	



9. PROCESSING PAYMENT FOR THE CERTIFICATION OF OWNERSHIP OF LARGE CATTLE

Office or Division:	Office of the Municipal Treasurer
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	General Public
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Barangay Certificate of Ownership 	Concerned Barangay

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Barangay Certificate of Ownership	Checked submitted requirement	200.00	2 minutes	<i>R.M. Belloga N. Caberoy</i>
2. Pays amount due	Receive payment and issue Official Receipt		2 minutes	<i>R.M. Belloga N. Caberoy</i>
TOTAL			4 minutes	



10. PROCESSING PAYMENT FOR THE TRANSFER OF LARGE CATTLE

Office or Division:	Office of the Municipal Treasurer
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	General Public
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Barangay Certificate Certificate of Ownership 	Concerned Barangay Owner

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Barangay Certificate and Certificate of Ownership	Checked submitted requirement and prepare Certificate of Transfer	200.00	5minutes	<i>R.M. Belloga N. Caberoy</i>
2. Pays amount due	Receive payment and issue Official Receipt		2 minutes	<i>R.M. Belloga N. Caberoy</i>
TOTAL			4 minutes	



11. ASSESSMENT AND COLLECTION OF OTHER REGULATORY FEES AND CHARGES

Office or Division:	Office of the Municipal Treasurer			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment		Concerned Agencies/Offices		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Order of Payment	Verifies and assess fees and charges due	Fees assigned in the Municipal Revenue Code	3 minutes	<i>R.M. Belloga N. Caberoy</i>
2. Pays amount due	Receive amount due and issue official receipt		2 minutes	<i>R.M. Belloga N. Caberoy</i>
TOTAL			5 minutes	



**OFFICE OF THE MUNICIPAL SOCIAL
WELFARE AND DEVELOPMENT OFFICER
FRONTLINE SERVICES**



I. ISSUANCE OF IDENTIFICATION CARD OF SENIOR CITIZENS/PERSONS WITH DISABILITY/SOLO PARENTS

Qualified/Identified Senior Citizens, Persons with Disabilities and Solo Parents are required to apply for an Identification Card in order to avail benefits and special privileges and to be considered as registered member.

Office or Division:	Office of the Municipal Social Welfare and Development
Classification:	Complex
Type of Transaction:	Government to Citizens
Who may avail:	SENIOR CITIZENS/PERSONS WITH DISABILITY/SOLO PARENTS
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Live Birth Certificate/Baptismal Certificate/ Voter's Affidavit/Brgy. Certificate (original copy)	MSWD Office (Form)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure and fills up application form	Receives reviews application form and prepares ID card	Php 50.00	20 minutes	Senior Citizen's Focal Person/MSWDO staff
Waits	Forward I.D. to the Mayor's Office for signature		15 minutes	Municipal Mayor
Receives ID card	Release ID card Releases the document and record the same in the FOI logbook		5 minutes	Senior Citizen's Focal Person/MSWDO staff
			3 minutes	FOI Receiving Officer
TOTAL:			43 minutes	



II. FACILITATE/ASSESSMENT OF CLIENTS FOR THE GRANTS OF INDIGENCY EMERGENCY ASSISTANCE

Indigent clients who are in crisis situation such as during sickness, hospitalization, death, victim of violence and victim of manmade & natural calamities are qualified to avail emergency assistance.

Office or Division:	Office of the Municipal Social Welfare and Development
Classification:	Complex
Type of Transaction:	Government to Citizens
Who may avail:	GENERAL PUBLIC/INDIGENT CITIZENS OF THE MUNICIPALITY

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
MEDICAL ASSISTANCE: <ul style="list-style-type: none"> Medical Certificate & Lab Request/Recita Certificate of Indigency & Residency BURIAL ASSISTANCE: <ul style="list-style-type: none"> Death Certificate Certificate of Indigency & Residency HOUSING ASSISTANCE: (In case of man-made and natural calamities) <ul style="list-style-type: none"> Police Blotter Picture of damaged residential house Certificate of indigency & residency Fire incident report 	<ul style="list-style-type: none"> From attending physician From Punong Barangay MCR Office From Punong Barangay PNP From Punong Barangay Fire station

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit requirements to MSWD Office	Receives requirements, conduct interview, assess/evaluate client's eligibility and process documents	None	15 minutes	<i>MSWDO staff</i>
Waits	Prepare documents and submit to the Mayor's office for approval		30 minutes	<i>MSWDO staff</i>
TOTAL Maximum Processing Time			35 minutes	



III. TECHNICAL ASSISTANCE TO THE DAY CARE SERVICE PROGRAM

This program caters the needs of pre-schoolers of different Child Development Centers with accredited Child Development Workers of the Municipality. Children's physical well-being will be developed to become productive citizens someday.

Office or Division:	Office of the Municipal Social Welfare and Development
Classification:	Simple
Type of Transaction:	Government
Who may avail:	0-4.9 years old pre-schoolers
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Registration form Live Birth of child Php 50.00 Registration fee 	<ul style="list-style-type: none"> Respective Child Development Centers

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill up registration form	Receive registration form	Php 50.00	5 minutes	CDW
	Encode for master listing and submit to the Office of the Municipal Social Welfare and Development		45 minutes	CDW/FOCAL PERSON
	For signature and approval of MSWDO		10 minutes	MSWDO
TOTAL Maximum Processing Time			1 hour	



IV. WOMEN EMPOWERMENT

Increase the awareness of women of their rights and capabilities and acknowledging their full potential towards the development of their community.

Office or Division:	Office of the Municipal Social Welfare and Development
Classification:	Simple
Type of Transaction:	Government
Who may avail:	ANILEÑA MEMBERS AND OTHER WOMEN'S GROUP

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Registered Members of Anileña and other women's group	MSWD Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Log-in attendance sheet		None	5 minutes	MSWDO staff
	Conduct meeting		20 minutes	MSWDO/MSWDO staff
Understand agreed solutions of the topic discussed	Exchange of ideas and opinions		15 minutes	MSWDO
TOTAL Maximum Processing Time			40 minutes	



V. MARRIAGE COUNSELING

Provide would-be couples with information they will need in performing their roles as husband and wife, and prepare them for the challenges of married life and their responsibilities as spouses, family members, and future parents.

Office or Division:	Office of the Municipal Social Welfare and Development
Classification:	Complex
Type of Transaction:	Government
Who may avail:	Would-be couple
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Couples who applied in the marriage license	MCR Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fills-up form	Receives and analyses the forms	None	1 hour	<i>PMC Team</i>
Listen and interact	Lecture/group interaction/role play		4 hours	<i>PMC Team</i>
Receives of marriage counseling certificate	Issuance of Marriage Counseling Certificate		2 minutes	<i>PMC Team</i>
TOTAL Maximum Processing Time			5 hours, 2 minutes	



VI. LIVELIHOOD ASSISTANCE

This program provides skills trainings, workshops and seminars to eligible clients/beneficiaries for the development of their means of livelihood and source of income. A monitoring will be conducted regularly after skills trainings, workshops and seminars to ensure that the participants are actively using what they have learned and whatever financial assistance granted.

Office or Division:	Office of the Municipal Social Welfare and Development
Classification:	Complex
Type of Transaction:	Government to citizens
Who may avail:	Eligible client/beneficiaries
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Bonafide resident of Anilao 	Barangay

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fills-up assessment form and self-group introduction	Receives/records data	None	10 minutes	<i>Focal Person</i>
Discuss the strength and weaknesses in line with the desired livelihood activity	Identify strength and weaknesses in implementing program		25 minutes	<i>Focal Person and PDO</i>
Agree on the project to be implemented based on skills and needs	Agree on the activities to be done or undertake		20 minutes	<i>MSWDO/PDO</i>
TOTAL Maximum Processing Time			55 minutes	



VII. SPECIAL SOCIAL SERVICES FOR; VIOLENCE AGAINST WOMEN AND CHILDREN, HUMAN TRAFFICKING, CHILD LABOR, PCSO REFERRAL, CHILDREN IN CONFLICT WITH THE LAW, DISPLACED WORKERS AND DEPRIVED PERSONS

Men/Women/Children/Persons that are victims of violence, human trafficking, child labor, PCSO referral, children in conflict with the law, displaced workers and deprived persons are catered and provided with equal opportunities and social services.

Office or Division:	Office of the Municipal Social Welfare and Development
Classification:	Complex
Type of Transaction:	Government to citizens
Who may avail:	Clients who are victims of Violence Against Women and Children, Human Trafficking, Child Labor, PCSO referral, Children In Conflict With The Law and other clientele group
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
• Bonafide resident of Anilao	Barangay

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Introduces name		None	5 minutes	<i>MSWDO/Social Worker</i>
Client verbalize his/her situation	Assessment of clients situation/problem identification of strength and weaknesses		15 minutes	<i>MSWDO/Social Worker</i>
Takes part in planning solution to his/her problem and come-up with steps/activity to do leading to the solution of the problem/situation	Setting plans A and B. Setting possible solutions with persons responsible		10 minutes	<i>MSWDO/Social Worker</i>
TOTAL Maximum Processing Time			30 minutes	



**OFFICE OF THE MUNICIPAL
ASSESSOR'S
FRONTLINE SERVICES**



1. **ASSESSMENT OF REAL PROPERTY (SUBDIVISION/CONSOLIDATION OF LOTS, BUILDING OR MACHINERY**

Office or Division:	MUNICIPAL ASSESSOR
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	Real Property Owners, Government Entities, Private Entities and General Public
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request 2. SPA (for Authorized Rep.) 3. Certified True Copy of Title (if needed) 4. Transfer Tax Receipt (if needed) 5. Approved Subdivision Plan 6. Current tax Receipt 7. Inspection Fee 8. Sworn Statement 9. Building Plan (for Building only) 10.E-CAR (if needed)	1. Owner 2. Owner 3. Registry of Deeds 4. Provincial Treasurer's Office 5. Surveys and Mapping Division 6. Municipal Treasurer's Office 7. Municipal Treasurer's Office 8. Municipal Assessor's Office 9. Municipal Engineering Office. 10. BIR

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits complete requirements	Receives, Checks and evaluate submitted requirements.		5 minutes	<i>Daisy Beliran/Engr. Nestor Malunes Jr.</i>
Waits	Conduct ocular inspection	200.00 per lot	1 day	<i>Engr. Nestor Malunes Jr.</i>
Waits	Preparation of Field Appraisal & Assessment Sheet (FAAS)		10 minutes	<i>Engr. Nestor Malunes Jr./Iris Bautista</i>
Waits	Assign Property Identification Number, Assessment of real property number/Tax Declaration Number, Update Tax Map		10 minutes	<i>Engr. Malunes/Daisy Beliran/Iris Bautista</i>
Waits	Encoding/Printing of property Record Form,		15 minutes	<i>Daisy Beliran/Iris</i>



	Declaration of Real Property & Notice of Assessment			<i>Bautista</i>
Waits	Approval of Property Record Form, Declaration of Real Property Value & Notice of Assessment		5 minutes	<i>Engr. Malunes</i>
Waits	Update Tax Map Control Roll & Assessment Roll		5 minutes	<i>Daisy Belira/Iris Bautista</i>
Waits	Releasing		5 minutes	<i>Daisy Beliran/Iris Bautista</i>
TOTAL:			1 Day, 55 Minutes	

2. RE-ASSESSMENT/RECLASSIFICATION OF REAL PROPERTY

Office or Division:	MUNICIPAL ASSESSOR
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	Real Property Owners, Government Entities, Private Entities and General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request 2. SPA (for Authorized Rep.) 3. Current Tax Receipt/Tax Clearance 4. Zoning Certificate (Agri. To Res.) 5. Inspection Fee 6. Sworn Statement	1. Owner 2. Owner 3. Municipal Treasurer's Office 4. Municipal Zoning Office 5. Municipal Treasurer's Office 6. Municipal Assessor's Office

CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCES SING TIME	PERSON RESPONSIBLE
Submits complete requirements	Receives checks and evaluate submitted requirements.		5minutes	<i>Daisy Beliran/Engr. Malunes</i>
	Conduct ocular inspection		1 day	<i>Engr. Malunes</i>
	Preparation of Field Appraisal & Assessment Sheet (FAAS)	200.00 per lot	10 minutes	<i>Engr. Malunes</i>
	Assign Assessment of Real Property Number/Tax Declaration		5 minutes	<i>Daisy Beliran</i>



	Number			
	Encoding/printing of Property Record Form, Declaration of Real Property & Notice of Assessment , Update Tax Map Control Roll, Update Assessment Roll		15 minutes	<i>Daisy Beliran/ Iris Bautista</i>
	Approval of Property Record Form, declaration of Real Property Value & Notice of Assessment		5 minutes	<i>Engr. Nestor Malunes, Jr.</i>
	Releasing		5 minutes	<i>Daisy Beliran/ Iris Bautista</i>
TOTAL:			1 Day, 45 minutes	

3. TRANSFER OF OWNERSHIP

Office or Division:	MUNICIPAL ASSESSOR
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	Real Property Owners, Government Entities, Private Entities and General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request 2. SPA (for Authorized Rep.) 3. Certified True Copy of Title/Deed of Conveyance duly notarized 4. Transfer Tax Receipt 5. Current Tax Receipt/Tax Clearance 6. Sworn Statement 7. E-CAR	1. Owner 2. Owner 3. Registry of Deeds 4. Provincial Treasurer's Office 5. Municipal Treasurer's Office 6. Municipal Assessor's Office 7. BIR

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits complete requirements	Receives checks and evaluate submitted requirements.		5 minutes	<i>Daisy/Engr. Malunes</i>
	Preparation of Field Appraisal & Assessment Sheet (FAAS)		15 minutes	<i>Engr. Malunes,</i>
	Assign Assessment of Real Property Number		5 minutes	<i>Daisy Beliran</i>
			15 minutes	



Receives Request	Encoding/Printing of Property Record Form, Declaration of real property & Notice of Assessment		5 minutes	<i>Daisy Beliran/Iris Bautista</i>
	Approval of Property Record Form, Declaration of Real Property Value & Notice of Assessment, Update Tax Map Control Roll, Update Assessment Roll		5 minutes	<i>Daisy Beliran/Engr. Malunes</i>
	Releasing			<i>Daisy Beliran/Iris Bautista</i>
TOTAL:			50 minutes	

4. CORRECTION OF AREA, LOT NUMBER, OR DECLARED OWNER

Office or Division:	MUNICIPAL ASSESSOR
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	Real Property Owners, Government Entities, Private Entities and General Public
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Letter Request	1. Owner
2. SPA (for Authorized Rep.)	2. Owner
3. Title/Lot Description	3. Municipal Assessor's Office
4. Current Tax Receipt/Tax Clearance	4. Municipal Treasurer's Office
5. Sworn Statement	5. Municipal Assessor's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESsing TIME	PERSON RESPONSIBLE
1. Submits complete requirements	Receives checks and evaluate submitted requirements.		5 minutes	<i>Daisy/Engr. Malunes</i>
	Preparation of Field Appraisal & Assessment Sheet (FAAS)		15 minutes	<i>Engr. Nestor Malunes, Jr.</i>
	Assign Assessment of Real Property Number/Tax Declaration Number		5 minutes	<i>Daisy Beliran</i>
	Encoding/Printing of		15	<i>Daisy</i>



Receives Request	Property Record Form, Declaration of real property & Notice of Assessment Update Tax Map Control Roll, Update Assessment Roll		minutes	<i>Beliran/Iris Bautista</i>
	Approval of Property Record Form, Declaration of Real Property Value & Notice of Assessment		5 minutes	<i>Daisy Beliran/Engr. Malunes</i>
	Releasing			<i>Daisy Beliran/Iris Bautista</i>
TOTAL:			45 mins.	

5. ISSUANCE OF PREVIOUS/CURRENT TRUE COPY OF TAX DECLARATION

Office or Division:	MUNICIPAL ASSESSOR
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	Real Property Owners, Government Entities, Private Entities and General Public
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Declarant's Name	1. Owner
2. Lot Number	2. Owner
3. Official receipt (100.00)	3. Municipal Treasurer's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits complete requirements	Receives and checks		5 minutes.	<i>Daisy/Engr. Malunes</i>
Waits	Preparation of Tax Declaration, Checking & verification of Declaration of Real property Value		15 minutes.	<i>Engr. Nestor Malunes, Jr.</i>
Waits	Approval		5 minutes	<i>Daisy Beliran</i>
Receives Request	Releasing		15 minutes	<i>Daisy Beliran/Iris</i>



				Bautista
TOTAL:			40 Minutes	

6. ISSUANCE OF CERTIFICATION (CERTIFICATE OF IMPROVEMENT, CERTIFICATE OF NO IMPROVEMENT, CERTIFICATE OF AGGREGATE LANDHOLDING, CERTIFICATE OF NO PROPERTY & OTHER FORM OF CERTIFICATIONS)

Office or Division:	MUNICIPAL ASSESSOR								
Classification:	Simple								
Type of Transaction:	Government to Citizen								
Who may avail:	Real Property Owners, Government Entities, Private Entities and General Public								
<table border="1"> <thead> <tr> <th>CHECKLIST OF REQUIREMENTS</th><th>WHERE TO SECURE</th></tr> </thead> <tbody> <tr> <td>1. Declarant's Name</td><td>1. Owner</td></tr> <tr> <td>2. Lot Number</td><td>2. Owner</td></tr> <tr> <td>3. Official receipt (100.00)</td><td>3. Municipal Treasurer's Office</td></tr> </tbody> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	1. Declarant's Name	1. Owner	2. Lot Number	2. Owner	3. Official receipt (100.00)	3. Municipal Treasurer's Office
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE								
1. Declarant's Name	1. Owner								
2. Lot Number	2. Owner								
3. Official receipt (100.00)	3. Municipal Treasurer's Office								

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits complete requirements	Receives and checks			<i>Daisy/Engr. Malunes</i>
Waits	Preparation Checking & verification of Certification		5 minutes	<i>Engr. Nestor Malunes, Jr.</i> <i>Daisy</i>



Waits	Approval		3 minutes	<i>Beliran</i>
Receives Request	Releasing		2 minutes	<i>Daisy Beliran/Iris Bautista</i>
TOTAL:			10 minutes	

**OFFICE OF THE MUNICIPAL CIVIL
REGISTRAR
FRONTLINE SERVICES**



I. ISSUANCE OF MARRIAGE LICENSE

Before getting married each of the contracting parties must file separate sworn applications for Marriage License with the proper local civil registrar of the place where either or both of the contracting parties reside.

Marriage licenses will be issued of ten (10) days reglamentary period and are valid in any part of the Philippines for a period of 120 days from the date of issue. They are deemed automatically cancelled if the contracting parties have not yet gotten married within this period.

Office or Division:	Office of the Municipal Civil Registrar
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizens
Who may avail:	All residents of Anilao (either one or both of the contracting parties are residents of the municipality)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. PSA Original or certified true copies of Birth Certificates or in the absence thereof, Baptismal Certificates of the contracting parties	Philippine Statistics Authority (PSA) Office of the MCR Church or Religious Authorities
2. Proof of termination of previous marriage, if any, such as death certificate, decree of presumptive death and annulment decree of marriage, as the case may be;	Personal Copy Office of the MCR Court
3. Applicants 18-20 years of age – consent in writing by the father/mother/surviving parent/guardian who must appear in person with their Community Tax Certificates to the Municipal Civil Registrar or execute an affidavit to be attested by any official authorized by law to administer	Parent (Father, Mother or Guardian)



oaths, to be recorded together with the Application for Marriage License;	
4. Parent's Advice on applicants 21-24 years old with their Community Tax Certificates	Parent (Father, Mother or Guardian)
5. Marriage Counseling Certificate;	Office of the DSWD, POPCOM & MHO
6. Community Tax Certificate of the Applicants	Office of the Municipal Treasurer Office of the Barangay Treasurer
7. Certificate of No Marriage (CENOMAR)	Philippine Statistics Authority (PSA)
8. Tree Planting Certificate issued by the Punong Barangay where the applicants reside and picture taken during the tree planting	Punong Barangay

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits complete documentary requirements	Receives and examines the completeness of documents submitted If documents found complete, prepares Application For Marriage License		15 minutes	Jocelyn A. Ansino (MCR Staff)
Reviews the correctness of data entered in the Civil Registry Form Signs the same if found okay	Reviews the completeness of signatories Advices client to pay the prescribed fees in the MTO	Resident – 200.00 Non-resident – 300.00 Marriage License Fee – 200.00 Pre- Marriage Counseling- 200.00	2 minutes	Jocelyn A. Ansino (MCR Staff)
Presents Official Receipt	MCR receives, signs and registers the document		1 minutes	Engr. Meliton E. Buyco II Municipal Civil



				<i>Registrar</i>
Receives the document	Releases copy of the Application For Marriage License		1 minutes	<i>Jocelyn A. Ansino (MCR Staff)</i>
TOTAL:			19 minutes	

II. REGISTRATION OF MARRIAGE CERTIFICATE

For ordinary marriages, the time for submission of the Certificate of Marriage is 15 days following the solemnization of marriage. For marriages exempt from the license requirement, the prescribed period is 30 days.

Office or Division:	Office of the Municipal Civil Registrar
Classification:	Complex
Type of Transaction:	G2C – Government to Citizens
Who may avail:	All couples married in Anilao

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Application For Marriage License	Personal Copy Office of the MCR
Marriage License and Fee Receipt	Personal Copy Office of the MCR
List of Witnesses	Contracting Parties

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits complete documentary requirements	Examines the completeness of requirements If found complete, prepares the Certificate of Marriage		15 minutes	<i>Nilda A. Atonducan/ Jocelyn A. Ansino (MCR Staff)</i>



Reviews the correctness of data entered in the Certificate of Marriage	Advices client to submit the Certificate of Marriage to the Office of the Solemnizing Officer (Office of the Mayor for those Marriages solemnized by the Municipal Mayor) for scheduled Date of Marriage		1 minutes	<i>Nilda A. Atonducan/ Jocelyn A. Ansino (MCR Staff)</i>
Submits the duly signed Certificate of Marriage for registration	Receives and reviews the completeness of signatories Advices client to pay the required fees in the MTO	Solemnization Fee – 1,000.00	1 minutes	<i>Nilda A. Atonducan/ Jocelyn A. Ansino (MCR Staff)</i>
Presents the Official Receipt	MCR receives, registers and signs the Certificate of Marriage		1 minutes	<i>Engr. Meliton E. Buyco II Municipal Civil Registrar</i>
Receive the requested document	Releases copy of the Certificate of Marriage		1 minutes	<i>Nilda Atonducan/Jocelyn A. Ansino MCR Staff</i>
TOTAL			20 minutes	

III. REGISTRATION OF DEATH CERTIFICATE

The death of a person must be registered within the 30 days reglamentary period at the office of the Municipal Civil Registrar.

Office or Division:	Office of the Municipal Civil Registrar
Classification:	Complex
Type of Transaction:	G2C – Government to Citizens
Who may avail:	All concerned parties

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly filled out Information Sheet	Office of the MCR
Punong Barangay's Certification (if person died at home)	Punong Barangay



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits complete documentary requirements	Receives and examines the submitted documents; If found okay, prepares the Death Certificate		15 minutes	MCR STAFF
Reviews the correctness of data entered in the Certificate of Death Signs the same if found okay.	Advices client to bring the Certificate of Death for doctor's and the embalmer's signature		1 minute	MCR STAFF
Submits duly signed Certificate of Death	Reviews the completeness of signatories; Advices client to pay the required fees in the MTO	Burial Permit – 200.00	1 minute	MCR STAFF
Presents Official Receipt	Signs and registers the document in the Registry Book		1 minute	MCR STAFF
	MCR receives and signs the document		1 minute	Engr. Buyco II
Receive the requested document	Releases copy of the document		1 minute	MCR STAFF
TOTAL			20 minute	

IV. REGISTRATION OF BIRTH CERTIFICATE

The birth of a child, being a vital event for a person, must be registered within 30 days from the time of birth at the Office of the Municipal Civil Registrar of the municipality where the birth occurred. The declaration of the physician or midwife in attendance at the birth or the declaration of either parent of the newborn child and the presentation of a marriage contract in cases of married parents shall be sufficient for the registration of a birth in the civil register.

Office or Division:	Office of the Municipal Civil Registrar
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizens
Who may avail:	All concerned parties

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly filled out Information Sheet	Office of the MCR
Certificate of Live Birth (COLB)	Office of the MCR



Certificate of Marriage of Parents of newborn child;	Personal Copy Office of the MCR
Community tax Certificate of Father if not married for acknowledgement/admission of paternity;	Office of the MTO Barangay Treasurer
Community Tax Certificate of mother for the Affidavit to Use the Surname of the Father if not married	Office of the MTO Barangay Treasurer
Affidavit to Use the Surname of the Father (Legal Instrument) – if not married	Office of the MCR
ADDITIONAL REQUIREMENTS IF DELAYED REGISTRATION:	
Affidavit of legitimation by subsequent marriage of parent if the child was born out of wedlock	Office of the MCR Notary Public
Joint Affidavit and Community Tax Certificate of two (2) disinterested persons	Office of the MCR Office of the MTO Barangay Treasurer
Community Tax Certificate of the Child to be registered if 18 years old and above	Office of the MTO Barangay Treasurer
Affidavit of Consent of the Child to be Legitimated if 18 years old and above	Office of the MCR Notary Public
Baptismal Certificate;	Church
Negative Certification from the PSA	Philippine Statistics Authority (PSA)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits complete documentary requirements	<p>Receives and examines the documents submitted</p> <p>If found okay, advises client to pay the required fees in the MTO</p> <p>Prepares the following needed civil registry</p>	<p>Legitimation Fee – 375.00</p> <p>Registration of AUSF – 200.00</p> <p>Affidavit to</p>	20 minutes	<i>Nilda A. Atonducan / Jocelyn A. Ansino (MCR Staff)</i>



	<p>documents, whichever is applicable:</p> <ol style="list-style-type: none"> 1. Duly filled up Certificate of Live Birth 2. Affidavit to Use the Surname of the Father if not Married 3. Affidavit of Legitimation by Subsequent Marriage of Parents 4. Joint Affidavit of two disinterested person for Late Registration of Birth 5. Affidavit of Consent of the Child to be Legitimated 6. Certificate of Registration of Legal Instrument 7. Certificate of Live in Form 1A for Legitimation Process 	<p>Use the Surname of the Father- 150.00</p> <p>Affidavit of Legitimation – 150.00</p> <p>Joint Affidavit – 150.00</p> <p>Affidavit of Consent – 150.00</p> <p>Certificate of Registration – 100.00</p> <p>COLB in Form 1A- 100.00</p>		
<p>Reviews the accuracy of data entered in the COLB and support documents;</p> <p>Signs the same if found okay**</p>	<p>Examines the completeness of signatories;</p> <p>Signs and registers the COLB</p>		2 minutes	<p><i>Nilda A. Atonducan (MCR Staff)</i></p>
	<p>MCR receives, reviews and signs the document</p>		2 minutes	<p><i>Engr. Meliton E. Buyco II</i></p>



Presents Official Receipt	Releases copy of the COLB		1 minute	<i>Nilda Atunducan/ Jocelyn A. Ansino (MCR Staff)</i>
Receives the requested document				
TOTAL			25 minutes	

**** Attendant at Birth should likewise sign the COLB**

V. OUT OF TOWN REGISTRATION OF BIRTH CERTIFICATE

The birth of a child, being a vital event for a person, must be registered within 30 days from the time of birth at the Office of the Municipal Civil Registrar of the municipality where the birth occurred. Out of Town registration of Birth is one of the services that help the concerned party who were now a permanent resident but born outside the municipality.

Office or Division:	Office of the Municipal Civil Registrar
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizens
Who may avail:	All concerned parties

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly filled out Information Sheet	Office of the MCR
2. Certificate of Live Birth (COLB) duly filled up	Office of the MCR
3. Certificate of Marriage of Parents	Personal Copy Office of the MCR
4. CENOMAR of Both Parent for Legitimation Process	Philippine Statistics Authority (PSA)
5. Community Tax Certificate of both parents	
6. Affidavit to Use the Surname of the Father signed by the mother – if not married	Office of the MCR Notary Public
7. Affidavit of Legitimation by Subsequent Marriage of Parent	Office of the MCR Notary Public
8. Affidavit of Consent of the Child to be Legitimated if 18 years old and above	Office of the MCR Notary Public
9. Community Tax Certificate of the Child to be Legitimated	Office of the MTO Barangay Treasurer



ADDITIONAL REQUIREMENTS IF DELAYED REGISTRATION:	
Joint Affidavit and Community Tax Certificate of two (2) disinterested persons;	Office of the MCR Office of the MTO Barangay Treasurer
Affidavit of Informant for Out of Town Registration of Birth	Office of the MCR Notary Public
Baptismal Certificate;	Church
Negative Certification from the PSA	Philippine Statistics Authority (PSA)
Other documents that bears the proof of Place of Birth	Personal Copy

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits complete documentary requirements	<p>Receives and reviews the completeness and correctness of the documents;</p> <p>If found okay, prepares the following needed civil registry documents:</p> <ol style="list-style-type: none"> 1. Duly Filled up Certificate of Live Birth 2. Affidavit for Out of Town Registration of Birth 3. Joint Affidavit of two disinterested persons 4. Affidavit to Use the Surname of the Father signed by the mother if not married 5. Affidavit of Legitimation by Subsequent Marriage of Parents if the Child was born out of wedlock 	<p>Affidavit for Out of Town Registration – 150.00</p> <p>Joint Affidavit- 150.00</p> <p>Affidavit to Use the</p>	20 minutes	Nilda A. Atonducan (MCR Staff)



	and the process is for legitimation 6. Affidavit of Consent of the Child to be Legitimated if 18 years old and above	Surname of the Father - 150.00 Affidavit of Legitimation- 150.00 Affidavit of Consent – 150.00		
Reviews accuracy of data entered in the Certificate of Live Birth and Affidavits; Signs the same if found okay.	Examines the completeness of signatories; If found okay, advice client to pay the prescribed fees in the MTO		5 minutes	Nilda A. Atonducan (MCR Staff)
Presents Official Receipt	Reviews the finality of transaction; Prepares Transmittal Letter; Issues claim stub		2 minutes	Nilda A. Atonducan (MCR Staff)
Receives claim stub	MCR signs the civil registry documents Advices the client to get the requested document upon receipt of notice**		2 minutes 1 minute	Engr. Meliton E. Buyco II Nilda A. Atonducan (MCR Staff)
Presents claim stub	Releases the requested document		1 minute	Nilda A. Atonducan (MCR Staff)
TOTAL			31 minutes	



**** Documents are being sent to the municipality where the child was born for registration. Maximum processing period is three (3) months. The client is advised to claim the requested document upon receipt of notice.**

VI. LEGITIMATION BY SUBSEQUENT MARRIAGE OF PARENTS

The father and mother of the child to go under legitimation process must appear personally to the Office of the Municipal Civil Registrar. This is applicable to birth born out of wed lock that were registered in the Surname of the mother and be legitimated by subsequent marriage of parents.

Office or Division:	Office of the Municipal Civil Registrar
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizens
Who may avail:	All concerned parties

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Certificate of Live Birth from PSA (SECPA);	Philippine Statistics Authority (PSA)
2. Certificate of Marriage	Personal Copy, PSA
3. Current Community Tax Certificate of parents;	Office of the MTO Barangay Treasurer
4. CENOMAR of both parents from PSA	Philippine Statistics Authority (PSA)
5. Joint Affidavit of Legitimation	Office of MCR
6. Affidavit of Acknowledgement/Admission of Paternity if the child was not been acknowledged by the father during the time of registration.	Office of the MCR Notary Public
7. Certificate of Registration of Affidavit of Legitimation	Office of the MCR
8. Community Tax Certificate of the Child to be Legitimated	Office of the MTO Barangay Treasurer
9. Affidavit of Consent of the Child to be Legitimated if the child is 18 years old and above	Office of the MCR Notary Public

CLIENT	AGENCY ACTIONS	FEES TO	PROCESS	PERSON
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STEPS		BE PAID	ING TIME	RESPONSIB LE
Submits all documentar y requirement s	<p>Receives and examines the completeness of submitted requirements</p> <p>If documents found complete, prepares the following civil registry documents:</p> <ol style="list-style-type: none"> 1. Certificate of Live Birth in Form 1 A with annotation of Subsequent Marriage of Parent 2. Affidavit of Consent of the Child to be Legitimated 3. Affidavit of Acknowledgement/A dmission of Paternity if the child was not been Acknowledged during the time of Registration 4. Affidavit of Legitimation by Subsequent Marriage of parent 5. Certificate of Registration of Legal Instrument 	<p>Legitimation Fee – 375.00</p> <p>Certified Copy of COLB with Annotation – 100.00</p> <p>Affidavit of Consent of the Child – 150.00</p> <p>Affidavit of Acknowledg ement/Admi ssion of Paternity- 150.00</p> <p>Affidavit of Legitimation – 150.00</p> <p>Certification Fee – 100.00</p>	20 2 mins.	Nilda A. Atonducan (MCR Staff)
Reviews the accuracy of data entered in the documents; Signs the same if found okay	<p>Examines the completeness of signatories;</p> <p>Advices client to pay the prescribed fees in the MTO</p>		2 mins.	Nilda Atonducan (MCR Staff)
Submits Official	Prepares Endorsement Letter for PSA, Manila;		2 2 mins.	Nilda Atonducan



Receipt	MCR signs the documents			(MCR Staff) Engr. Meliton E. Buyco II
Receives the Owner's Copy of complete civil registry documents	Releases copy of the documents		1 2 min.	NildaA. Atonducan (MCR Staff)
TOTAL			25 minutes	

VII. AFFIDAVIT TO USE THE SURNAME OF THE FATHER

The father and the mother should appear personally in the Office of the Municipal Civil Registrar. This is applicable to births that were already registered on the Surname of the mother.

Office or Division:	Office of the Municipal Civil Registrar
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizens
Who may avail:	All concerned parties

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Certificate of Live Birth from PSA (SECPA);	Philippine Statistics Authority (PSA)
2. Current Community Tax Certificate of Father if the child was not Acknowledged on time of registration	Office of the MTO Barangay Treasurer
3. Affidavit of Acknowledgement/Admission of Paternity if the Child was not Acknowledged during the time of Registration	Office of the MCR Notary Public
4. Affidavit to Use the Surname of the Father(AUSF)	Office of the MCR
5. Community Tax Certificate of the Mother to be used in the AUSF	Office of the MTO Barangay Treasurer



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits complete documentary requirements	<p>Receives and examines sufficiency of documents</p> <p>If documents found sufficient, prepares the following needed civil registry documents:</p> <ol style="list-style-type: none"> 1. Annotated Certificate of Live Birth 2. Affidavit of Acknowledgment/Admission of Paternity if the Child was not acknowledged during the time of registration 3. Affidavit to Use the Surname of the Father 4. Certificate of Registration of Legal Instrument 	<p>Registration of AUSF – 200.00</p> <p>Certified Transcription Copy of COLB with Annotation - 100.00</p> <p>Affidavit of Acknowledgment/Admission of Paternity – 150.00</p> <p>AUSF - 150.00</p> <p>Certification Fee- 100.00</p>	20 minutes	Nilda A. Atonducan (MCR Staff)
<p>Reviews the accuracy of data entered in the documents;</p> <p>Signs the same if found okay</p>	<p>Examines the completeness of signatories;</p> <p>If found okay, advises client to pay the prescribed fees in the MTO</p>		5 minutes	Nilda A. Atonducan (MCR Staff)
Presents Official Receipt	<p>Prepares Endorsement Letter for PSA, Manila ;</p> <p>Signs the documents</p>		3 minutes	<p>Nilda Atonducan</p> <p>Engr. Meliton E. Buyco II</p>



Receives Owner's copy of requested documents	Releases Owner's Copy of documents		2 minutes	Nilda Atonducan
TOTAL			30minutes	

VIII. ISSUANCE OF CERTIFIED COPY OF BIRTH, MARRIAGE AND DEATH

Civil Registry documents such as birth, marriage and death certificates maybe availed by securing a certified transcript from the Municipal Civil Registry Office and upon payment of the prescribed fees.

Office or Division:	Office of the Municipal Civil Registrar
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	All concerned parties
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly filled out Information Sheet	Office of the MCR

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits the requirement	Reviews the given data; Verifies the availability of the document; Prepares the same if available; Advices client to pay the required fees in the MTO		12 minutes	Nilda A. Atonducan
Presents Official Receipt	MCR certifies the document		1 minute	Engr. Meliton E. Buyco II



Receives the requested document	Releases the document		1 minute	Nilda A. Atonducan
TOTAL			14 minutes	

IX. SUPPLEMENTAL REPORT OF MISSING ENTRY

Supplemental Report maybe filed to supply information inadvertently omitted when the civil registry document was registered and upon payment of the prescribed fees.

Office or Division:	Office of the Municipal Civil Registrar
Classification:	Complex
Type of Transaction:	G2C – Government to Citizens
Who may avail:	All concerned parties

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
PSA Copy of Civil Registry Document	Philippine Statistics Authority (PSA)
Current Community Tax Certificate	Office of the MTO Barangay Treasurer
Affidavit of Supplemental Report stating the omitted entry executed by the party concerned	Office of the MCR Notary Public

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits complete documentary requirements	Receives and reviews the submitted documents; If found okay, advises the client to pay the required fees in the MTO		5 minutes	Nilda A. Atonducan
Presents Official Receipt	Makes annotations; signs the civil registry documents; Prepares endorsement letter for PSA, Manila		15 minutes	Engr. Meliton E. Buyco II Nilda Atonducan



Receives Owner's Copy of the document	Releases the document		1 minute	Nilda A. Atonducan
TOTAL			21 minutes	

X. REQUEST FOR SECURITY PAPER AT PSA (SECPA)

Civil Registry documents such as birth, marriage, death certificates and Certificate of No Marriage (CENOMAR) can be availed at the Philippine Statistics Authority (PSA) thru the Batch Request System (BREQS) program upon payment of the prescribed fees.

Office or Division:	Office of the Municipal Civil Registrar
Classification:	Complex
Type of Transaction:	G2C – Government to Citizens
Who may avail:	All concerned parties

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly Accomplished Request Form	Office of the MCR
Xerox Copy of Valid ID	Document Owner Authorized Representative
Authorization Letter	Office of the MCR

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits complete documentary requirements	Receives and reviews the submitted documents; If found okay, advises the client to pay the required fees in the MTO	Service Fee – 100.00	5 minutes	Nilda A. Atonducan/ Jocelyn A. Ansino
Presents Official Receipt	Enters the data in the Batch Request System (BREQS) Prepares hard copies of		10 minutes	Jocelyn A. Ansino



	request for submission at PSA Office ** Advices the client to get the requested document upon receipt of notice			
Claims the requested document	Releases the requested PSA document		2 minutes	Nilda A. Atonducan/Jocelyn A. Ansino
TOTAL			17minutes	

**** Request is being submitted thru Batch Request System (BREQS) to the Philippine Statistics Authority (PSA) for processing and issuance of SECPA. Hard copy of the request is being submitted personally by the MCR at the PSA Office. The client is advised to claim the requested document upon receipt of notice.**

XI. REQUEST FOR ADVANCE ENDORSEMENT AT PSA

Civil Registry documents such as birth, marriage and death certificates can be availed at the Philippine Statistics Authority (PSA) 2-3 weeks after the submission of Advance Endorsement of certain documents. This process aids in early issuance of Security Paper (SECPA) in Philippine Statistics Authority upon payment of the prescribed fees.

Office or Division:	Office of the Municipal Civil Registrar
Classification:	Complex
Type of Transaction:	G2C – Government to Citizens
Who may avail:	All concerned parties

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Xerox Copy of Civil Registry Document	Office of the MCR/ Personal Copy
Xerox Copy of NEGATIVE CERTIFICATION from PSA	Personal Copy

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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Submits complete documentary requirements	Reviews the submitted documents; If found okay, advice client to pay the required fees in the MTO		2 minutes	Nilda A. Atonducan
Presents Official Receipt	Prepares the original copy of the civil registry document on file; Prepares the Endorsement Letter and Endorsement Stub		5 minutes	Nilda A. Atonducan
	MCR signs the Endorsement Letter Prepares the document for submission to PSA for Advance Endorsement; Advice client to claim the Endorsement Letter and Stub upon receipt of notice**		1 minute 2 minutes	Engr. Meliton E. Buyco II Nilda A. Atonducan
Claims the Endorsement Letter and Stub	Releases the Owner's copy of document.		1 minute	Nilda A. Atonducan
TOTAL			1 Day and 11 minutes	

*****Requests are being submitted personally by the MCR for Advance Endorsement to PSA for fast issuance of Security Paper (SECPA). The client is advised to claim the endorsement letter and stub upon receipt of notice.***



XI. CORRECTION OF CLERICAL ERROR UNDER REPUBLIC ACT 9048

Civil Registry documents with typographical error/s can be corrected upon submission of requirements and upon payment of the prescribed fees.

Office or Division:	Office of the Municipal Civil Registrar
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizens
Who may avail:	All concerned parties

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Latest Copy of Civil Registry document to be corrected	Philippine Statistics Authority (PSA)
Baptismal Certificate	Church
School Records	School
Voter Certification	Commission on Election
Marriage Certificate if married	Philippine Statistics Authority (PSA)
Philhealth Member's Data Record	Philhealth
GSIS/SSS Record	GSIS/SSS
Medical Records	Hospital/Clinic
Other documents that bears the correct information or shows the correct data as proof that the erroneous entry in a document must be corrected	Personal Copy
Current Community Tax Certificate of the Petitioner	Office of the MTO Barangay Treasurer

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCE SSING	PERSON RESPON
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			TIME	SIBLE
Submits complete documentary for pre interview and evaluation	<p>Receives and reviews the submitted documents;</p> <p>If found okay, advises client to pay the required fees in the MTO</p>		15 minutes	Nilda A. Atonducan
Submits Official Receipt and pre evaluated documents	<p>Receive the pre evaluated documents and Official Receipt;</p> <p>Prepares the petition;</p> <p>Issues the claim stub with scheduled date of follow up**</p>	<p>Filing Fee- 1,000.00</p> <p>Subscription Fee – 150.00</p> <p>Certified True Copy of Documents- 100.00 per set</p> <p>Migrant Petition (those who were born outside Anilao and now with a permanent address in the municipality)</p> <p>Service Fee – 500.00</p>	20 minutes	Nilda A. Atonducan
	<p>Processes the petition which includes the preparation of the following:</p> <ul style="list-style-type: none"> • Petition Letter • Documents for Ten (10) days mandatory posting • Certificate of Posting • Record Sheet 			Nilda A. Atonducan



	<ul style="list-style-type: none"> Transmittal letter 			
Reviews accuracy of data entered in the document;	MCR Reviews the completeness of documents and signatories; grants decision and sign the document		10 minutes	Engr. Meliton E. Buyco II
If found okay, signs the Petition Letter	<p>Prepares First Endorsement to PSA, Manila Legal Service Division for Affirmation and turn over the same to the client;</p> <p>Instructs client to send the same via airmail or via other courier service provider</p>		5 minutes	Nilda A. Atonducan
Presents the claim stub	<p>Advise the petitioner to pay the prescribed fees</p> <p>Processes the Affirmed Petition*** which includes the preparation of the following:</p> <ul style="list-style-type: none"> Certificate of Finality Annotation on Civil Registry Document Reproduction of Affirmed Petition Reproduction of Un annotated Civil Registry documents <p>MCR signs the documents</p> <p>Prepares Final Transmittal to PSA Regional Office for Processing and Issuance of Annotated Security Paper (SECPA) of Civil Registry Document under the Decentralized Copy</p>	<p>P 100.00</p> <p>P 100.00/pc</p> <p>P 100.00/set</p> <p>P100.00/set</p>	<p>1 minute</p> <p>20 minutes</p>	<p>Nilda A. Atonducan</p> <p>Nilda A. Atonducan</p> <p>Engr. Meliton E. Buyco II</p> <p>Nilda Atonducan</p>



	Annotation Process (DeCAP)			
	MCR signs the documents		1 minute	Engr. Meliton E. Buyco II
	Prepares the document for submission to PSA Office		1 minute	Nilda Atonducan
Presents the Official Receipt	Releases the Petitioners Copy of the Transmitted Civil Registry documents		1 minute	Nilda A. Atonducan
TOTAL			1 hour and 14 minutes	

***** Follow up of the petition is after (4) months which shall commence on the date the petition was received by the Office of the Municipal Civil Registrar. The total length of period for processing takes an approximate period of 6 months upon receipt of the application, as this is a quasi-judicial process.***

****** Processing of affirmed petitions is indefinite as it depends on the action and return of affirmed petitions from PSA, Manila Legal Service Division.***

XII. CHANGE OF FIRST NAME UNDER REPUBLIC ACT 9048

Change of First Name is the process of allowing a person to Change his/her First Name in his/her Certificate of Live Birth with the Name he/she has habitually used in all of his/her legal and personal documents and transactions upon submission of requirements and upon payment of the prescribed fees.

Office or Division:	Office of the Municipal Civil Registrar
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizens
Who may avail:	All concerned parties

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Latest Copy of Certificate of Live Birth to be corrected	Philippine Statistics Authority (PSA)
Baptismal Certificate	Church
School Records	School



Voter Certification	Commission on Election
Marriage Certificate if married	Philippine Statistics Authority (PSA)
Philhealth Member's Data Record	Philhealth
GSIS/SSS Record	GSIS/SSS
Medical Records	Hospital/Clinic
Other documents that bears the correct information or shows the correct data as proof that the erroneous entry in a document must be corrected	Personal Copy
Current Community Tax Certificate of the Petitioner	Office of the MTO Barangay Treasurer
Certificate of Employment if Employed	Employer
Affidavit of Non-Employment if Unemployed	Notary Public
PNP Clearance	Philippine National Police Station
NBI Clearance	National Bureau of Investigation
Proof of Publication (once a week for two (2) consecutive weeks) <ul style="list-style-type: none"> Affidavit of Publication from the Publisher Copy of the newspaper clippings 	Newspaper Publishing Company

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits complete documentary requirements for pre interview and evaluation	Receives and reviews the submitted documents; If found okay, advises the client to pay the required fees in the MTO		15 mins.	Nilda Atonducan
Submits Official Receipt and pre evaluated documents	Receive the pre evaluated documents and Official Receipt; Prepares the petition; Issues claim stub with scheduled date of follow up**	Filing Fee- 1,000.00 Subscription Fee – 150.00 Certified True Copy of Documents- 100.00 per set Migrant Petition	20 mins.	Nilda A. Atonducan



		(those who were born outside Anilao and now with a permanent address in the municipality) Service Fee – 500.00		
	Issues Notice for Publication; Releases the same to the client for submission to a Newspaper of General Circulation ***		5 mins.	Engr. Meliton E. Buyco II
	Processes the petition which includes the preparation of the following: <ul style="list-style-type: none"> • Petition Letter • Documents for Ten (10) days mandatory posting 			Nilda A. Atonducan
Submits the following proof of publication.: <ul style="list-style-type: none"> • Affidavit of Publication from the Publisher • Copy of the Newspaper Clippings 	Receives and reviews proofs of publication			Nilda A. Atonducan
Signs the Petition Letter	Reviews the completeness of documents and signatories; MCR grants decision and signs the documents Prepares First		15 mins.	Engr. Meliton E. Buyco II



	Endorsement to PSA, Manila Legal Service Division for Affirmation****			
	<p>Processes the Affirmed Petition which includes the preparation of the following:</p> <ul style="list-style-type: none"> • Certificate of Finality • Annotation on Civil Registry Document • Reproduction of Affirmed Petition • Reproduction of Un annotated Civil Registry documents • Certified Copies of Un annotated and annotation of Civil Registry documents for signature of Municipal Civil Registrar • Final Transmittal to PSA Regional Office for Processing and Issuance of Annotated Security Paper (SECPA) of Civil Registry Document under the Decentralized Copy Annotation Process (DeCAP) 		20 mins.	Nilda A. Atonducan
Presents the claim stub	Advices the petitioner to pay the prescribed fees in the MTO		1 min.	Nilda A. Atonducan
	<p>MCR sign the documents;</p> <p>Prepares the document for submission at PSA Office</p>		2 mins.	Engr. Meliton E. Buyco II
Presents the Official Receipt	Release the complete Petitioners Copy of the Transmitted Civil Registry documents		1 min.	Nilda A. Atonducan



TOTAL			1 hr & 14 mins.	
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***** Follow up of the petition is after (4) months which shall commence on the date the petition was received by the Office of the Municipal Civil Registrar. The total length of period for processing takes an approximate period of 6 months upon receipt of the application, as this is a quasi-judicial process.***

****** Required publication is two (2) consecutive weeks.***

******* Processing of affirmed petition is indefinite as it depends on the action and return of affirmed petitions from PSA, Manila Legal Service Division.***

XIV. CORRECTION OF SEX UNDER REPUBLIC ACT 9048/ RA10172

This process allows the change of SEX/GENDER of a person which has been erroneously entered on his/her Certificate of Live Birth upon submission of requirements and upon payment of the prescribed fees.

Office or Division:	Office of the Municipal Civil Registrar
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizens
Who may avail:	All concerned parties

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Latest PSA Copy of Certificate of Live Birth to be corrected	Philippine Statistics Authority (PSA)
Baptismal Certificate	Church
School Records	School
Voter Certification	Commission on Election
Marriage Certificate if married	Philippine Statistics Authority (PSA)
Philhealth Member's Data Record	Philhealth
GSIS/SSS Record	GSIS/SSS
Medical Records	Hospital/Clinic
Other documents that bears the correct information or shows the correct data as proof that the erroneous entry in a document must be corrected	Personal Copy
Current Community Tax Certificate of the Petitioner	Office of the MTO Barangay Treasurer
Certificate of Employment if Employed	Employer
Affidavit of Non-Employment if Unemployed	Notary Public
PNP Clearance	Philippine National Police



NBI Clearance	National Bureau of Investigation
Medical Certification issued by an accredited government physician that the Document Owner has not undergone sex change or sex transplant	Municipal Health Officer
Proof of Publication (once a week for two (2) consecutive weeks) <ul style="list-style-type: none"> Affidavit of Publication from the Publisher Copy of the newspaper clippings 	Newspaper Publishing Company

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits complete documentary requirements for pre interview and evaluation	Receives and reviews the submitted documents; If found okay, advises the client to pay the required fees in the MTO		15 minutes	Nilda A. Atonducan
Submits Official Receipt and pre evaluated documents	Receives the pre evaluated documents and Official Receipt; Prepares the petition; Issues the claim stub with scheduled date of follow up**	Filing Fee- 3,000.00 Subscription Fee – 150.00 Certified True Copy of Documents- 100.00 per set Migrant Petition (those who were born outside Anilao and now with a permanent address in the municipality) Service Fee – 500.00	20 minutes	Nilda A. Atonducan



	Issues Notice for Publication; Releases the same to the client for submission to a Newspaper of General Circulation ***			Engr. Meliton E. Buyco II
	Processes the Petition which includes the preparation of the following: <ul style="list-style-type: none"> • Petition Letter • Documents for Ten (10) days mandatory posting • Certificate of Posting • Transmittal Letter 			Nilda A. Atondutan
Submits proof of publication <ul style="list-style-type: none"> • Affidavit of Publication from the Publisher • Copy of the Newspaper Clippings 	Receives and review proofs of publication			Newspaper Publishing Company
Signs the Petition Letter	Reviews the completeness of documents and signatories; Grants decision and sign the documents Prepares First Endorsement to PSA, Manila Legal Service Division for Affirmation		15 minutes	Engr. Meliton E. Buyco II
	Processes the Affirmed Petition which includes the preparation of the following: <ul style="list-style-type: none"> • Certificate of Finality • Annotation on Civil Registry Document 		20 minutes	Nilda A. Atondutan



	<ul style="list-style-type: none"> • Reproduction of Affirmed Petition • Reproduction of Un annotated Civil Registry documents • Certified Copies of Un annotated and annotation of Civil Registry documents for signature of Municipal Civil Registrar • Final Transmittal to PSA Regional Office for Processing and Issuance of Annotated Security Paper (SECPA) of Civil Registry Document under the Decentralized Copy Annotation Process (DeCAP) 			
Presents the claim stub	Advices the petitioner to pay the prescribed fees in the MTO		1 minute	Nilda A. Atonducan
	MCR signs the documents; Prepares the document for submission at PSA Office		2 minutes	Engr. Meliton E. Buyco II
Presents the Official Receipt	Releases the complete Petitioners Copy of the Transmitted Civil Registry documents		1 minute	Nilda A. Atonducan

***** Follow up of the petition is after (4) months which shall commence on the date the petition was received by the Office of the Municipal Civil Registrar. The total length of period for processing takes an approximate period of 6 months upon receipt of the application, as this is a quasi-judicial process.***

****** Required publication is two (2) consecutive weeks.***

******* Processing of affirmed petitions is indefinite as it depends on the action and return of affirmed petitions from PSA, Manila Legal Service Division.***



XV. CORRECTION OF DAY AND MONTH ON THE DATE OF BIRTH UNDER REPUBLIC ACT 9048/ RA10172

This process allows the change of Day and Month on the Date of Birth of a person which has been erroneously entered on his/her Certificate of Live Birth upon submission of requirements and upon payment of the prescribed fees.

Office or Division:	Office of the Municipal Civil Registrar
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizens
Who may avail:	All concerned parties

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Latest PSA Copy of Certificate of Live Birth to be corrected	Philippine Statistics Authority (PSA)
Baptismal Certificate	Church
School Records	School
Voter Certification	Commission on Election
Marriage Certificate if married	Philippine Statistics Authority (PSA)
Philhealth Member's Data Record	Philhealth
GSIS/SSS Record	GSIS/SSS
Medical Records	Hospital/Clinic
Other documents that bears the correct information or shows the correct data as proof that the erroneous entry in a document must be corrected	Personal Copy
Current Community Tax Certificate of the Petitioner	Office of the MTO Barangay Treasurer
Certificate of Employment if Employed	Employer
Affidavit of Non-Employment if Unemployed	Notary Public
PNP Clearance	Philippine National Police



NBI Clearance	National Bureau of Investigation
Proof of Publication (once a week for two (2) consecutive weeks) <ul style="list-style-type: none"> Affidavit of Publication from the Publisher Copy of the newspaper clippings 	Newspaper Publishing Company

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits complete documentary requirements for pre interview and evaluation	Receives and reviews the submitted documents and if found okay advises client to pay the required fees in the MTO		15 minutes	<i>Nilda A. Atonducan</i>
Submit Official Receipt and pre evaluated documents	Receives the pre evaluated documents and Official Receipt; Prepares the petition; Issues the claim stub with scheduled date of follow up.	Filing Fee- 3,000.00 Subscription Fee – 150.00 Certified True Copy of Documents- 100.00 per set Migrant Petition (those who were born outside Anilao and now with a permanent address in the municipality) Service Fee – 500.00	20 minutes	<i>Nilda A. Atonducan</i>
	Issues a Notice for Publication; Releases the same to the client for		2 consecutive weeks	<i>Engr. Meliton E. Buyco II</i>



	submission to a Newspaper of General Circulation***			
	Processes the Petition which includes the preparation of the following: <ul style="list-style-type: none"> • Petition Letter • Documents for Ten (10) days mandatory posting 			<i>Nilda A. Atonducan</i>
Submits Proof of Publication <ul style="list-style-type: none"> • Affidavit of Publication from the Publisher • Copy of the Newspaper Clippings 	Receives and reviews proofs of publication			<i>Nilda A. Atonducan</i>
Signs the Petition Letter	Reviews the completeness of documents and signatories; MCR grants decision and sign the document Prepares First Endorsement to PSA, Manila Legal Service Division for Affirmation****		15 minutes	<i>Engr. Meliton E. Buyco II</i>
	Processes the Affirmed Petition which includes the preparation of the following: <ul style="list-style-type: none"> • Certificate of Finality • Annotation on 		20 minutes	<i>Nilda A. Atonducan</i>



	<p>Civil Registry Document</p> <ul style="list-style-type: none"> • Reproduction of Affirmed Petition • Reproduction of Un annotated Civil Registry documents • Certified Copies of Un annotated and annotation of Civil Registry documents for signature of Municipal Civil Registrar • Final Transmittal to PSA Regional Office for Processing and Issuance of Annotated Security Paper (SECPA) of Civil Registry Document under the Decentralized Copy Annotation Process (DeCAP) 			
Presents the claim stub	Advices the petitioner to pay the prescribed fees		1 minute	<i>Nilda A. Atonducan</i>
	<p>MCR signs the documents;</p> <p>Prepares the document for submission at PSA Office</p>		2 minutes	<i>Engr. Meliton E. Buyco II</i>
Presents the Official Receipt	Releases the complete Petitioners Copy of the Transmitted Civil Registry documents		1 minute	<i>Nilda A. Atonducan</i>
TOTAL			1 hour, 14	



			minutes	
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***** Follow up of the petition is after (4) months which shall commence on the date the petition was received by the Office of the Municipal Civil Registrar. The total length of period for processing takes an approximate period of 6 months upon receipt of the application, as this is a quasi-judicial process.***

****** Required publication is two (2) consecutive weeks.***

******* Processing of affirmed petitions is indefinite as it depends on the action and return of affirmed petitions from PSA, Manila Legal Service Division.***

OFFICE OF THE MUNICIPAL AGRICULTURE FRONTLINE SERVICES



1. AGRICULTURAL TECHNICAL ASSISTANCE

Designed to help farmers/ fisher folk increase productivity in the most sustainable way, following environmental and social Codes of Conduct. These are designed to align with the minimum requirements of other common schemes such as organic or sustainable certification schemes.

Office or Division:	Office of the Municipal Agriculturist
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All farmers/fisher folks of Anilao

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Presents agricultural problem encountered	Interview and evaluate problems encountered		10 minutes	<i>Municipal Agriculturist/Agricultural Technologist</i>
	Municipal Agriculturist/Agricultural Technologist concerned sets schedule of visit/inspection and treatment		2 minutes	
Receives technical or treatment services	Treat illness, disease and other issues prescriptions as per appointed schedule: refer if case is complicated		1 day	
TOTAL:			1 day, 12 minutes	



2. STRENGTHENING OF RURAL BASED ORGANIZATIONS

Implements community-based and organization-based programs supported by training and workshops .

Office or Division:	Municipal Agriculture Office
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	Farmers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
No Requirement	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits all the requirements for registration	Review the submitted documents If documents are complete, facilitate/submit documents to concerned agency	none	5 minutes	<i>Municipal Agriculturist/ Agricultural Technologist</i>
TOTAL:			5 minutes	



3. ANIMAL HEALTH CARE MANAGEMENT

Practices that includes: (1) the frequency of livestock inspection; (2) keeping records of animal health events; (3) contact with veterinarians; (4) actions in response to recognizing unusual signs of disease; and (5) sources of animal health information

Office or Division:	Office of the Municipal Agriculture
Classification:	simple
Type of Transaction:	Government to Citizen
Who may avail:	Animal Raisers/Growers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Form	Municipal Agricultures Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fills up request form for treatment/vaccination/castration and present the number/species to be vaccinated/treated/castrated	Check up the availability of the vaccine/medical needed		2 minutes	<i>Joemae, Archie, OD</i>
Sets the date, time and venue for treatment vaccination and castration	If the vaccine is available confirms the schedule of vaccination/treatment/castration		1 minute	<i>Joemae & archie</i>
Receives animal vaccination/treatment/castration	Conduct vaccination/treatment/castration and based on the appointed schedule		1 hour	
TOTAL:			1 hour, 3 minutes	



4. CONSULTATION SERVICES

Office or Division:	Office of the Municipal Health Officer
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	Farmers & Fisher folks

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Form	Municipal Agricultures Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Discuss the issues/problems and concerns	Record the concerns and provide list of requirements and recommends solutions		5 minutes	Officer of the day
TOTAL:			5 minutes	



OFFICE OF THE MUNICIPAL ENGINEER FRONTLINE SERVICES



1. BUILDING PERMIT APPLICATION

Office or Division:	Municipal Engineering Office
Classification:	Simple
Type of Transaction:	G2C-Government to Citizens
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Land use/Zoning Verification and 5sets of the Following: <ul style="list-style-type: none"> a. Application Forms and related Plans of Building Permit, Sanitary Permit, Electrical Permit, Mechanical Permit. b. Estimates and Specifications c. Structural Analysis (if more than one storey). 	<ul style="list-style-type: none"> a. Office of the Municipal Engineer b. Architect/Engineer/Designer c. Civil Engineer/Structural Engineer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits Duly Accomplished Application Form and Complete Requirements	Receives, Review, Record the Application, Evaluate Documents, Assesses fees and Issue Payment Order.	Depends on Building Cost and Floor Area	20 minutes	<i>Engr. Alger Lamprea</i>
Forward Documents to Bureau of Fire	Endorses set of Plans to Bureau of Fire Protection		5 minutes	<i>Engr. Alger Lamprea</i>
Receives the approved permit	Checks and approves application		5 minutes	<i>Engr. Alger Lamprea</i>
TOTAL:			30 minutes	



2. ELECTRICAL PERMIT FOR INDIGENOUS

Office or Division:	Municipal Engineering Office
Classification:	Simple
Type of Transaction:	G2C-Government to Citizens
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Brgy. Clearance Land use/Zoning Verification Picture of the House, Certificate of Brgy. Captain And 5sets of the Following : a. Application forms and related plans of Electrical Permit b. Certificate of Electrical Completion	a. Office of the Municipal Engineer b. Professional Electrical Engineer (PEE)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESsing TIME	PERSON RESPONSIBLE
Submits Duly Accomplished Application Form and Complete Requirements	Receives, Review, Record the Application, Evaluate Documents, Assesses fees and Issue Payment Order.	Depends on Building Cost and Floor Area	20 minutes	Engr. Alger Lamprea
Forward Documents to Bureau of Fire	Endorses set of Plans to Bureau of Fire Protection		5 minutes	Engr. Alger Lamprea
Receives the approved permit	Checks and approves application		5 minutes	Engr. Alger Lamprea
TOTAL:			30 minutes	



3. ISSUANCE OF OCCUPANCY PERMIT

Office or Division:	Municipal Engineering Office
Classification:	Simple
Type of Transaction:	G2C-Government to Citizens
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Logbook Certificate of Completion As Built Plan Picture	<ul style="list-style-type: none"> - Engineer/Architect in charge /Civil Engineer /Electrical Engineer/Sanitary/Master Plumber - Civil Engineer/ Architect / Designer - Building/ Structure Owner

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits Duly Accomplished Application Form and Complete Requirements	Receives, Evaluates documents and issue payment Order	Depends on Building Cost and Floor Area	5 minutes	<i>Engr. Alger Lamprea/Antonio Atonducan</i>
Forward Documents to Bureau of Fire	Endorses set of Plans to Bureau of Fire Protection after Inspection		5 minutes	<i>Engr. Alger Lamprea</i>
Receives the approved permit	Checks and approves application		2 minutes	<i>Engr. Alger Lamprea</i>
TOTAL:			12 minutes	



**MUNICIPAL DISASTER RISK REDUCTION
MANAGEMENT OFFICE
FRONTLINE SERVICES**



1. IMMEDIATE RESPONSE TO EMERGENCY AND DISSASTER TO SAVE LIVES AND PROPERTIES.

Emergency Response includes any systematic response to an unexpected or dangerous occurrence. The goal of an emergency response procedure is to mitigate the impact of the event on people and the environment

Office or Division:	Municipal Disaster Risk Reduction & Management Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • Proof of Validity (Documents, another pre-existing certification from third-party government / non-government organization) 	From the Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present proof of validity	<ul style="list-style-type: none"> • Receive phone call/reports / information • Validation of report • Responding to emergency • Referral • Documentation 	none	30 seconds 4 minutes 5 minutes 5 minutes 5 minutes	MDRRMO ALERT PNP BFP MDRRMO ALERT BERT
TOTAL:			19 minutes & 30 seconds	



2. DISASTER OPERATION

Activities before, during or after an event happen to help reduce loss of human life, illness or injury to humans, property loss or damage and damage to environment.

Office or Division:	Municipal Disaster Risk Reduction Management Office
Classification:	Complex
Type of Transaction:	G2C - Government to Citizen
Who may avail:	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Proof of Validity (Documents, another pre-existing certification from third-party government / non-government organization)	From the Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present proof of validity	<ul style="list-style-type: none"> Submission of Damage Report Evaluation of Documents Conduct of ocular Survey Assessment and validation Notification to proper Offices Emergency Meeting Approval of MDDRRMC Resolution Adoption of MDRRMC Resolution Processing of Stockpiling Purchase and Hauling of Relief Goods Re-packing of Relief Goods Distribution to Affected Areas Families Documentation Evaluation 	None	1 min. 3 mins. 5 hrs. 5 mins. 3 hrs. 30 mins. 30 mins. 1 day 1 day 1 day 1 day 3 hours 3 hours	MDRRMO staff LDRRMO II MDRRMO Staff LDRRMO II LDRRMO II MDRRMC SB Members LDRRMO II MSWDO Staff MSWDO Staff MSWDO Staff MSWDO Staff LDRRMO II
TOTAL			4 days, 3 hours, 30 minutes	



3. DISTRIBUTION OF RELIEF ASSISTANCE (FOOD AND NON-FOOD) AFFECTED FAMILIES (HOUSEHOLD)

When there is a disaster, government agencies and non government organizations are mobilized to provide assistance in the form of temporary shelter, and basic needs. Cost of such operations are normally not borne by the individual disaster victims, but rather by society at large.

Office or Division:	Municipal Disaster Risk Reduction Mgt. Office			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> • Unified application form duly notarized • Vicinity Plans and Site Development Plan • Detailed Plans and Cost Estimates • Land Title and Tax Declaration • Barangay Clearance 			<ul style="list-style-type: none"> • From the Office • From the Client 	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESsing TIME	PERSON RESPONSIBLE
Present accomplished Zoning Application Form	<ul style="list-style-type: none"> • Evaluate, verify and assess documents • Review / Verification / Evaluation of pertinent documents as to Land Use Map • Ocular Site Inspection • Preparation of order of payment • Payment of fees • Preparation and approval of Locational Clearance • Recording / Releasing of Locational/ Zoning Clearance 	Fees based on Ordinance No. 2019-011 Revised Revenue Code as to order of payments	3 minutes (1 day is allocated for inspection for new applicants) 5 minutes 2 minutes	Mr. F. Buyco Mr. F. Buyco Mr. Limos (Zoning Office)
TOTAL:				



4. ISSUANCE OF ZONING CERTIFICATE AND LOCATIONAL CLEARANCE

Office or Division:	Office of the Local Disaster Risk Reduction Management Officer	
Classification:	Simple	
Type of Transaction:	G2C - Government to Citizen	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none"> • Unified application form duly notarized • Vicinity Plans and Site Development Plan • Detailed Plans and Cost Estimates • Land Title and Tax Declaration • Barangay Clearance 		<ul style="list-style-type: none"> • From the Office • From the Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present accomplished Zoning Application Form	<ul style="list-style-type: none"> • Evaluate, verify and assess documents • Review / Verification / Evaluation of pertinent documents as to Land Use Map • Ocular Site Inspection • Preparation of order of payment • Payment of fees • Preparation and approval of Locational Clearance • Recording / Releasing of Locational/ Zoning Clearance 	Fees based on Ordinance No. 2019-011 Revised Revenue Code as to order of payments	3 minutes (1 day is allocated for inspection for new applicants) 5 minutes 2 minutes 20 minutes 2 minutes	Mr. F. Buyco Mr. F. Buyco Mr. Limos (Zoning Office)
TOTAL:			32 minutes	



5. BALIK ANILAO TASK FORCE FOR STRANDED, ROF AND LSI

Office or Division:	Office of the Local Disaster Risk Reduction Mgt. Officer
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	All Locally Stranded Anilaonon, Returning Overseas Filipino Worker, APOR
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Proof of validity (Documents, another pre-existing certification from third party government / non government) 	<ul style="list-style-type: none"> From the Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present proof of validity	<ul style="list-style-type: none"> Call logs and booking schedule of LSI and ROF to be fetched 	NONE	2 Minutes	LSI – Fluellen Buyco ROF – Analee Flores
	<ul style="list-style-type: none"> Issuance of Certificate of acceptance , Notice of Coordination and authority to fetch for LSI and ROF 		2 minutes	Mayors Office staff
	<ul style="list-style-type: none"> Interview and Assessment 		2 minutes	
	<ul style="list-style-type: none"> Approval of certification and documents through S-PASS 		2 minutes	Mr. Fluellen Buyco Province through Mr. Fluellen Buyco
	<ul style="list-style-type: none"> Fetching and transportation of LIS and ROF 		30 minutes	
			varies	QF staff
TOTAL:			36 minutes	



OFFICE OF THE MUNICIPAL ACCOUNTANT FRONTLINE SERVICES



1. BARANGAY BOOKKEEPING SERVICES

Bookkeeping of Barangay Financial Transactions.

Office or Division:	Municipal Accounting Office
Classification:	Simple
Type of Transaction:	G2C – Government to Government
Who may avail:	All Barangays of the Municipality

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Report of check Issued, Paid Vouchers with supporting documents Report of Collections and Deposits 	<p>Barangay Treasurer</p> <p>Barangay Treasurer</p>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit report of check issued and paid vouchers	* Receive the RCI and check completeness of submitted paid vouchers	None	10 minutes	Barangay Bookkeeper Designate
	* Prepared Journal Entry Voucher		5 minutes	Accounting Staff
	*Review and approval of JEV		5 minutes	Municipal Accountant
2. Submit report of collections and deposits, validated deposit slips, AF51, CTC, etc	* Receive the RCD, validated official receipts and official receipts	None	5 minutes	Barangay Bookkeeper Designate
	* Prepare authority for issue of AF 51/CTC		1 minute	Barangay Bookkeeper Designate
	* Sign authority for issue of AF 51/CTC		1 minute	Municipal Accountant
	* Prepare Journal Entry Voucher		10 minutes	Accounting Staff
	* Review and approval of JEV		5 minutes	Municipal Accountant
TOTAL:			42 minutes	



2. PROCESSING OF SALARIES/PAYROLLS AND OTHER BENEFITS

Processing of Salaries/Payrolls.

Office or Division:	Municipal Accounting Office
Classification:	Complex
Type of Transaction:	G2C – Government to Government
Who may avail:	All Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • CAFOA • Payroll • Daily Time Records • Application for Leave • Appointment documents 	Originating Office Municipal Accounting Office Human Resource Management Office Human Resource Management Office Human Resource Management Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Prepare Payroll	None	1 day	<i>Bookkeeper I</i>
	Distribute payroll to respective office		5 minutes	<i>Bookkeeper I</i>
1. Submit signed payroll with attached CAFOA, DTRs, Application for leave form	* Receive the payroll and forward to pre-audit section	None	2 minutes	<i>Bookkeeper I</i>
	* Post transaction to Journal of appropriation and Obligation		5 minutes	<i>Bookkeeper I</i>
	* Take down all deductions for remittance to GSIS, Pag-ibig, Philhealth, BIR etc		1 day	<i>Accountant II</i>
	* Certify CAFOA		5 minutes	<i>Accountant II</i>
	* Log and transmit signed payroll to Treasury		5 minutes	<i>Bookkeeper I</i>
2. Submit paid payroll	* Receive and prepare Journal Entry Voucher	None	1 day	<i>Bookkeeper I</i>
	* Approve JEV		5 minutes	<i>Accountant II</i>
	* Prepare		1 day, 5	<i>Accountant II</i>



	remittances of various deductions		minutes	
TOTAL:			4 days and 27 minutes	

3. ISSUANCE OF CERTIFICATE OF NET PAY

Issuance of certificate of net pay

Office or Division:	Municipal Accounting Office
Classification:	Simple
Type of Transaction:	G2C – Government to Client
Who may avail:	All Municipal Officials and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Official Receipt (AF 51) 	Municipal Treasury office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit official receipt (AF 51) for request of certificate of net pay	* Receive the OR and prepare certificate of net pay * Sign certificate of net pay	None	3 minutes	<i>Bookkeeper I</i>
			3 minutes	<i>Municipal Accountant</i>
TOTAL:			8 minutes	



4. RECEIVING OF REPORT OF COLLECTIONS ANHD DEPOSIT

Receiving of report of collection and deposit

Office or Division:	Municipal Accounting Office
Classification:	Simple
Type of Transaction:	G2C – Government to Government
Who may avail:	Municipal Treasurer's Office

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Report of collection and deposit AF, 51, CTC Validated deposit slip 	Municipal Treasury office Municipal Treasury office Municipal Treasury office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit RCD, official receipt and validated deposit slip	* Receive the RCD with OR and validated deposit slip	None	5 minutes	<i>Municipal Accountant</i>
	* Log the RCD		5 minutes	<i>Municipal Accountant</i>
	* Prepare JEV for collection		15 minutes	<i>Municipal Accountant</i>
	* Prepared JEV for deposit		5 minutes	<i>Municipal Accountant</i>
	* Review and approve JEV		5 minutes	<i>Municipal Accountant</i>
TOTAL:			35 minutes	



5. LIQUIDATION OF CASH ADVANCES

Receiving of liquidation reports for cash advances

Office or Division:	Municipal Accounting Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All Accountable Officers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Liquidation Report Office Receipt Certificate of Travel Completed Certificate of Appearance Itinerary of Travel Payroll Other pertinent documents 	Accountable Officer Accountable Officer Accountable Officer Accountable Officer Accountable Officer Accountable Officer Accountable Officer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit liquidation report	* Receive liquidation report * Review completeness of supporting documents * Prepare JEV to record liquidation * Review and approve JEV	None	2 minutes 10 minutes 10 minutes 5 minutes	<i>Bookkeeper I</i> <i>Bookkeeper I</i> <i>Bookkeeper I</i> <i>Municipal Accountant</i>
TOTAL:			27 minutes	



6. LIQUIDATION OF TRUST PROJECTS

Receiving of liquidation reports for cash advances

Office or Division:	Municipal Accounting Office
Classification:	Simple
Type of Transaction:	G2C – Government to Government
Who may avail:	Donor Agencies, Implementing Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Memorandum of Agreements Paid Vouchers 	Implementing Office Municipal Treasurer's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request liquidation report	* PREPARE Statement of receipts Disbursements (SORD) and Liquidation Report	None	2 hours	Accountant II
	* File supporting paid vouchers		1 day	Bookkeeper I
	* Sign SORD and LR		5 minutes	Accountant II
	* Forward SORD and LR to Office of the Municipal Mayor for approval		5 minutes	Bookkeeper I
2. Submit duly Approved SORD and LR	* Prepare transmittal for submission to COA	None	5 minutes	Bookkeeper I
	* Transmit SORD and LR to COA		1 day	Bookkeeper I
	* Submit SORD and LR duly stamped received by COA to donor agency		1 day	Bookkeeper I
TOTAL:			3 days, 2 hours and 15 minutes	



**OFFICE OF THE MUNICIPAL BUDGET
OFFICER
NON FRONTLINE SERVICES**



1. CERTIFICATION OF CAFOA REQUEST

Office or Division:	Municipal Budget Office
Classification:	Simple
Type of Transaction:	G2C-Government to Government
Who may avail:	All Municipal Officials and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> CAFOA 	From concern Offices

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives CAFOA Certification	* Check the Nature of Obligation	None	1 minute	<i>MBO Staff</i>
	* Check Balance of Appropriation		1 minute	<i>Administrative Officer IV</i>
	* If Appropriation is not available, returns the documents to requesting official		30 minutes	<i>Administrative Officer IV</i>
	* If Appropriation is available, control and assign Responsibility Center and account codes		1 minute	<i>Administrative Officer IV</i>
	* Returns CAFOA to Requesting Office		1 minutes	<i>Administrative Officer I</i>
	* Record Obligation in the Registry		1 minute	<i>Administrative Officer I</i>
	* Certifies Availability of appropriation in the CAFOA and forwards to the Accounting Office			<i>Municipal Budget Officer</i>
TOTAL:			30 Minutes	



**MUNICIPAL PLANNING AND DEVELOPMENT
OFFICE
NON FRONTLINE SERVICES**



2. TECHNICAL ASSISTANCE FOR THE PROJECT PROPOSAL PREPARATION / TRAINING DESIGN / FEASIBILITY STUDY PREPARATION

Technical assistance and preparations of plans.

Office or Division:		Municipal Planning and Development Office		
Classification:		Complex		
Type of Transaction:		G2G - Government to Government		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Letter request from concern Agencies/ Barangay Data and Program of Works 			From MPDC Staff	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Letter request from the concern agencies/ Barangay address to mayor	<ul style="list-style-type: none"> Receive request from concern agencies/ Barangay 	None	2 minutes	Admin Officer IV
7. Data Submission	<ul style="list-style-type: none"> MPDC for action 		2 minutes	MPDC
	<ul style="list-style-type: none"> Require Barangays or agency concern to submit needed data 		5 days	MPDC Admin. Officer IV
	<ul style="list-style-type: none"> Send out Communication 		3 hours	Admin Aide III
8. Proposed Project inspection and evaluation	<ul style="list-style-type: none"> Conduct on site inspection and validation 			
9. Project proposal preparation	<ul style="list-style-type: none"> Prepare project proposal 			
TOTAL:			19 minutes	



3. TECHNICAL ASSISTANCE FOR THE FORMULATION OF THE BARANGAY DEVELOPMENT PLANS (BDP'S)

Assist, prepare and package BDP's.

Office or Division:		Municipal Planning and Development Office		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen		
Who may avail:		Barangay Council		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Letter request from concern barangay Data 			<ul style="list-style-type: none"> From the Barangay 	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Letter request from the concern agencies/barangays address to the Mayor	<ul style="list-style-type: none"> Receive request from concern agencies/Barangay MPDC for action 	None	1 minute	Admin Aide II
2. Schedule of trainings	<ul style="list-style-type: none"> Schedule trainings to barangay and list needed logistics 	NONE	3 minutes	Admin Off. IV
			30 minutes	MPDC
			5 hours	Admin. Off. IV
3. Conduct of trainings to barangay	<ul style="list-style-type: none"> MPDC staff to conduct 	None	3 days	Admin Off. IV



4. Technical Assistance for Analysis and documentation of BDPs	<p>training at the barangay concern</p> <ul style="list-style-type: none"> • Conduct technical assistance, review and validation of data 	None	30 days	<p>Planning Asst. Admin Aide III</p> <p>Admin Off. IV Planning Asst. Admin Aide III</p>
TOTAL:			33 days, 5 hours & 34 minutes	



HUMAN RESOURCE AND MANAGEMENT OFFICE

NON FRONTLINE SERVICES



1. PROCESSING OF APPLICATION FOR LEAVE OF ABSENCES

Permanent, temporary and elective officials and employees are entitled to vacation, sick leave and other privileges. An employee earns 1.25 days each vacations and sick leave per months. Actual deducted from these leave credits. Application for leave shall be filled in advance 5 days before whenever possible before going on such leave.

Office or Division:	HUMAN Resource and Management Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All Elective, Permanent and Coterminous Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • Medical Certificate for Sick leave exceeding 5 days • Clearance from money and property accountability for 30 days leave • Completely filled out leave form with supervisor's signature 	HRM Office HRM Office HRM Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure from of Application for leave At the HRMO	Log and put control number to the form	None	5 minutes	Administrative Assistant
2. Submit application form to the HRM Office for certification of Leave Balances	Check and verify the form	None	5 minutes	
3. Bring application for leave to the office of the Mayor for approval	Log and facilitate the approval	None	5 minutes	
4. Get the approved application form	File the approved form	None	5 minutes	
TOTAL:		None	20 minutes	

2. RECRUITMENT AND PROMOTION



Application for work at the Local Government Unit is to all and provided that the APPLICATION MEETS the qualification required for the vacant position.

Vacant Positions are posted at the LGU Bulletin and published at the CSC Bulletin of Vacant Position in the Government and in the CSC Website, CSC R06 Field Office, Iloilo City. The Human Resource Merit Promotion & Selection Board (HRMPSB) was created to screen applications for permanent positions and promotions.

Office or Division:	HUMAN Resource and Management Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All Elective, Permanent and Coterminous Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • Publication Form • Application Letter with Attachments such as PDS, TOR, Certificate of Eligibility (if applicable) and IPCR (if applicable) • Submitted Application with attached credentials 	HRM Office Applicant HRM Office

CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCES SING TIME	PERSON RESPONSIBL E
1.Submit Application	Submit Publication of Vacant Position at CSCFO thru email Check, Verify and assess the submitted application documents Undergo Preliminary Interview	None None None	5 minutes 3 mins./ document 10 mins.	HRMO Designate HRMO Des. HRMO Des.
2 .Undergo Human Resource Merit Promotion and Selection Board (HRMPSB)	Schedule HRMPSB Interview Consolidate the result Prepare and submit the HRMPSB result to the Office of the Mayor or Vice Mayor for appointment	None None None	30 mis./ applicant 30 mins. 30 mins.	HRMO Des. HRMO Des. & Administrative Aide IV/HRM Aide
3.Wait for the result of Screening	Prepare and send out communication to all the applicants	None	10 mins.	Administrative assistant
TOTAL:		None	1 hr. & 58 mins.	



3. ISSUANCE OF RECORD, CERTIFICATE OF EMPLOYMENT AND OTHER PERSONAL RECORDS

Local Government Unit's employees may request the HRMO for copies of service records, certificate of employment and other certifications and personnel records.

Office or Division:	HUMAN Resource and Management Office
Classification:	Simple
Type of Transaction:	G2C – Government to Government
Who may avail:	All Elective, Permanent and Coterminous Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
•	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign Client's log book and present the document	Check, Verify and assess the personal records of the employee	None	3 minutes	Job Order
		None	5 minutes	Administrative assistant
2. Wait for printing and signing of documents requested	Prepare and sign the document	None	15 minutes	HRMO Designate
3. Issuance of record, etc	Issue the document and file office copy	None	2 minutes	Administrative assistant
TOTAL:		None	25 minutes	



4. ISSUANCE OF APPOINTMENT PAPERS FOR NEWLY HIRED AND PROMOTED PERSONNEL

Appointment letters of newly hired and promoted employees and renewal of appointment of temporary employees are prepared by the HRMO Staff.

Office or Division:	HUMAN Resource and Management Office
Classification:	Complex
Type of Transaction:	G2C – Government to Government
Who may avail:	All Elective, Permanent and Coterminous Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • Blood Test • Urinalysis • Chest X-ray • Drug test • Neuropsychiatric Exam • Psychological Test • Certificate of Live Birth (Authenticated) • NBI Clearance • (TOR)-Transcript of Record (Authenticated) • Diploma (Certified True Copy) • Original Authenticated Copy of Eligibility • Other Documents needed 	Hired employee/s

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Requirements for appointment upon receipt of notice for hiring		None	20 minutes	Administrative Assistant
2. Submit the required documents to the Human Resources and Management Office (HRMO)	Receive and Verify the submitted documents	None	10 minutes	HRMO Designate
	Preparation of appointment Paper	None	10 minutes	HRMO Designate
	Submit the Appointment Papers to the LCE for Executive and Vice Mayor for Legislative for signature	None	1 day	Municipal Mayor/ Municipal Vice Mayor



	Prepare the Appointment paper with other pertinent documents for submission to the CSC FO-Province of Iloilo for CSC Action	None	Within 30 days	CSCS FO Director
TOTAL:		None	31 days & 40 mins.	



**OFFICE OF THE SANGGUNIAN BAYAN
AND VICE MAYOR
NONE FRONTLINE SERVICES**



I. ISSUANCE OF PHOTOCOPY/TRUE COPY OF SANGGUNIANG BAYAN DOCUMENTS

The Office of the Sangguniang Bayan is the repository of official records and documents on matters relating to the performance of the legislative functions of the sanggunian such as the enacted ordinances, adopted or approved resolutions and minutes of the meeting or session.

Office or Division:	Office of the Sangguniang Bayan
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government
Who may avail:	Concerned Parties
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly accomplished FOI* Request Form 1 Valid ID	SB Office (Form)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the duly accomplished FOI Form	Examines and render decision** on the request If approved, prepare the document Advise the client to pay the required fees in the MTO	P 10.00/page (Free if requesting party is a government entity or official)	5 mins.	FOI Receiving Officer
Present Official Receipt and claim the requested document	Releases the document and record the same in the FOI logbook		3 mins.	FOI Receiving Officer
TOTAL:			8 mins.	

* FOI – Freedom of Information. Access to government information is governed by Ordinance No. 2020-032 also known as the “FOI Ordinance of the Municipality of Anilao”.

** Access to information shall be denied when the information falls under FOI exceptions



II. ACCREDITATION OF CIVIL SOCIETY ORGANIZATIONS (CSOs)

Article 64 of the Implementing Rules and Regulations of RA 7160 provides for the procedures and guidelines for selection of representatives of People's Organizations, or Nongovernmental Organizations or the Private Sector in Local Special Bodies. The Sangguniang Bayan is mandated to call all community-based people's organizations or NGOs, including business and professional groups, and other similar aggregations to apply with the LGU for accreditation for membership in the local special bodies.

membership in the local special bodies.		
Office or Division:	Office of the Sangguniang Bayan	
Classification:	Complex	
Type of Transaction:	G2C – Government to Citizens	
Who may avail:	Various CSOs existing and operating within the municipality	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Letter of Application		SB Office (Proforma application letter)
Duly accomplished application form		SB Office (Form)
Board resolution signifying intension for accreditation		Secretary of the organization
Certificate of Registration (SEC, DOLE, etc.)		SEC, DOLE or other agencies concerned
List of Current Officers and Members		Secretary of the organization
Minutes of the Annual Meeting of the immediately preceding year		Secretary of the organization
Annual Accomplishment Report for the immediately preceding year		Secretary of the organization
Financial Statement of the immediately preceding year		Treasurer of the organization
Copy of Constitution and By-Laws		Secretary of the organization
Original Sworn Statement stating that the CSO is an independent, non-partisan organization		Secretary of the organization

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits duly accomplished application form together with all	<p>Receives and reviews the documents submitted</p> <p>If complete, instruct the client to wait for the notice* of approval</p>	P 75.00 (<i>accreditation forms</i>)	3 minutes	SB Secretary



documentary requirements	Calendar the same for first reading on the immediately succeeding sanggunian session		1 minute	SB Secretary
	Refers to the Committee on Agriculture and Cooperatives for study and recommendation		2 minutes	Presiding Officer
	Renders recommendation via committee report		Within 2 weeks from the date of referral**	Committee on Agriculture and Cooperatives
	Upon approval, prepare resolution and certificate of accreditation and forward the same to the Presiding Officer for signature		20 minutes	SB Secretary
	Notify the client of the availability of the accreditation papers		2 minutes	SB Staff
Claims accreditation papers	Releases the document and record the same in the logbook		3 minutes	SB Staff
TOTAL Maximum Processing Time			2 weeks & 46 mins.	

* *Electronic notice*

** *Session Day is every Wednesday. As per Rule XIV, Section 1 of the Sangguniang Bayan Internal Rules of the Procedures (IRP), the committee shall promptly commence its work on any matter referred to it and terminate the same or submit its report, recommendation and/or resolution thereon to the Sanggunian, thru the Secretary, **not later than ten (10) working days from the date of receipt of the referral or endorsement.***



III. REVIEW OF BARANGAY ORDINANCES AND RESOLUTIONS

Section 57 of RA 7160 provides that within ten (10) days after its enactment, the Sangguniang Barangay shall furnish copies of all barangay ordinances to the sangguniang bayan for review.

Office or Division:	Office of the Sangguniang Bayan
Classification:	Complex
Type of Transaction:	G2G – Government to Government
Who may avail:	Sangguniang Barangays
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<u>For Barangay Annual Budget Ordinances</u> Original copy of the Ordinance Original copy of Resolution Adopting the Annual Investment Plan (AIP) of the Barangay Original Copy of the AIP Letter-Endorsement from the Municipal Budget Officer	Sangguniang Barangay Office of the Municipal Budget Officer
<u>For Barangay Supplemental Budget Ordinances</u> Original copy of the Ordinance Copy of Budget Preparation Form No. 4-C (Source of Funds and Appropriation) Original copy of Resolution Adopting the Supplemental Annual Investment Plan of the Barangay Letter-Endorsement from the Municipal Budget Officer	Sangguniang Barangay Office of the Municipal Budget Officer
<u>For Barangay General, Special or Tax Ordinance</u> Original copy of the Ordinance Certified photocopy of attendance and minutes of public hearing Letter-Endorsement of the Punong Barangay	Sangguniang Barangay

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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Submits complete documentary requirements	Receives and reviews the documents submitted	none	3 mins.	SB Secretary
	If complete, Calendar the same for first reading on the immediately succeeding sanggunian session		1 min.	SB Secretary
	Refers to the Committee Ordinances and Legal Matters for study and recommendation		2 mins.	Presiding Officer
	Renders recommendation via committee report		Within 2 weeks from the date of referral*	Committee Ordinances and Legal Matters
	Upon approval, prepare resolution of review and forward the same to the Presiding Officer for signature		20 mins.	SB Secretary
	Send out resolution via Liga ng mga Barangay Office		5 mins.	SB Staff
TOTAL Maximum Processing Time			2 weeks & 24 mins.	

** Session Day is every Wednesday. As per Rule XIV, Section 1 of the Sangguniang Bayan Internal Rules of the Procedures (IRP), the committee shall promptly commence its work on any matter referred to it and terminate the same or submit its report, recommendation and/or resolution thereon to the Sanggunian, thru the Secretary, not later than ten (10) working days from the date of receipt of the referral or endorsement.*

IV. ISSUANCE OF MOTORIZED TRICYCLE OPERATORS' PERMIT (MTOP)

The issuance of Motorized Tricycle Operator's Permit is a requirement of the Land Transportation Office (LTO) for the legal operation of motorized tricycle units within the area of jurisdiction of any local government unit or municipality. It is also a legal requirements for the renewal of vehicle registration at LTO.

Office or Division:	Office of the Sangguniang Bayan
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Classification:	Complex
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Any motorized tricycle operator or driver who is a resident of Anilao

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly Accomplished Application Form	MTFRB, SB Office
Duly Accomplished Vehicle Inspection Form	MTFRB, SB Office
Barangay Clearance (original)	Barangay where the applicant reside
Police Clearance (original)	PNP Office
Certificate of Registration (photocopy)	LTO
Official Receipt (photocopy)	LTO
Insurance Policy (photocopy)	Insurance Company
Driver's License (photocopy)	LTO

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits complete documentary requirements	Review accuracy and authenticity of the submitted documents If found accurate, advise the client to pay the required fees in the MTO	Annual Fee: P 675.00; Filing Fee: P 330.00/unit; MTOP: P 300.00; Municipal Sticker: P 50.00	5 mins.	MTFRB Secretary
Present Official Receipt	Prepare/process the MTOP Endorse the MTOP accomplished form to the Office of the Municipal Vice Mayor (VM) for approval		15 mins. 15 mins.	MTFRB Secretary MTFRB Secretary/ Municipal Vice Mayor
Receives MTOP	Issue MTOP and record the same in the logbook		3 mins.	MTFRB Secretary
TOTAL:			38 mins.	



FEEDBACK AND COMPLAINTS MECHANISMS

FEEDBACK AND COMPLAINTS MECHANISM	
1. How to send a feedback?	<p>Answer the client feedback form and drop it at the designated drop box in front of the Public Assistance and Complaint Desk.</p> <p>Contact Information: 3620459/ or Email : hrmo.21anilao@gmail.com</p>
2. How feedback are being processed?	<p>Human Resource Management Office staff opens the drop box and compiles and records all feedback submitted every Thursday.</p> <p>Feedback are forwarded to the concerned offices for answer and they are required to answer with three (3) days of the receipt of the feedback.</p> <p>Answer of the office is relayed to a concerned client.</p>
3. How to file complaints?	<p>Answer the client Complaint Form and drop it at the designated drop box in front of Public Assistance and complaint desk.</p> <p>Complaints can also be filed via telephone. Make sure to provide the following information:</p> <ul style="list-style-type: none"> - Name of person being complained - Incident - Evidence <p>For inquiries and follow-ups, clients may contact this number : 033-362-0459</p>
4. How complaints are processed?	<p>Answer the client Complaint Form and drop it at the designated drop box in front of Public Assistance and complaint desk.</p> <p>Complaints can also be filed via telephone. Make sure to provide the following information:</p> <ul style="list-style-type: none"> - Name of person being complained - Incident



	<p>- Evidence</p> <p>For inquiries and follow-ups, clients may contact this number : 033-362-0459</p>
Contact Information of ARTA, PCC, CCB	<p>ARTA: complaints @arta.gov.ph 84785093</p> <p>PCC: 8888</p> <p>CCB: 09088816565(SMS)</p>



LIST OF OFFICES

OFFICE	ADDRESS	CONTACT INFORMATION
OFFICE OF THE MUNICIPAL MAYOR	Executive Building, Anilao Municipal Hall, Brgy. Poblacion, Anilao, Iloilo	Anilao.lgu@gmail.com 033-362-0459
OFFICE OF THE MUNICIPAL VICE MAYOR	Legislative Building, Anilao Municipal Hall, Brgy. Poblacion, Anilao, Iloilo	Sbo.lgu@yahoo.com 09482584858
OFFICE OF THE SECRETARY TO THE SB MEMBERS	Legislative Building, Anilao Municipal Hall, Brgy. Poblacion, Anilao, Iloilo	sbo.lgu@yahoo.com 09482584858
OFFICE OF THE MUNICIPAL TREASURER	Legislative Building, Anilao Municipal Hall, Brgy. Poblacion, Anilao, Iloilo	mto_anilao@yahoo.com 0333620402 09778391268
OFFICE OF THE MUNICIPAL ENGINEER	Municipal Engineer's Building, Brgy. Poblacion, Anilao, Iloilo	engineeringanilao03@gmail.com 09088977494
OFFICE OF THE MUNICIPAL BUDGET OFFICER	Legislative Building, Anilao Municipal Hall, Brgy. Poblacion, Anilao, Iloilo	rosebedonia@yahoo.com 09070360226
OFFICE OF THE MUNICIPAL ACCOUNTANT	Legislative Building, Anilao Municipal Hall, Brgy. Poblacion, Anilao, Iloilo	juliussunico22@gmail.com 09195380255
OFFICE OF THE MUNICIPAL ASSESSOR	Legislative Building, Anilao Municipal Hall, Brgy. Poblacion, Anilao, Iloilo	nesjen212@yahoo.com 09479854657



OFFICE OF THE MUNICIPAL CIVIL REGISTRAR	Legislative Building, Anilao Municipal Hall, Brgy. Poblacion, Anilao, Iloilo	09199922943
OFFICE OF THE MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT	Executive Building, Anilao Municipal Hall, Brgy. Poblacion, Anilao, Iloilo	mswdoanilao@yahoo.com 09985680036
OFFICE OF THE MUNICIPAL HEALTH OFFICER	Municipal Health Office, , Brgy. Poblacion, Anilao, Iloilo	karenanngonzales412@gmail.com 09205571713
OFFICE OF THE MUNICIPAL AGRICULTURIST	Agriculture's Building, , Brgy. Poblacion, Anilao, Iloilo	anilaoagriculture@gmail.com 09202895061
OFFICE OF THE MUNICIPAL PLANNING AND DEVELOPMENT COORDINATOR	Municipal Planning and Development Building, Brgy. Poblacion, Anilao, Iloilo	mpdoanilao@yahoo.com 09989895411
OFFICE OF THE HUMAN RESOURCE MANAGEMENT OFFICER	Executive Building, Anilao Municipal Hall, Brgy. Poblacion, Anilao, Iloilo	hrmo.21anilao@gmail.com 09690353461/ 09453321264
OFFICE OF THE MUNICIPAL DISASTERRISK REDUCTION AND MANAGEMENT OFFICER	MDRRMO, , Brgy. Poblacion, Anilao, Iloilo	anilaomdrmo@gmail.com 09091562266