



**Local Government Unit  
Arteche, Eastern Samar**

**CITIZEN'S CHARTER**



## I. **Mandate:**

The Local Government Unit of Arteche, Eastern Samar, under our Local chief Executive, ROLAND BOIE M. EVARDONE, adapts and implement the agency Citizen's charter in compliance of memorandum Circular No. 2019-002, otherwise known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018 to maintain honesty and integrity in the public service and take positive and effective measures against graft and corruption to eliminate red tape and simplify frontline service procedures and requirements that will expedite business and non-business related transactions in government.

## II. **Vision:**

"Arteche as a center of trade and commerce and a main supplier of aquamarine products in the northeastern part of Samar Island with God-fearing, healthy, educated, productive, tax conscious and empowered constituents, who live in a clean, safe, well-planned, attractive and environment-friendly community under a secure firm and transparent leadership and governance.

## III. **Mission:**

To develop Arteche as a municipality that provides high quality services and facilities to have a peaceful, ecologically-balanced municipality, to have a responsive governance that encourage community participation, transparency and accountability.

## IV. **Service Pledge:**

We, the officials and employees of the Local Government Unit of Arteche, Eastern Samar commit to:

1. **Serve our constituents promptly and efficiently, and with utmost courtesy** by authorized personnel with proper identification from Mondays to Fridays, 8:00 A.M. to 5:00 P.M. without noon break;
2. **Ensure strict compliance with service standards**, with written explanation for any delays in frontline services; and reduce processing time and regulatory burden for the transacting public;
3. **To implement simplified requirements and procedures** that will reduce red tape and expedite business and non-business related transactions in the government;
4. **Attend to all clients who are within the premises of the office** prior to the end of official working hours and during lunch break;
5. **Value every citizen's complaints, suggestions and needs** including those with special needs such as the differently abled, pregnant women and senior citizens;
6. **Empower the public through public hearings** on our municipal ordinances and intensive information and dissemination;
7. **Respond to your complaints about our services the soonest or within the day** through our complaints and assistance desk and take corrective measure.





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**Municipal Mayor's Office**



## MAYOR'S OFFICE

### SERVICE NAME: MAYOR'S CLEARANCE, Job Recommendations and Certifications

The Mayor's Office Clearance is issued to individuals needing this document that states that he/she has no pending case filed with the Office of the Mayor. Certifications are issued to affirm the validity of information, Job recommendations are issued for job seekers.

<b>Office or Division:</b>	Office of the Mayor			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government			
<b>Who may avail:</b>	Job seekers and individuals needing this document			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Official receipt of payment		MTO		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Talk to the Mayor's staff requesting for Mayor's clearance	1. Tell the client to proceed to the MTO to pay the document	none	5 min.	Mayor's staff
2. Proceed to MTO payment of document	2. Receive payment issue official receipt	PhP 100.00	5 min.	Collection Clerk on duty
3. Return to the Office of the Mayor to give the official receipt for the document	Receive the receipt and print the document and let it sign by the LCE	none	5 min	Mayor's staff LCE
4. Receive the document	4. Release the document	none	5 min	Mayor's staff
<b>TOTAL</b>		PhP 100.00	20 minutes	



**Office of the Sangguniang Bayan**

**External Services**

## 1. Issuance of certified copies of records of public character

Any interested person/party shall secure from the Office of the Sangguniang Bayan documents of public character upon payment of corresponding fees at the Office of the Municipal Treasurer.

### SCHEDULE OF AVAILABILITY OF SERVICE:

Monday – Friday  
8:00AM – 5:00PM

<b>Office or Division:</b>	Office of the Sangguniang Bayan			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to citizens			
<b>Who may avail:</b>	Interested private individual			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register in the logbook and state your request.	1. Preparation of the document requested	None	15 mins.	Records Officer Office of the Sangguniang Bayan
2. Pay the corresponding fee at the Office of the Municipal Treasurer	2. Issue Official Receipt for certification fee	P 100	5 mins.	Revenue Collection Clerk
3. Receive the requested document	3. Releases the document requested	None	1 min.	Records Officer Office of the Sangguniang Bayan
<b>TOTAL</b>		P 100	21 mins.	

## 2. Extending grants to indigent person

Sangguniang Bayan Members extend grants such as financial, medical and death aide to qualified indigent persons subject to the recommendation of the Municipal Social Welfare and Development Officer.

### SCHEDULE OF AVAILABILITY OF SERVICE:

Monday – Friday  
8:00AM – 5:00PM

<b>Office or Division:</b>		Office of the Sangguniang Bayan		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to citizen		
<b>Who may avail:</b>		Indigent persons		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register on logbook and state request	1. Advise the client to proceed to the Office of the MSWD to secure the certificate of eligibility	None	2 mins.	Vice-Mayor/SB Staff
2. Proceed to the Office of the MSWDO for the issuance of certificate of eligibility and sign the document	2.1 Fill-up the needed information in the certificate of eligibility	None	20 mins.	MSWDO Staff
	2.2 Issue certificate to the client	None	2 mins	MSWDO Staff
3. Bring the document back to the Office of the Vice-Mayor/SB Member for signature	3.1 Signs the document	None	5 mins.	Vice-Mayor/SB Member
	3.2 Prepares voucher and relevant attachment for the issuance of check	None	20 mins	SB Staff
<b>TOTAL</b>			<b>49 mins.</b>	



### 3. Review of Barangay Ordinances

Ordinances approved by the Sangguniang Barangay are submitted to the Office of the Sangguniang Bayan for review to ensure that the provisions of RA 7160, otherwise known as the Local Government Code of 1991, are complied with.

#### SCHEDULE OF AVAILABILITY OF SERVICE:

Monday – Friday  
8:00AM – 5:00PM

<b>Office or Division:</b>	Office of the Sangguniang Bayan			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government			
<b>Who may avail:</b>	Barangays and educational institution within the municipality			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Approved Barangay Ordinances 2. Letter of recommendation from the MBO in case of Appropriation Ordinances		1. Respective Barangay 2. Office of the Municipal Budget Officer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit ordinances for review together with the letter of recommendation from the MBO for Appropriation Ordinances	1.1 Put in the calendar of business for the next session	None	5 mins.	SB Secretary
	1.2 Distribute copies of ordinance to legislators	None	1 day	SB Staff
2. Wait for the notice of the SB Secretary on the recommendation of the SB	2.1. Review of the ordinance	None	1 hour	Vice-Mayor, SB Members, SB Secretary
	2.2. Crafting of resolution/recommendations	None	1 hour	SB Secretary
	2.3. Signing of the resolution	None	30 mins.	Vice-Mayor, SB Members, SB Secretary
3. Receive resolution and recommendations	Issuance of the resolution and relevant recommendations	None	1 min.	SB Secretary Office of the Sangguniang Bayan
<b>TOTAL</b>			<b>1 day 2 hours 36 hours</b>	

#### 4. Extending grants to component barangays or to charitable, benevolent, or educational institutions

The Sangguniang Bayan Members extend grants for financial assistance on project funding to deserving barangays or any charitable, benevolent or educational institutions that are operated and maintained within the municipality.

##### SCHEDULE OF AVAILABILITY OF SERVICE:

Monday – Friday  
8:00AM – 5:00PM

<b>Office or Division:</b>		Office of the Sangguniang Bayan		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Government		
<b>Who may avail:</b>		Barangays and educational institution within the municipality		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Program of Work for specific project 2. Resolution for financial assistance from the requesting barangay/institution		Office of the Municipal Engineer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit resolution and program of work	Receive the document	None	2 mins.	SB Staff
2. Wait for the approval of the SB member/Vice-Mayor on the request	2.1. Confirms the request of the client	None	5 mins.	Vice-Mayor, SB Member
	2.2. Prepares vouchers and relevant attachment for the issuance of checks	None	20 mins.	SB Staff
<b>TOTAL</b>			27 mins	



**Office of the Sangguniang Bayan**

**Internal Services**

## 1. Confirmation on Appointment of Department Head

Position of Department Head shall be appointed by the Municipal Mayor with the concurrence of the majority of all the members of the sanggunian, subject to Civil Service law, rules and regulations as provided in Sec. 443 (d) of the Local Government Code of 1991.

### SCHEDULE OF AVAILABILITY OF SERVICE:

Monday – Friday  
8:00AM – 5:00PM

<b>Office or Division:</b>	Office of the Sangguniang Bayan			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government			
<b>Who may avail:</b>	HR Department			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Appointment papers of the applicant			Office of the HRMO	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The HRMO submits the appointment papers of the applicant and request for its concurrence	Put in the calendar of business for the next session	None	2 mins.	SB Secretary
2. Wait for the notice of the SB Secretary on the recommendation of the SB	2.1. Review of the appointment papers	None	30 mins	Vice-Mayor, SB Members, SB Secretary
	2.2. Crafting of resolution/recommendations	None	1 hour	SB Secretary
	2.3. Signing of the resolution for the concurrence of the appointment	None	10 mins.	Vice-Mayor, SB Members, SB Secretary
3. HRMO receives resolution of confirmation and recommendations	Issuance of the resolution and relevant recommendations	None	1 min.	SB Secretary Office of the Sangguniang Bayan
<b>TOTAL</b>			1 hour 44 mins	





**Municipal Treasurer's Office**

**OFFICE OF THE MUNICIPAL TREASURER**

**SERVICE NAME : ISSUANCE OF REAL PROPERTY TAX  
CLEARANCE CERTIFICATE**

**ABOUT THE SERVICE:**

Real Property Tax Clearance is a clearance which certifies that you are a paying your property taxes completely and accordingly.

**SCHEDULE OF THE AVAILABILITY OF THE SERVICE:  
MONDAY TO FRIDAY, 8:00 AM TO 5:00 PM**

<b>Office or Division</b>	<b>OFFICE OF THE MUNICIPAL TREASURER</b>	
<b>Classification</b>	Simple	
<b>Type of Transaction</b>	Government-to-Citizens	
<b>Who may Avail</b>	General Public	
<b>CHECKLIST OF REQUIREMENTS:</b>	<b>WHERE TO SECURE:</b>	
1. Latest Tax Declaration	1.1 Municipal Assessors Office/Owner's Copy	
2. Latest Official Receipt of RPT Payment	2.1 Owner's Copy	

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Filled up application form of services to be availed and submit requirements at Teller 1	Check requirement/s, indorse documents to Revenue Collection Clerk assigned to the barangay where the property is located	None	1 minutes	Revenue Collection Clerk On duty
	verify from RPTAR any delinquencies and issue RPT BILLING	None	3 minutes	Revenue Collection Clerk assigned to the barangay where the property is located
Pay RPT bill and clearance fees	Receive payment and issue Official Receipt	1. Two percent (2%) of the assessed value of the property indicated in the latest tax declaration, less discount if advance and prompt payment and plus penalty if delayed (see issued billing for details)	3 minutes	Revenue Collection Clerk

		2. 100.00 – Clearance fee		
	Prepare and approve RPT Clearance	None	5 minutes	Mun. Treasurer
Receive Tax Clearance	Release Tax Clearance	None	2 minutes	Mun. Treasurer
	<b>TOTAL</b>	Per RPT Bill & 100.00	15 minutes	



## BUSINESS PERMIT AND LICENSING OFFICE

### NGARAN HAN SERBISYO: PAG-ISYU HIN PERMISO PAGNEGOSYO (MAGRERENEW HAN NEGOSYO NGAN MAGTITIKANG PAGNEGOSYO)

#### HIUNONG HAN SERBISYO:

An paghatag hin permiso pagnegosyo labi na han magtitikang pagnegosyo o an magrenew han negosyo it usa nga paagi han bug os nga nasud ma syudad o bungto nga magin legal an negosyo.

Iginhahatag liwat ini nga permiso para masiguro nga an mga negosyante in magbabayad han eksakto o tama nga kabaraydan sigun han klase ngan kadako han negosyo, nga masunod han mga palisiya han gobierno local.

#### TARAMDAN HA PAGTAGAMTAM HAN SERBISYO:

Lunes-Biyernes

8:00 Aga-5:00 Kulop (waray lunch break)

<b>Opicina/Dibisyon</b>	<b>BUSINESS PERMIT AND LICENSING OFFICE(BPLO)</b>	
<b>Klasipikasyon</b>	Simple	
<b>Klase han Transaksyon</b>	Goberno-Negosyante	
<b>Hin-o an makakatagamtam han serbisyo</b>	Magtitikang Pagnegosyo ngan Magrenew han Negosyo.	
<b>KINAHANGLANON:</b> 1. Barangay Clearance 2. Police Clearance 3. Real Property Tax Certificate 4. Locational Clearance 5. Sanitary Permit 6. Health Certificate 7. Municipal Enviromental Certificate 8. Building Inspection Certicate 9. Fire Safety Certificate	<b>HAIN MAKUHA:</b> 1.Brgy. kon hain an negosyo 2.Police Station 3.Assessor's Office 4.MPDC 5.RHU-Sanitary Inspector 6.RHU-Mun. Health Officer 7.Solid Waste Mngt. Office 8.Office of the Mun. Engr. 9.Bureau of Fire Protection	



BURUHATON HAN CUSTOMER	BURUHATON HAN DEPARTAMENTO/DIVISION	BAYAD	DURASYON	RESPONSIBLE NGA TAWO
<b>1.MAGTITIKANG PAG NEGOSYO</b>				
<p>1.1 Isumiter ha BPLO an Brgy. Clearace, kompletuha an inaaro nga detalye ha Aplikasyon han pagkuha han permiso para makwenta an angay nga kabaraydan</p> <p>1.2 Bayad ha escrebente nga naka assign kon hain nga Brgy. hamumutang an negosyo para makuha han kaulangan nga mga clearances sugad han Police ngan locational ug mga sertipikasyon ha real property,health, environmental, sanitary, building inspection ngan bureau of fire.</p> <p>1.3 Ibalik ha BPLO an Aplikasyon upod na an mga clearances ngan sertipikasyon nga gin aaro para matagan an magtitikang</p>	<p>1.1 Paghatag han Aplikasyon pagkuha hin Permiso Pagnegosyo ngan pagkwenta han angay nga kabaraydan basi han gindeklarar nga gintikangan nga kapital ha Aplikasyon pagkuha permiso.</p> <p>1.2 Pagrecibo han mga kabaraydan han negosyante nga magtitikang pagnegosyo:  Police Clearance 100.00  Locational Clearance 100.00  RPT Certificate 100.00  Health Certificate 100.00  Envi. Certificate 100.00  BuildingInspectionCert. 162.00  Sanitary Permit Base ha klase ug kadako han negosyo  Bureau of Fire 15% total nga kabaraydan ha municipyo.</p> <p>1.3 Pagtsek kon kumpleto na an gin aaro nga mga clearances ngan sertipikasyon, ngan paghatag han Numero han Permiso pagkuha negosyo.</p>	<p>Waray bayad</p> <p>100.00 100.00 100.00 100.00 100.00 162.00</p> <p>Base ha klase ug kadako han negosyo</p> <p>15% total nga kabaraydan ha municipyo.</p> <p>Waray bayad</p>	<p>10 mins</p> <p>2 hrs.</p> <p>10 mins</p>	<p>Marissa N. Babailan RCC1/BPLO Designate</p> <p>Escrebente nga naka assign ha barangay kon diin hamumutang an negosyo.</p> <p>Marissa N. Babailan RCC1/BPLO Designate</p>

<p>pagnegosyo hi permiso tikang ha Lokal nga Pamunuan han Munisipyo.</p> <p>1.4 Pakadto ha Opisina han Mayor han Bungto para han pagpahimo han Permiso Pagnegosyo.</p>	<p>1.4 Pag issue han Mayor's Business Permit</p>	<p>Basi han kadako han negosyo</p>	<p>10 mins</p>	<p>Staff ha Opisina han Mayor han Bungto</p>
<p><b>TOTAL</b></p>		<p><b>662.00</b></p>	<p><b>2 hrs &amp; 30 mins</b></p>	

BURUHATON HAN CUSTOMER	BURUHATON HAN DEPARTAMENTO/DIVISION	BAYAD	DURASYON	RESPONSIBLE NGA TAWO
<b>2.MAGRERENEW HAN NEGOSYO</b>				
<p><b>2.1</b> Isumiter ha BPLO an Brgy. Clearace, kompletuha an inaaro nga detalye ha Aplikasyon han pagkuha han permiso para makwenta an angay nga kabaraydan</p>	<p><b>2.1</b> Paghatag han Aplikasyon pagkuha hin Permiso Pagnegosyo ngan pagkwenta han angay nga kabaraydan basi han gross sales han naglabay nga tuig nga gindeklarar ha Aplikasyon pagkuha han permiso pagnegosyo.</p>	Waray bayad	10 mins	Marissa N. Babailan RCC1/BPLO Designate
<p><b>2.2</b> Bayad ha escrebente nga naka assign kon hain nga Brgy. hamumutang an negosyo para makuha han kaulangan nga mga clearances sugad han Police ngan locational ug mga sertipikasyon ha real property,health, environmental, sanitary, building inspection ngan bureau of fire.</p>	<p><b>2.2</b> Pagrecibo han mga kabaraydan han negosyante nga magtitikang pagnegosyo: Police Clearance Locational Clearance RPT Certificate Health Certificate Envi. Certificate BuildingInspectionCert.  Sanitary Permit  Bureau of Fire</p>	<p>100.00 100.00 100.00 100.00 100.00 162.00</p> <p>Base ha klase ug kadako han negosyo</p> <p>15% han total nga kabarayda n ha municipyo.</p>	2 hrs.	Escrebente nga naka assign ha barangay kon diin hamumutang an negosyo.
<p><b>2.3</b> Ibalik ha BPLO an Aplikasyon upod na an mga clearances ngan sertipikasyon nga gin aaro para matagan an magtitikang pagnegosyo hi permiso tikang</p>	<p><b>2.3</b> Pagtsek kon kumpleto na an gin aaro nga mga clearances ngan sertipikasyon, ngan paghatag han Numero han Permiso pagkuha negosyo.</p>	Waray bayad	10 mins	Marissa N. Babailan RCC1/BPLO Designate

ha Lokal nga Pamunuan han Munisipyo.				
2.4 Pakadto ha Opisina han Mayor han Bungto para han pagpahimo han Permiso Pagnegosyo.	2.4 Pag issue han Mayor's Business Permit	Basi han kadako han negosyo	10 mins	Staff ha Opisina han Mayor han Bungto
<b>TOTAL</b>		<b>662.00</b>	<b>2 hrs &amp; 30 mins</b>	



## OFFICE OF THE MUNICIPAL TREASURER

### SERVICE NAME : PAYMENT OF REAL PROPERTY TAXES

#### ABOUT THE SERVICE:

Real Property Tax is a levy on real properties, such as land, buildings, machineries and other improvements affixed or attached to real properties not specifically exempted under the law. It accrues on the 1<sup>st</sup> of January and is payable in one or four installments. RPT installment payment must be made on or before the end of each quarter, making the first installment due on or before March 31.

#### SCHEDULE OF THE AVAILABILITY OF THE SERVICE: MONDAY TO FRIDAY, 8:00 AM TO 5:00 PM

<b>Office or Division</b>	<b>OFFICE OF THE MUNICIPAL TREASURER</b>	
<b>Classification</b>	Simple	
<b>Type of Transaction</b>	Government-to-Citizens	
<b>Who may Avail</b>	General Public	
<b>CHECKLIST OF REQUIREMENTS:</b>	<b>WHERE TO SECURE:</b>	
1. Latest Tax Declaration	1.1 Municipal Assessors Office/Owner's Copy	
2. Latest Official Receipt of RPT Payment	2.1 Owner's Copy	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filled up application form of services to be availed and submit requirements at Teller 1	Check requirement/s, indorse documents to Revenue Collection Clerk assigned to the barangay where the property is located	None	1 minutes	Revenue Collection Clerk On duty
	verify from RPTAR any delinquencies and issue RPT BILLING	None	3 minutes	Revenue Collection Clerk assigned to the barangay where the property is located
Pay RPT bill and clearance fees	Receive payment and issue Official Receipt	1. Two percent (2%) of the assessed value of the property indicated in the latest tax declaration, less discount if advance and prompt payment and plus penalty if delayed (see	5 minutes	Revenue Collection Clerk

		issued billing for details)		
Receive Official Receipt of payment	Release Official Receipt	None	2 minutes	Revenue Collection Clerk
	<b>TOTAL</b>	Per RPT Bill	11 minutes	



**OFFICE OF THE MUNICIPAL TREASURER**

**INTERNAL SERVICE**

**OFFICE OF THE MUNICIPAL TREASURER**

**SERVICE NAME: ISSUANCE OF CLEARANCE ON MONEY & PROPERTY ACCOUNTABILITY**

**ABOUT THE SERVICE:**

Money and Property Accountability Clearance is one of the clearances being secured by employees prior to retirement or transfer of office or agency.

**SCHEDULE OF THE AVAILABILITY OF THE SERVICE:**

MONDAY TO FRIDAY, 8:00 AM TO 5:00 PM

<b>Office or Division</b>	<b>OFFICE OF THE MUNICIPAL TREASURER</b>
<b>Classification</b>	Simple
<b>Type of Transaction</b>	Government-to-Government
<b>Who may Avail</b>	All employees of the LGU
<b>CHECKLIST OF REQUIREMENTS:</b> 1. NONE	<b>WHERE TO SECURE:</b>

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register in the logbook and state your request	None	None	1 minutes	Revenue Collection Clerk On duty
2. Wait while the requested document is being prepared by the employee in-charge	2. Verify and prepares the requested document	None	10 minutes	BRITT KENNETH O. PAJANUSTAN MTO Employee
	2.1 Signs the prepared document	None	1 min.	LORELIE O. PAJANUSTAN Municipal Treasurer
3. Receives the document requested	3. Releases the requested document	None	1 minute	BRITT KENNETH O. PAJANUSTAN MTO Employee
		<b>TOTAL</b>	<b>13 MINS</b>	





## **Municipal Planning and Development Office**

**MPDC, ZONING AMINISTRATOR**

**SERVICE NAME : ISSUANCE OF LOCATIONAL CLEARANCE (Prompt)**

**ABOUT THE SERVICE:**

All owners/developers shall secure Locational Clearance from the Zoning Administrator/ Zoning Officer or, in cases of Variances and/or Exceptions, from the LZBA prior to conducting any activity or construction on their property/land. This will include property/ land located in Forest Lands, Special Economic Zones and other areas administered by national and special agencies, except for facilities for national security as certified by the Department of National Defense.

**SCHEDULE OF AVAILABILITY OF SERVICES:**

Monday – Friday  
8:00 AM to 5:00 PM

<b>Office or Division</b>	<b>OFFICE OF THE MUNICIPAL PLANNING AND DEVELOPMENT COORDINATOR, ZONING ADMINISTRATOR DESIGNATE</b>	
<b>Classification</b>	Simple	
<b>Type of Transaction</b>	Government- to- Citizens	
<b>Who may Avail</b>	<ul style="list-style-type: none"> <li>- Property owners/developers</li> <li>- Business establishments owners</li> <li>- Administrators of National Agencies facilities (e.g. Schools, Hospitals etc.)</li> </ul>	
<b>CHECKLIST OF REQUIREMENTS:</b>	<b>WHERE TO SECURE:</b>	
<p>A. For Business Locational Clearance:</p> <p>1. Duly accomplished business permit application and documents required</p> <p>B. For property owners/developers:</p> <p>1. Barangay Certification (Ownership/Possession/No conflict)</p> <p>2. Proof of ownership (Torrens title, Deed of Sale, Tax Declaration, Court Clearance)</p> <p>3. Site development plan/Perspectives and estimates</p> <p>4. Ocular inspection</p>	<p>A. 1.1- MTO</p> <p>B. 1.1- Barangay</p> <p>B. 2.1 – Registry of Deeds, Assessor's office, RTC Oras /MTC Sanpoli Carpo</p> <p>C. 3.1- Licensed engineer and Licensed Architect</p>	

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p>STEP 1</p> <p>A. For Business Locational Clearance</p> <p>-Submit accomplished and complete required documents</p>	<p>1.A.1 Check if: - required documents completed and Locational Clearance paid</p>	<p>Php 100.00</p>	<p>10 minutes</p>	<p>MTO Revenue Collection Clerks on duty</p>
<b>TOTAL</b>		<p>Php 100.00</p>	<p>10 minutes</p>	

<b>B. For property owners/Developers</b> -Submit accomplished and complete required documents  <b>STEP 2</b> <b>PAYMENT</b> Pay the required Locational Clearance at the Mun. Treasurer's Office Php 100.00  <b>STEP 3</b> Client presents the complete documents and Official receipt of payment  <b>STEP 4</b> Receive the Locational Clearance	1.B.1 Check if: - forms are properly/completely filled up and documents required completed	None	20 minutes	Eduardo A. Iso MPDC or Admin. Assistant
	1.B.2 if required documents completed, conduct ocular inspection	None	30 minutes	Eduardo A. Iso MPDC or Admin. Assistant
	2.A.1 Receive payment and Official Receipt	Php 100.00	5 minutes	MTO Revenue Collection Clerks on duty
	3.A.1 After final review of Complete documents, print the Locational Clearance	None	4 minutes	Eduardo A. Iso MPDC or Admin. Assistant
	4.A.1 Release the Locational Clearance	None	1 minute	Eduardo A. Iso MPDC or Admin. Assistant
<b>TOTAL</b>		Php 100.00	1 hour	

**MPDC**

**SERVICE NAME : ISSUANCE OF MUNICIPAL PERTINENT DOCUMENTS (Prompt)**

**ABOUT THE SERVICE:**

The MPDO is the repository of MLGU's official documents such as, the Municipal Comprehensive Land Use Plan, Municipal Development Plan, Municipal Socio-economic profile, Local Development Investment Program (LDIP) and Annual Investment Program (AIP).

**SCHEDULE OF AVAILABILITY OF SERVICES:**

Monday – Friday  
8:00 AM to 5:00 PM

<b>Office or Division</b>	<b>OFFICE OF THE MUNICIPAL PLANNING AND DEVELOPMENT COORDINATOR</b>	
<b>Classification</b>	Simple	
<b>Type of Transaction</b>	Government to government	
<b>Who may Avail</b>	- Municipal Officials/Employees	
<b>CHECKLIST OF REQUIREMENTS:</b>		<b>WHERE TO SECURE:</b>
A. For issuance of Municipal Official documents: 1. Personal request or thru official letter of request		A. 1.1- Department Heads or authorized representatives

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>STEP 1</b> A. Department heads/authorized representative formally request a copy of official Municipal document	1.A.1 prepare, secure a copy of pertinent documents requested	none	20 minutes	Eduardo A. Iso MPDC or Admin. Assistant
B. Department head/representative receives the official document requested	1.B.1 issue the document requested	None	5 minutes	Eduardo A. Iso MPDC or Admin. Assistant
<b>TOTAL</b>		none	25 minutes	





**MUNICIPAL BUDGET OFFICE  
(INTERNAL SERVICES)**



## MUNICIPAL BUDGET OFFICE

### SERVICE NAME: CERTIFICATE OF ENDORSEMENT OF BARANGAY ANNUAL BUDGET

#### ABOUT THE SERVICE:

This is an endorsement from the Municipal Budget Office to the Sangguniang Bayan through the Sangguniang Bayan Secretary consisting of the comments and recommendations of the Municipal Budget Officer with regards to the submitted Annual Barangay Budget to assist the Sangguniang Bayan in their Barangay Budget Review.

#### SCHEDULE OF AVAILABILITY OF SERVICES:

Monday – Friday

8:00 AM to 5:00 PM

<b>Office or Division</b>	<b>MUNICIPAL BUDGET OFFICE</b>
<b>Classification</b>	Simple
<b>Type of Transaction</b>	Government – to – Government
<b>Who May Avail</b>	-All Barangay Officials of the Municipality with submitted Barangay Annual Budget
<b>CHECKLIST OF REQUIREMENTS:</b>	
1. Barangay Annual Budget subject for review	<b>WHERE TO SECURE:</b> 1. Barangay Officials

CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSONS
1. Submit the Barangay Annual Budget to Budget Aide	1. Receive the document	None	1 minute	Belinda P. Moralita Administrative Aide
2. Wait while the document is being checked as to completeness and correctness of data.	2.1 Check the submitted documents	None	5 minutes	Ma. Caroline B. Ocfemia Mun. Budget Officer
	2.2 Prepare & sign the Certificate of Endorsement	None	3 minutes	Ma. Caroline B. Ocfemia Mun. Budget Officer
3. Receive the document requested	3. Release the Certificate of Endorsement	None	1 minutes	Belinda P. Moralita Administrative Aide
<b>TOTAL</b>		<b>NONE</b>	<b>10 MINUTES</b>	

## 2. ISSUANCE OF CERTIFICATION ON AVAILABILITY OF APPROPRIATION

This is a certification issued by the Municipal Budget Officer to all General Fund transactions. Vouchers for payment should have this certification to ensure that such transactions have available appropriation.

### SCHEDULE OF AVAILABILITY OF SERVICES:

Monday – Friday  
8:00 AM to 5:00 PM

<b>Office or Division</b>	<b>MUNICIPAL BUDGET OFFICE</b>	
<b>Classification</b>	Simple	
<b>Type of Transaction</b>	Government – to – Citizens	
<b>Who May Avail</b>	-Individuals or entities with financial transactions and have claims for payment	
<b>CHECKLIST OF REQUIREMENTS:</b> 1.Voucher , CAFOA and supporting documents		<b>WHERE TO SECURE:</b> 1. Mayor's Office, Municipal Offices

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>RESPONSIBLE PERSONS</b>
1. Submit the Voucher, CAFOA and supporting documents to the Budget Aide	1. Receive the document.	None	2 minutes	Belinda P. Moralita Administrative Aide
2. Wait while the document is being recorded.	2.1 Record in the logbook/register	None	4 minutes	Belinda P. Moralita Administrative Aide
	2.2 Sign the document	None	3 minutes	Ma. Caroline B. Ocfemia Mun. Budget Officer
3. Receive the document requested.	3. Release the requested document	None	1 minute	Belinda P. Moralita Admininstrative Aide
<b>TOTAL</b>		<b>NONE</b>	<b>10 MINUTES</b>	

**3. SERVICE NAME : DATA ON ANNUAL BUDGET BALANCES**

**ABOUT THE SERVICE:**

Provision of data on Annual Budget Balances to Local Chief Executive and all concerned Department Heads

**SCHEDULE OF AVAILABILITY OF SERVICES:**

Monday – Friday  
8:00 AM to 5:00 PM

<b>Office or Division</b>	<b>MUNICIPAL BUDGET OFFICE</b>	
<b>Classification</b>	Simple	
<b>Type of Transaction</b>	Government – to – Government	
<b>Who May Avail</b>	-LCE, Personnel or employee whether regular or contractual	
<b>CHECKLIST OF REQUIREMENTS:</b>	<b>WHERE TO SECURE:</b>	
1. Written request/query on Annual Budget Balances for offices signed by Department Head	1. Office of the requesting Official	

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>RESPONSIBLE PERSONS</b>
1. Submit a copy of of written request signed by Dept. Head	1.Receive request	None	2 minutes	Belinda P. Moralita Administrative Aide
2.Wait while the request is being Processed.	2.Prepare and sign the data being requested	None	6 minutes	Ma. Caroline B. Ocfemia Municipal Budget Office
3.Receive the data requested	3.Release the data requested	None	2 minutes	Belinda P. Moralita Administrative Aide
<b>TOTAL</b>		<b>NONE</b>	<b>10 MINUTES</b>	





**Republic of the Philippines  
LOCAL CIVIL REGISTRY OFFICE  
Arteche, Eastern Samar**



# **CITIZEN'S CHARTER**

**FRONTLINE SERVICE**

**Submitted by:**

**LUCELITA O. ORSAL**  
Municipal Civil Registrar

## FRONT LINE SERVICES

### SERVICE NAME: REGISTRATION OF CERTIFICATE OF LIVE BIRTH (Prompt)

#### ABOUT THE SERVICE:

The birth of a child shall be registered within thirty (30) days from the time of birth in the Office of the Civil Registrar of the city or municipality where the birth occurred.

Children conceived or born during the marriage of the parents are legitimate. Children conceived and born outside a valid marriage unless otherwise provided in the Family Code of the Philippines are illegitimate.

#### SCHEDULE OF AVAILABILITY OF SERVICES:

Monday – Friday  
8:00 AM to 5:00 PM

<b>Office or Division</b>	<b>OFFICE OF THE MUNICIPAL CIVIL REGISTRAR</b>	
<b>Classification</b>	Simple	
<b>Type of Transaction</b>	Government – to - Citizens	
<b>Who may Avail</b>	<ul style="list-style-type: none"> <li>- Parents of newborns, guardians</li> <li>- Attendants at birth, i.e. midwife, nurse, physician</li> <li>- Administrators of hospitals, clinics, (attendants at birth certifying on facts of birth)</li> </ul>	
<b>CHECKLIST OF REQUIREMENTS:</b>	<b>WHERE TO SECURE:</b>	
A. For Legitimate Children: 1. Duly accomplished Certificate of Live Birth in four copies B. For Illegitimate Children: 1. Duly accomplished Certificate of Live Birth in four copies 2. Affidavit of Admission of Paternity 3. Affidavit to Use the Surname of the Father	A.1.1 – Hospital, Clinic  B.1.1 – Hospital, Clinic  B.2.1 – Notary Public/Mayor/LCRO B.3.1 - Notary Public/Mayor/LCRO	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
<b>STEP 1</b> <b>A. For a Legitimate Child</b> -Submit accomplished Certificate of Live Birth in four (4) copies	1.A.1 Check if: -forms are properly/completely filled up and with signature of the attendant at birth 1.A.2 The document received shall be entered immediately in the appropriate civil registry book, assigning therein the corresponding registry number	None	10 Minutes	Lucelita O. Orsal Municipal Civil Registrar

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
<b>B. For an Illegitimate Child</b> -Submit accomplished Certificate of Live Birth in four (4) copies  -Submit Admission of Paternity (AP) and Affidavit to Use the Surname of the Father (AUSF) with valid IDs of parents  <b>Step 2</b> <b>PAYMENT</b> Registration Fee of Legal Instrument Php 330.00  <b>Step 3</b> Receive and register Certificate of Live Birth	1.B.1 Check if: -forms are properly/completely filled up and with signature of the attendant at birth  1.B.2 The AP and AUSF received shall be entered immediately in the appropriate registry book, assigning therein the corresponding registry number  2.B.1 Issue Order of Payment and advice client to pay required fees at the Treasurer's Office  3.B.1 Review and Approve the Registration 3.B.2 Release the registered document to client	Php 330.00	20 Minutes   5 Minutes   5 Minutes	Lucelita O. Orsal Municipal Civil Registrar    Lucelita O. Orsal Municipal Civil Registrar
<b>TOTAL</b>		Php 330.00	30 Minutes	

**SERVICE NAME: DELAYED REGISTRATION OF CERTIFICATE OF LIVE BIRTH**

**ABOUT THE SERVICE:**

The birth of a child shall be registered within thirty (30) days from the time of birth in the Office of the Civil Registrar of the city/municipality where the birth occurred.

A report of vital event made **beyond the reglementary period is considered delayed.** A notice to the public on the pending application shall be posted for a period of not less than ten (10) days.

**SCHEDULE OF AVAILABILITY OF SERVICES:**

Monday – Friday  
 8:00 AM to 5:00 PM

<b>Office or Division</b>	<b>OFFICE OF THE MUNICIPAL CIVIL REGISTRAR</b>
<b>Classification</b>	Highly Technical
<b>Type of Transaction</b>	Government – to - Citizens
<b>Who may Avail</b>	<ul style="list-style-type: none"> <li>- Persons 18 years of age and above</li> <li>- Either or both parents of minor child to sign document</li> <li>- Physicians, nurses, midwives or attendants at birth</li> </ul>



CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
<p>A. At least two documentary evidences which may show the name of the child, date and place of birth and name of parents:</p> <ol style="list-style-type: none"> <li>1. Baptismal Certificate</li> <li>2. School Records</li> <li>3. Income Tax of parents</li> <li>4. Insurance Policy</li> <li>5. Medical Records</li> <li>6. Others, such as barangay captain's certification</li> </ol> <p>B. Joint Affidavit of Birth by two witnesses</p> <p>C. Negative Certification issued by PSA</p> <p>D. Valid IDs of applicant/parents</p> <p>E. Special Power of Attorney, for authorized representative</p> <p>F. If child is illegitimate:</p> <ol style="list-style-type: none"> <li>1. Affidavit to Use the Surname of the Father (AUSF)</li> <li>2. Affidavit of Acknowledgement</li> </ol>	<p>A.1 -Parish Office where the child was baptized</p> <p>A.2 -School</p> <p>A.3 -Client/BIR</p> <p>A.4 -Client/ Insurance Company</p> <p>A.5 -Hospital/Clinic</p> <p>A.6 – Office of the Brgy. Captain</p> <p>B.1 – Notary Public/Mayor/MCRO</p> <p>C.1 – PSA</p> <p>D.1 – Client</p> <p>E.1 – Notary Public/PAO</p> <p>F.1 – Notary Public/PAO/ MCRO</p> <p>F.2 - Notary Public/PAO/ MCRO</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
<p><b>Step 1</b></p> <p>-Submit 4 copies of duly accomplished Certificate of Live Birth (prepared by Hospital, RHU &amp; BHS, midwives, nurses or attending physicians) together with the required documents.</p>	1. Evaluate documents presented		10 Minutes	Lucelita O. Orsal Municipal Civil Registrar
	1.2 Prepare 4 copies of Certificate of Live Birth for walk in clients if birth occurred at home		15 Minutes	
<p><b>Step 2</b></p> <p><b>PAY REQUIRED FEES</b></p> <p>Verification Fee – Php 100.00</p> <p>Proceeing Fee – Php 100.00</p> <p>Certification Fee- Php 100.00</p> <p>Registration of Legal Instrument (for illegitimate children) Php 330.00</p>	2.1 Issue Order of Payment and advice client to pay required fees at the Treasurer's Office	Php 300.00	5 Minutes	Lucelita O. Orsal Municipal Civil Registrar
	2.2 Prepare and post notice of application for registration and advice client to come back after the 10 days posting period	Php 330.00	5 Minutes	
<p><b>Step 3</b></p> <p>Client come back on scheduled date of release of the Certificate of Live Birth</p>	<p>3.1 Assign registry number</p> <p>3.2 Log in the registry book</p> <p>3.3 Review/approve the registration</p>		10 Minutes	Lucelita O. Orsal Municipal Civil Registrar

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
<b>Step 4</b> If client requests for advance endorsement to PSA, client pay for Advance Endorsement fee - Php 105.00 at the Treasurer's Office and for Mailing-LBC/JRS	4.1 Prepare advance endorsement  4.2 Issue Order of Payment	Php 105.00  Php 705.00	10 Minutes  55 Minutes	Luzilla O. Orsal Municipal Civil Registrar
<b>TOTAL</b>				

**SERVICE NAME: APPLICATION FOR MARRIAGE LICENSE**

**ABOUT THE SERVICE:**

No marriage shall be valid, unless the following essential requisites of marriage are present, to wit:

1. A valid marriage license except in the cases provided in Chapter 2 of the Family Code of the Philippines
2. Authority of the Solemnizing Officer
3. A marriage ceremony with the appearance of the contracting parties and at least two witnesses before a solemnizing officer.

**SCHEDULE OF AVAILABILITY OF SERVICES:**

Monday – Friday  
8:00 AM to 5:00 PM

Office or Division	<b>OFFICE OF THE MUNICIPAL CIVIL REGISTRAR</b>	
Classification	Highly Technical	
Type of Transaction	Government – to – Citizens	
Who may Avail	- Persons intending to marry (at least 18 years of age) wherein one of the contracting parties is a resident of Artoche, Eastern Samar where license is to be issued.	
<b>CHECKLIST OF REQUIREMENTS:</b>	<b>WHERE TO SECURE:</b>	
Documentary Requirements:		
1. Certificate of Live Birth	1.1 Client's personal copy/PSA MORO	
2. CENOMAR issued by PSA	2.1 PSA	
3. Parental Consent (for 18-21 years old)	3.1 MORO	
4. Parental Advice (for 21-25 years old)	4.1 MORO	
5. Certificate of Compliance	5.1 Municipal/City Population Office	
6. Pre-marriage Counseling (18-25 years old)	6.1 Municipal/City Population Office	
7. Identification Cards	7.1 Client	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
<b>Step 1</b> Client request/fill up application form and submit documentary requirements	1.1 Provide clients with application forms 1.2 Receive/track application forms and documentary requirements		10 Minutes	Luzilla O. Orsal Municipal Civil Registrar



CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE	
<b>Step 2</b> <b>PAY REQUIRED FEES</b> -Application Fee (Php100.00) -Processing Fee (Php 100.00)	1.3 Interview applicants 1.4 Prepare Notice of Application for Marriage to be posted in a conspicuous place for 10 days	Php 200.00	10 Minutes	Lucelita O. Orsal Municipal Civil Registrar	
	2.1 Issue order of payment and advice the client to pay the required fees at the Treasurer's Office 2.2 Advice client to come back after the ten days posting		5 Minutes		
	<b>Step 3</b> Client come back on scheduled date of release of Marriage License -Pay Marriage License Fee (Php50.00)	3.1 Issue order of payment and advice client to pay marriage license fee at the Treasurer's Office	Php 50.00	5 Minutes	Lucelita O. Orsal Municipal Civil Registrar
		3.2 Issuance and release of the Marriage License to applicants		5 Minutes	
<b>Step 4</b> Receive the Marriage License (validity – 120 days from date of issue)	4.1 Register in the registry book of application for marriage license - Advice client to coordinate with a solemnizing officer	Php 250.00	10 Minutes		
<b>TOTAL</b>			45 Minutes		

**SERVICE NAME: REGISTRATION OF THE CERTIFICATE OF MARRIAGE (COM)**

**ABOUT THE SERVICE:**

In ordinary marriage, the time of submission of the Certificate of marriage is within fifteen (15) days following the solemnization of marriage while, in marriage exempt from marriage license requirement, the prescribed period is thirty (30) days, at the place where the marriage was solemnized.

**SCHEDULE OF AVAILABILITY OF SERVICES:**

Monday – Friday  
8:00 AM to 5:00 PM

<b>Office or Division</b>	<b>OFFICE OF THE MUNICIPAL CIVIL REGISTRAR</b>	
<b>Classification</b>	Simple	
<b>Type of Transaction</b>	Government – to - Citizens	
<b>Who may Avail</b>	<ul style="list-style-type: none"> <li>- Solemnizing Officers who solemnized the marriage</li> <li>- Contracting parties in case of inability of the solemnizing officer</li> <li>- Any person duly authorized by the solemnizing officer/contracting parties</li> </ul>	
<b>CHECKLIST OF REQUIREMENTS:</b>	<b>WHERE TO SECURE:</b>	
1. Four (4) copies of duly accomplished Certificate of Marriage with signatures of solemnizing officer, contracting parties and witnesses.	1.1 Office of the Solemnizing Officer	
2. Identification Cards of applicant	2.1 Personal File	

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PRO-CESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>Step 1</b> Submit duly accomplished and signed Certificate of marriage	1.1 Evaluate the Certificate of Marriage presented	None	5 Minutes	Lucelita O. Orsal Municipal Civil Registrar
	1.2 Assign Registry Number and log in Registry book		10 Minutes	
<b>Step 2</b> Receive Owner's copy of his/her Certificate of marriage	2.1 Review/Approve the registration and release the registered Certificate of Marriage		5 Minutes	
<b>TOTAL</b>			20 Minutes	

**SERVICE NAME: DELAYED REGISTRATION OF THE CERTIFICATE OF MARRIAGE (COM)**

**ABOUT THE SERVICE:**

The Solemnizing Officer has the duty to report the marriage to the Office of the Civil Registrar where the marriage was solemnized. If submission was made beyond the prescribed period of 15 days for ordinary marriage and 30 days for marriage under exceptional character, reporting is considered as **delayed or late registration**.

**SCHEDULE OF AVAILABILITY OF SERVICES:**

Monday – Friday  
8:00 AM to 5:00 PM

<b>Office or Division</b>	<b>OFFICE OF THE MUNICIPAL CIVIL REGISTRAR</b>
<b>Classification</b>	Highly Technical
<b>Type of Transaction</b>	Government – to - Citizens
<b>Who may Avail</b>	<ul style="list-style-type: none"> <li>- Solemnizing Officers who solemnized the marriage</li> <li>- Contracting parties in case of inability of the solemnizing officer</li> <li>- Any person duly authorized by the solemnizing officer/contracting parties</li> </ul>



CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
<p>1. Four (4) copies of duly accomplished Certificate of Marriage with signatures of solemnizing officer, contracting parties and witnesses. (if still available) -If Certificate of Marriage is no longer available:</p> <p>a. Certification of Marriage issued by the church or solemnizing officer</p> <p>b. Affidavit of Marriage executed by the contracting parties and attested by 2 witnesses supported by documentary evidences such as live birth of children, income tax returns, title to properties and other documents where facts of their marriage are shown.</p> <p>2. Affidavit for delayed registration of marriage executed by the solemnizing officer or applicant.</p> <p>3. Identification Cards of applicant</p> <p>4. Negative Certification from PSA</p>	<p>1.1 Personal File/ Office of the Solemnizing Officer</p> <p>1.a.1 Office of the Solemnizing Officer</p> <p>1b.1 Notary Public/PAO</p> <p>2.1. MCRO</p> <p>3.1 Personal File</p> <p>4.1 PSA</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
<b>Step 1</b> A. With available COM: -submit 4 copies of the duly accomplished Certificate of Marriage  B. With no available COM: - submit required documents.	1.A.1 Evaluate the Certificate of Marriage presented		5 Minutes	Lucelita O. Orsal Municipal Civil Registrar
	1.B.1 Evaluate the documents presented 1.B.2 Prepare/reconstruct the Certificate of Marriage		15 Minutes	
<b>Step 2</b> PAY REQUIRED FEES Verification Fee- (Php100.00) Processing Fee- (Php 100) Certification Fee- (Php 100)	2.1 Issue order of payment and advice client to pay the required amount of fees at the Treasurer's Office 2.2. Post notice of application for registration and advice client to come back after the 10 days posting	Php 300.00	5 Minutes	
	3.1 Review/approve the registration 3.2 Assign registry number and enter into its civil registry book 3.3. Release the registered COM			10 Minutes
<b>Step 3</b> Client come back on scheduled date of release of registered Certificate of Marriage <b>TOTAL</b>		Php 300.00	30 Minutes	



**SERVICE NAME: REGISTRATION OF THE CERTIFICATE OF DEATH (COD)**

**ABOUT THE SERVICE:**

It shall be the responsibility of the physician who last attended the deceased or the administrator of the hospital or clinic where the person dies to prepare the death certificate and certify as to the cause of death. The Certificate of Death shall then be forwarded within forty-eight (48) hours after death to the Health Officer who shall examine the Certificate of Death and then affix his/her signature in the appropriate box and shall order its registration. Registration shall be made in the office of the Civil Registrar where the death occurred within 30 days from the time of death.

**SCHEDULE OF AVAILABILITY OF SERVICES:**

Monday – Friday  
8:00 AM to 5:00 PM

<b>Office or Division</b>	<b>OFFICE OF THE MUNICIPAL CIVIL REGISTRAR</b>
<b>Classification</b>	Simple
<b>Type of Transaction</b>	Government – to - Citizens
<b>Who may Avail</b>	- Nearest relative of the deceased - Administrator of the hospital, clinic where the person died
<b>CHECKLIST OF REQUIREMENTS:</b>	<b>WHERE TO SECURE:</b>
1. Four (4) copies of duly accomplished Certificate of Death	1.1 Physician who last attended the deceased or the administrator of the hospital or clinic where the person died.
2. Identification Cards of applicant	2.1 Personal File

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
<b>Step 1</b> Report/submit duly accomplished Certificate of Death	1.1 Check if forms are properly filled up and with signatures of attendant at death and health officer. 1.2 Assign Registry Number 1.3 Log in registry book	None	10 Minutes	Lucelita O. Orsal Municipal Civil Registrar
<b>Step 2</b> Client received registered Certificate of Death	1.2 Approve the registration and release registered COD		5 Minutes	
<b>TOTAL</b>			15 Minutes	

**SERVICE NAME: DELAYED REGISTRATION OF THE CERTIFICATE OF DEATH (COD)**

**ABOUT THE SERVICE:**

The death of a person shall be registered within thirty (30) days from the time of death in the Office of the Civil Registrar of the city/municipality where the death occurred. A report of vital event made **beyond the reglementary period is considered delayed**. A notice to the public on the pending application shall be posted for a period of not less than **ten (10) days**.

**SCHEDULE OF AVAILABILITY OF SERVICES**

Monday – Friday  
8:00 AM to 5:00 PM



Office or Division	OFFICE OF THE MUNICIPAL CIVIL REGISTRAR
Classification	Highly Technical
Type of Transaction	Government – to - Citizens
Who may Avail	- Nearest relative of the deceased - Administrator of the hospital, clinic where the person died
<b>CHECKLIST OF REQUIREMENTS:</b> 1. Four (4) copies of duly accomplished Certificate of Death  2. Affidavit for Delayed Registration executed by hospital/clinic administrator or attendant at death if the person died elsewhere 3. Certificate of Burial/Brgy. Certification 4. Identification Cards 5. Negative Certification from PSA	<b>WHERE TO SECURE:</b> 1.1 Physician who last attended the deceased or the administrator of the hospital or clinic where the person died. 2.1 Notary Public/PAO  3.1 Church/Barangay  4.1 Personal File 5.1 PSA

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
<b>Step 1</b> Submit document for registration with the necessary requirements	1.1 Check and evaluate document submitted		15 Minutes	
<b>Step 2</b> Get the order of payment and pay the required fees at the Treasurer's Office Verification Fee- (Php 100.00) Processing Fee – (Php 100.00) Certification Fee- (Php 100.00)	2.1 Issue order of payment and advice client to pay the required amount of fees at the Treasurer's Office 2.2. Post notice of application for registration and advice client to come back after the 10 days posting	Php 300.00	5 Minutes	Lucelita O. Orsal Municipal Civil Registrar
<b>Step 3</b> Client come back on the scheduled date of release of the document and receive his/her copy of the duly registered Certificate of Death.	3.1 Review/Approve the application 3.2 Assign Registry Number and enter into its registry book 3.3 Release the registered Certificate of Death.		5 Minutes  10 Minutes	
<b>TOTAL</b>		Php 300.00	35 Minutes	

**SERVICE NAME: CORRECTION OF CLERICAL ERROR IN THE CIVIL REGISTRY DOCUMENT/CHANGE OF FIRST NAME/GENDER/DAY AND MONTH OF BIRTH (Rep. Act 9048 and Rep. Act 10192)**

**ABOUT THE SERVICE:**

R.A. 9048 – An act authorizing the City/Municipal Civil Registrar and Consul General to correct a clerical or typographical error in an Entry and/or Change of First name in the Civil Register without a need of a Judicial Order.



R.A. 10172 – An act authorizing the City/Municipal Civil Registrar and Consul General to correct typographical error in the day and month in the date of birth or sex of a person appearing in the Civil Register without a need of a Judicial Order.

**SCHEDULE OF AVAILABILITY OF SERVICES:**

Monday – Friday  
8:00 AM to 5:00 PM

<b>Office or Division</b>	<b>OFFICE OF THE MUNICIPAL CIVIL REGISTRAR</b>	
<b>Classification</b>	Highly Technical	
<b>Type of Transaction</b>	Government – to - Citizens	
<b>Who may Avail</b>	<ul style="list-style-type: none"> <li>- Owner of the document or any person having direct interest in the correction of clerical error/change of first name/day and month of birth in the civil registry document.</li> <li>- Any person duly authorized by law or by the owner of the document.</li> </ul>	
<b>CHECKLIST OF REQUIREMENTS:</b>	<b>WHERE TO SECURE:</b>	
<p style="text-align: center;"><b>A. Change of First Name</b></p> <ol style="list-style-type: none"> <li>1. Certificate of Live Birth issued by PSA and MCRO</li> <li>2. Not less than 2 public and private documents upon which the correction shall be based such as but not limited to:               <ol style="list-style-type: none"> <li>a. Baptismal Certificate</li> <li>b. School Record</li> <li>c. Marriage Certificate</li> <li>d. Voter's Certificate</li> <li>e. COLB of children</li> </ol> </li> <li>3. CLEARANCES from authorities               <ol style="list-style-type: none"> <li>a. Employer, if employed or affidavit of non-employment if not employed</li> <li>b. Police Clearance</li> <li>c. NBI Clearance</li> </ol> </li> <li>4. Proof of Publication               <ol style="list-style-type: none"> <li>a. Affidavit of Publication</li> <li>b. Copy of Newspaper Clipping</li> </ol> </li> </ol> <p style="text-align: center;"><b>B. Correction of Clerical Error</b></p> <ol style="list-style-type: none"> <li>1. Certificate of Live Birth issued by PSA and LCRO</li> <li>2. Not less than 2 public and private documents upon which the correction shall be based such as but not limited to:               <ol style="list-style-type: none"> <li>a. Baptismal Certificate</li> <li>b. School Record</li> <li>c. Marriage Certificate</li> <li>d. Voter's Certificate</li> <li>e. COLB of children</li> </ol> </li> </ol> <p style="text-align: center;"><b>C. Correction of Clerical Error of Day and Month of birth and Gender</b></p> <ol style="list-style-type: none"> <li>1. Certificate of Live Birth issued by PSA and MCRO</li> <li>2. Baptismal Certificate</li> <li>3. Earliest School Record</li> <li>4. Medical Record or affidavit of no medical record</li> <li>5. Clearances:               <ol style="list-style-type: none"> <li>a. Employer, if employed or affidavit of non-employment if not employed</li> <li>b. Police Clearance</li> <li>c. NBI Clearance</li> </ol> </li> </ol>	<ol style="list-style-type: none"> <li>A.1.1 PSA/MCRO/Personal File</li> <li>A.2.a.1 Church</li> <li>A.2.b.1 School</li> <li>A.2.c.1 PSA/MCRO/Personal File</li> <li>A.2.d.1 COMELEC</li> <li>A.2.E.1 PSA/Personal File</li> <li>A.3.a.1 Employer/Notary Public</li> <li>A.3.b.1 Police</li> <li>A.3.c.1 NBI</li> <li>A.4.a.1 Newspaper of General Circulation</li> <li>A.4.b.1 Newspaper of General Circulation</li> <li>B.1.1 PSA/MCRO/Personal File</li> <li>B.2.a.1 Church</li> <li>B.2.b.1 School</li> <li>B.2.c.1 PSA/MCRO/Personal File</li> <li>B.2.d.1 COMELEC</li> <li>B.2.E.1 PSA/Personal File</li> <li>C.1.1 PSA/MCRO/Personal File</li> <li>C.2.1 Church</li> <li>C.3.1 Elementary School</li> <li>C.4.1 Hospital/Clinic/Notary Public/PAO</li> <li>C.5.a.1 Employer/Notary Public</li> <li>C.5.b.1 Police</li> <li>C.5.c.1 NBI</li> </ol>	



<p>4. Medical Certification issued by an accredited government physician</p> <p>5. Proof of Publication</p> <p style="padding-left: 20px;">a. Affidavit of Publication</p> <p style="padding-left: 20px;">b. Copy of Newspaper Clipping</p> <p>6. Personal Appearance of the document owner (for correction of gender)</p>	<p>C.4.1 RHU/ADH</p> <p>C.5.a.1 Publisher</p> <p>C.5.b.1 Publisher</p>
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
<p><b>A. Correction of Clerical Error</b></p> <p><b>Step 1</b> Submit PSA copy of Civil Registry Document sought to be corrected and its supporting documents.</p> <p><b>Step 2</b> <b>PAY REQUIRED FEES</b> Correction of Clerical Error- (Php 1,000.00)</p> <p><b>Step 3</b> Client come back on scheduled date of approval of petition</p>	<p>A1.1 Receive and Evaluate submitted documents</p> <p>A1.2 Interview applicant/petitioner</p> <p>A1.3 Prepare Petition and administer oath of the applicant</p> <p>A.2.1 Issue order of payment and advice client to pay the required amount of fees at the Treasurer's Office.</p> <p>A.2.2 Prepare/Post notice of application for correction in a conspicuous place for ten (10) days and advice the client to come back for the decision of the petition.</p> <p>A.3.1 Review/ Release decision of the Civil Registrar</p> <p>A.3.2 Prepare/ Submit acted petition to PSA, Legal Office, Manila for review and affirmation</p> <p>A.3.3 Advice client to wait for 5 to 6 months (tentative time for arrival of OCRG decision from PSA, Manila</p>	<p>Php 1,000.00</p>	<p>15 Minutes</p> <p>10 Minutes</p> <p>5 Minutes</p> <p>10 Minutes</p> <p>15 Minutes</p>	<p>Lucelita O. Orsal Municipal Civil Registrar</p>
<b>TOTAL</b>		Php 1,000.00	55 Minutes	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
<p><b>B. Change of First Name / Correction of Clerical Error of Day and Month of birth and Gender</b></p> <p><b>Step 1</b> Submit PSA copy of Civil Registry Document sought to be corrected and its supporting documents</p> <p><b>Step 2</b> <b>PAY REQUIRED FEES</b> Change of First Name and Correction of Gender/Day &amp; Month of Birth- (Php 3,000.00)</p> <p><b>Step 3</b> Client submits copy of newspaper clipping and affidavit of the publisher</p> <p><b>Step 4</b> Client come back on scheduled date of approval of petition</p>	<p>B1.1 Receive and Evaluate submitted documents B1.2 Interview applicant/petition B1.3 Prepare Petition and administer oath of the applicant.</p> <p>B.2.1 Issue order of payment and advice client to pay the required amount of fees at the Treasurer's Office. B.2.2 Prepare/Post notice of application for correction in a conspicuous place for ten (10) days B.2.3 Issue Notice of Publication and advice client to have her/his petition published in a newspaper of general circulation for 2 consecutive weeks and after publication, advise client to submit copy of affidavit of publisher and copy of newspaper clippings showing the published petition.</p> <p>B.3.1 Receive and check the submitted document and advice the client to come back for the decision.</p> <p>B.4.1 Review/ Release decision of the Civil Registrar</p>	<p>Php 3,000.00</p>	<p>15 Minutes</p> <p>10 Minutes</p> <p>5 Minutes</p> <p>10 Minutes</p> <p>5 Minutes</p> <p>5 Minutes</p>	<p>Lucelita O. Orsal Municipal Civil Registrar</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
Note: The petition is forwarded to Legal Division, PSA, Quezon City for appropriate action and affirmation of the Civil Registrar's Decision ( 5-6 months waiting)	B.4.2 Prepare/ Submit acted petition to PSA, Legal Office, Manila for review and affirmation  B.4.3 Advice client to wait for 5 to 6 months (tentative time for arrival of OCRG decision from PSA, Manila	Php 3,000.00	10Minutes  60 Minutes	Lucelita O. Orsal Municipal Civil Registrar
TOTAL				

**SERVICE NAME: LEGITIMATION AND PETITION TO USE THE SURNAME OF THE FATHER PURSUANT TO RA 9255**

**ABOUT THE SERVICE:**

Legitimation is a remedy for children who were born out of wedlock to be considered legitimate. Only children conceived and born of wedlock of parents, who at the time of conception of the former were not disqualified by any impediment to marry each other, may be legitimated through RA 9858. The Municipal Civil Registry Office processes petition of an illegitimate child to use the surname of the father under Republic Act 9255.

**SCHEDULE OF AVAILABILITY OF SERVICES**

Monday – Friday  
8:00 AM to 5:00 PM

<b>Office or Division</b>	<b>OFFICE OF THE MUNICIPAL CIVIL REGISTRAR</b>
<b>Classification</b>	Complex
<b>Type of Transaction</b>	Government – to - Citizens
<b>Who may Avail</b>	- Document owner if 18 years of age and above - Both parents to sign the document

CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
<b>A. Legitimation:</b>	
1. Notarized Joint Affidavit of Legitimation of parents	A.1.1 Notary Public/PAO
2. Certificate of Live Birth in PSA Copy	A.2.1 PSA
3. Certificate of Marriage of parents	A.3.1 PSA/LCRO
4. Notarized Affidavit of Acknowledgement if child is not acknowledged	A.4.1 Notary Public/PAO
5. Certificate of No Marriage of both parents	A.5.1 PSA
6. Identification Cards	A.6.1 Personal File
<b>B. R.A. 9255</b>	
1. Certificate of Live Birth in PSA Copy	B.1.1. PSA
2. Duly notarized Affidavit of Admission of Paternity (AAP)	B.2.1. Notary Public/PAO
3. Duly notarized Affidavit to Use the Surname of the Father	B.3.1. Notary Public/PAO
4. Identification Card	B.4.1 Personal File



CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
<b>Step 1</b> Have an interview and evaluation of the required documents.	1.1 Evaluate the documents presented and check the completeness of the requirements.		15 Minutes	Lucelita O. Orsal Municipal Civil Registrar
	1.2. May prepare Affidavit of Legitimation/AUSF/AAP in case no Affidavit presented.		15 Minutes	
<b>Step 2</b> Pay the required fees to the Treasurer's Office Fees: Legal Instrument (Php 330.00) Endorsement Fee (Php 165.00)	1.3. Administer Oath		5 Minutes	
	2.1 Issue Order of Payment. Advice client to pay the Treasurer's Office.	Php 330.00	10 Minutes	
	2.2. Register the Legal Instrument. Make endorsement to PSA Central Office for appropriate annotation.	Php 165.00	10 Minutes	
<b>Step 3</b> Received the clients' copy of the document Note: <i>The documents are forwarded to PSA, Manila for annotation of the PSA Copy of the Civil Registry document ( 3 months waiting)</i>	3.1 Issue the clients copy of the annotated document LCRO copy			
TOTAL		Php 495.00	55 Minutes	

**SERVICE NAME: SUPPLEMENTAL REPORT OF MISSING INFORMATION IN THE CIVIL REGISTER**

**ABOUT THE SERVICE:**

A supplemental report may be filed even after the birth; marriage or death certificate has been registered to supply the missing information that has been previously omitted. The supplemental report shall be made by filling out the missing information and by attaching an affidavit stating the information to be supplied.

**SCHEDULE OF AVAILABILITY OF SERVICES**

Monday – Friday  
8:00 AM to 5:00 PM

<b>Office or Division</b>	OFFICE OF THE MUNICIPAL CIVIL REGISTRAR
<b>Classification</b>	Simple
<b>Type of Transaction</b>	Government – to - Citizens
<b>Who may Avail</b>	- Parents/guardian - the party concerned, if 18 years old and above

<b>CHECKLIST OF REQUIREMENTS:</b> 1. Copy of the document with omitted entry, PSA copy 2. Duly Notarized Affidavit for Supplemental Report indicating the facts of events and the entry/entries omitted and the reason/reasons for failure to supply the missing information. 3. Marriage Certificate of Parents, if the affected document is the Certificate of Live Birth	<b>WHERE TO SECURE:</b> 1.1. PSA 2.1 Notary Public/PAO  3.1 PSA/LCRO/Personal File
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSEING TIME	PERSON RESPONSIBLE
<b>Step 1</b> Submit the required documents	1.1 Evaluate/check the submitted documents 1.2 Prepare the supplemental report		5 Minutes 15 Minutes	Lucelita O. Orsal Municipal Civil Registrar
<b>Step 2</b> Pay the required fees to the Treasurer's Office	2.1 Issue Order of Payment. Advice client to pay the Treasurer's Office.	Php 200.00	5 Minutes	
<b>Step 3</b> Receive copy of requested document  <i>The documents are forwarded to PSA, Manila for annotation of the PSA Copy of the Civil Registry document (1 to 2 months waiting)</i>	3.1. Issue client copy of the document with supplemental report. 3.2 Prepare endorsement to PSA, Manila for annotation of the PSA copy of the document. Advice client to get copy of the document at PSA after 1 to 2 months,	Php 165.00	5 Minutes  15 Minutes	
<b>TOTAL</b>		Php 365.00	45 Minutes	

**SERVICE NAME: ENDORSEMENT OF CIVIL REGISTRY RECORDS TO THE OFFICE OF THE CIVIL REGISTRAR GENERAL (OCRG)**

**ABOUT THE SERVICE:**

There are instances when PSA does not have available records requested by clients. As a remedy, clients may request endorsement of OCRG copy from the Local Civil Registry Office, if the document is available.

**SCHEDULE OF AVAILABILITY OF SERVICES**

Monday – Friday  
8:00 AM to 5:00 PM



<b>Office or Division</b>	<b>OFFICE OF THE MUNICIPAL CIVIL REGISTRAR</b>	
<b>Classification</b>	Simple	
<b>Type of Transaction</b>	Government – to - Citizens	
<b>Who may Avail</b>	- Nearest relative of the deceased - Administrator of the hospital, clinic where the person died	
<b>CHECKLIST OF REQUIREMENTS:</b> 1. Letter Request 2. Copy of the Negative Result from PSA issued within 6 months		<b>WHERE TO SECURE:</b> 1.1. Document owner 2.1 PSA

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
<b>Step 1</b> Submit the written request to the LCRO with the required documents	1.1 Receive the request and verify on the index/civil registry book 1.2 Prepare an endorsement		15 Minutes	Lucelita O. Orsal Municipal Civil Registrar
<b>Step 2</b> Pay the required fees	2.1 Issue order of payment and advise client to pay at the Treasurer's Office	Php 165.00	5 Minutes	
<b>Step 3</b> Receive document owner's copy of endorsement	3.1 Issue document owner's copy of endorsement 3.2 Advise client to get a copy of his/her PSA copy after 1 month		5 Minutes	
<b>TOTAL</b>		Php 165.00	25 Minutes	

### SERVICE NAME: ISSUANCE OF COPY/COPIES OF CIVIL REGISTRY DOCUMENTS

#### ABOUT THE SERVICE:

Civil registry documents such birth, marriage death and other civil registry certificates can be availed of by securing a certified transcript from the Local Civil Registry Office.

#### SCHEDULE OF AVAILABILITY OF SERVICES

Monday – Friday  
8:00 AM to 5:00 PM

<b>Office or Division</b>	<b>OFFICE OF THE MUNICIPAL CIVIL REGISTRAR</b>	
<b>Classification</b>	Simple	
<b>Type of Transaction</b>	Government – to - Citizens	
<b>Who may Avail</b>	- Document Owner - Parents/Guardian - Any person duly authorized by the document owner - Any authorized government agency	
<b>CHECKLIST OF REQUIREMENTS:</b> 1. Valid Identification of Document Owner 2. If authorized representative: - Authorization/SPA of Doc Owner & ID - Valid ID of authorized representative		<b>WHERE TO SECURE:</b> 1.1. Document owner 2.1 Document owner and authorized representative.

CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
<p><b>Step 1</b> Fill up transaction slip and present it to the LCR/LCRO Staff</p>	<p>1.1 Verify from the database/index and registry book 1.2 Prepare/Certify the requested document, if available.</p>		15 Minute	Lucelita O. Orsal Municipal Civil Registrar
<p><b>Step 2</b> Pay the required fees Form 1A,2A, 3A: Php 100.00/copy Authentication Fee: Php 100.00/document Certified True Copy: Php 100.00/copy</p>	<p>2.1 Issue order of payment and advice client to pay at the Treasurer's Office</p>	<p>Php 100.00  Php 100.00 Php 100.00</p>	5 Minutes	
<p><b>Step 3</b> Present the Official Receipt and get the requested document</p>	<p>3.1 Issue the requested document to the client</p>	<p>Php 100.00</p>	5 Minutes	
<b>TOTAL</b>			20 Minutes	



## **Municipal Engineer's Office**



**OFFICE OF THE MUNICIPAL ENGINEER**

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**SERVICE NAME : ISSUANCE OF BUILDING PERMIT**

**ABOUT THE SERVICE:**

As mandated under P.D 1096, otherwise known as "The National Building Code of the Philippines", it shall be unlawful for any person, firm or corporation, to erect, construct, enlarge, alter, repair, move, improve, remove, convert, demolish equip, use, occupy, or maintain any building or structure or cause the same to be done contrary to or in violation of any provision of this code.

A Building Permit is a document issued by the Office of the Building Official that serves as an official consent to owner to commence with the construction, demolition, addition or renovation of any building or structure.

All application for Building Permit shall be evaluated and be issued to the applicant upon compliance with all the necessary requirements as provided for in the code.

**SCHEDULE OF AVAILABILITY OF SERVICES:**

Monday – Friday  
8:00 AM to 5:00PM

<b>Office or Division</b>	<b>OFFICE OF THE MUNICIPAL ENGINEER</b>
<b>Classification</b>	Technical
<b>Type of Transaction</b>	Government – to - Citizens
<b>Who may Avail</b>	- All building/structure owner/representatives
<b>CHECKLIST OF REQUIREMENTS:</b>	<b>WHERE TO SECURE:</b>
<b>A. Legal Documents:</b> 1. Cert. True copy of transfer Cert. Of Title, on file With the Registry of Deeds. 2. Tax Declaration of the Property 3. If lot is not in the name of the applicant: -Deed of Absolute Sale -Award Notice and/or Lease Contract -Deed of Assignment or Donation 4. Latest Real Property Tax Receipt 5. For Corporation Corporate Secretary's Certification Authorizing The Signatory <b>B. Clearances</b> 1. Barangay Clearance 2. Locational Clearance  3. Fire Safety Evaluation Clearance (FSEC) & other Fire Safety Clearances <b>Supplemental Documents (if applicable)</b> 4. DPWH (if along a National Road) 5. DENR-ECC 6. Contractor's/Municipal Tax <b>C. Technical Documents (application forms must be "duly accomplished, signed &amp; sealed by Engineers concerned:</b> 1. Application for Building Permit (5 copies) 2. Electrical Permit Forms (3 copies) 3. Sanitary Permit Forms (3 copies) 4. Five (5) sets of complete detailed plan, Specifications & detailed cost estimates 5. For two-storey building: -Structural Design Analysis – signed & sealed	- Registry of Deeds  - Office of the Municipal Assessor  - DENR - From Donor - Office of the Municipal Treasurer  - Barangay concerned - Office of the Mun. Planning & development Officer - Bureau of Fire Protection  - District Engineering Office - DENR office - Office of the Municipal Treasurer  - Engineering Office - Engineering Office - Engineering Office - Concerned Civil Engineer or Architect

by Civil Engineers at every page 6. for construction of more than two-storey building -Boring and Plate Load Test -Seismic Analysis <b>D. Other documents</b> 1. Photocopy of Transfer Cert. of Title (TCT) 2. Photocopy of Tax Declaration of lot/Property (5 copies) 3. Photocopy of Current Tax Receipt (5 copies) 4. Photocopy of PTR # and PRC license of all Involved Engineers and Architects	- Concerned Civil Engineer  - Concerned Civil Engineer - Concerned Civil Engineer
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CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure forms for Building Permit, Electrical Permit, Sanitary Permit	1. Give forms to the applicant/representative	none	3 minutes	Engineering Staff
2. Submit forms for Building, Electrical & Sanitary Permit together with all of the requirements enumerated above.	2. Evaluate the completeness of the submitted documents and check its compliance with the code requirements and determine the required fees	As indicated in the code	5-7 days	Engineering Staff
3. Secure Locational Clearance	3. Endorse application to the office of the MPDO	none	10 minutes	Municipal Engineer
4. Secure Fire Safety Evaluation Clearance (FSEC)	4. Endorse to the Bureau of Fire Protection	none	10 minutes	Municipal Engineer
5. Payment of corresponding fee requirement	5. Provide computation & advice applicant to pay the required fees at the treasurer's office	As computed	10 minutes	Engineering Staff
6. Present proof of payment	6. Issue Building Permit	none	5 minutes	Municipal Engineer
<b>TOTAL</b>			<b>7 days 38 minutes</b>	



**SERVICE NAME : ISSUANCE OF ELECTRICAL PERMIT**

**ABOUT THE SERVICE:**

Electrical Permit is a document issued by the Office of the Building Official that serve as an official consent to owner to commence with the electrical works of any building or structure. It is also one of the required documents needed for the application for electrical connection with the existing electric service provider.

All application for Electrical Permit shall be evaluated and be issued to the applicant upon compliance with all the necessary requirements as provided for in the code.

**SCHEDULE OF AVAILABILITY OF SERVICES:**

Monday – Friday  
8:00 AM to 5:00PM

Office or Division	OFFICE OF THE MUNICIPAL ENGINEER	
Classification	Complex	
Type of Transaction	Government – to – Citizens	
Who may Avail	- All building/structure owner/representatives	
<b>CHECKLIST OF REQUIREMENTS:</b>	<b>WHERE TO SECURE:</b>	
<b>A. Legal Documents:</b>		
1. Cert. True copy of transfer Cert. Of Title, on file With the Registry of Deeds	- Registry of Deeds	
2. Tax Declaration of the Property	- Office of the Municipal Assessor	
3. If lot is not in the name of the applicant -Deed of Absolute Sale -Award Notice and/or Lease Contract -Deed of Assignment or Donation	- DENR - From Donor	
4. Latest Real Property Tax Receipt	- Office of the Municipal Treasurer	
5. For Corporation Corporate Secretary's Certification Authorizing The Signatory		
<b>B. Clearances</b>		
1. Barangay Clearance	- Barangay concerned	
2. Fire Safety Evaluation Clearance (FSEC) & other Fire Safety Clearances	- Bureau of Fire Protection	
<b>C. Technical Documents (application forms must be "duly accomplished, signed &amp; sealed by Engineers concerned:</b>		
1. Electrical Permit Forms (3 copies)	- Engineering Office	
2. Three (3) sets of complete detailed plan & Specifications	- Professional Electrical Engineer	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure forms Electrical Permit	1. Give forms to the applicant/representative	none	3 minutes	Engineering Staff
2. Submit duly accomplished Electrical Permit forms together with all of the requirements	2. Evaluate the completeness of the submitted documents and check its compliance with the code requirements and determine the required fees.	As indicated in the code	1-5 days	Engineering Staff

enumerated above.				
3. Secure Fire Safety Evaluation Clearance (FSEC)	3. Endorse to the Bureau of Fire Protection	none	10 minutes	Municipal Engineer
4. Payment of corresponding fee requirement	4. Provide computation & advice applicant to pay the required fees at the treasurer's office	As computed	10 minutes	Engineering Staff
5. Present proof of payment	5. Issue Electrical Permit	none	5 minutes	Municipal Engineer
TOTAL			5 days 28 minutes	

**SERVICE NAME : ISSUANCE OF ANNUAL INSPECTION INSPECTION FOR BUSINESS PERMIT**

**ABOUT THE SERVICE:**

Annual Inspection Certificate is one of the required document issued by the Office of the Building Official needed for applying a business permit. It is a document that states the the location, physical and structural condition of a building.

Annual Inspection is conducted to ascertain that all structures used for commercial purposes are structurally sound and safe for public use.

**SCHEDULE OF AVAILABILITY OF SERVICES:**

Monday – Friday  
8:00 AM to 5:00PM

<b>Office or Division</b>	<b>OFFICE OF THE MUNICIPAL ENGINEER</b>	
<b>Classification</b>	Simple	
<b>Type of Transaction</b>	Government – to - Citizens	
<b>Who may Avail</b>	- All businessperson	
<b>CHECKLIST OF REQUIREMENTS:</b> <b>A. Legal Documents:</b> 1. Letter request for annual inspection including Business Permit application. 2. Proof of payment for conduct of Annual Inspection.	<b>WHERE TO SECURE:</b>  - Office of the Municipal Treasurer	

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request for annual inspection together with the proof of	1. Conduct inspection on the existing building structure.	Php 162.00	30 minutes	Municipal Engineer



payment of the required fee				
2. Wait for the release of Annual Inspection Certificate	2. Issue Annual Inspection Certificate if building structure found to be structurally sound and safe for public use.	none	30 minutes	Municipal Engineer
TOTAL		Php 162.00	60 minutes	

Prepared by:

MARCIANO BENITO B. RAMOS, JR.  
Municipal Engineer



## **Office of the Municipal Accountant**

### **Internal Services**

## I. Rendition of Barangay Accounts (Barangay Transactions)

Within ten (10) days after the end of the month, the Barangay Treasurer shall prepare a Transmittal Letter (TL) and submit to the Municipal Accountant the original copies of the Disbursement Vouchers and the attached Supporting Documents for recording in the books of accounts and the preparation of barangay financial statements. Copy of such TL, with all the attachments shall be submitted to the COA ATL having direct audit jurisdiction over the barangay.

<b>Office or Division</b>	Office of the Municipal Accountant			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G-Government to Government			
<b>Who may avail</b>	All barangays of the LGU			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Transmittal Letter (2 original copies)		Prepared by the Barangay Treasurer		
2. Punong Barangay Certification (Duplicate for the Municipal Accountant and Quadruplicate for COA SA)(1 original)		Prepared by the Punong Barangay		
3. Disbursement Vouchers and the Complete Supporting Documents		Barangay Treasurer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the Disbursement Vouchers and the supporting documents to the employee in-charge for evaluation and review.	1. Evaluate and reviews submitted documents.	None	25 mins.	<b>Greceilou E. Flores Kelvin Daculan Rhea Rebato Justin Caranzo Barangay Record keepers Barangay Affairs Office</b>
2. Submit the evaluated and reviewed Disbursement Vouchers and the supporting documents to the Municipal Accountant	2. Receives the evaluated and reviewed Disbursement Vouchers and the supporting documents and signs the Transmittal Letter	None	5 mins.	<b>Zolita Tomenio Administrative Aide Office of the Municipal Accountant</b>
<b>TOTAL</b>		None	30 mins.	

## 2. Issuance of Certificate of Net Take Home Pay

Employees shall secure from the Office of the Municipal Accountant the certificate of net take home pay for whatever purpose it may serve them.

<b>Office or Division:</b>	Office of the Municipal Accountant			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G –Government to Government			
<b>Who may avail:</b>	All employees of the LGU			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
None			None	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register in the logbook and state your request.	1. None	None	2 mins.	<b>Michael Roncales</b> <i>Office Staff</i> <i>Office of the Municipal Accountant</i>
2. Wait while the requested document is being prepared by the employee in-charge.	2. Prepares the requested document	None	10 mins.	<b>Michael Roncales</b> <i>Office Staff</i> <i>Office of the Municipal Accountant</i>
	2.1. Signs the prepared document	None	1 min.	<b>Vincent A. Nuguit</b> <i>Office of the Municipal Accountant</i>
3. Receives the document requested.	3. Releases the requested document.	None	1 min.	<b>Michael Roncales</b> <i>Office Staff</i> <i>Office of the Municipal Accountant</i>
<b>TOTAL</b>		None	14 mins.	



### 3. Processing of Cash Advance

To safeguard the use and disposition of the Municipal Government's assets and to determine its liabilities from claims, pre-audit is undertaken by the Municipal Accountant to determine that all the necessary supporting documents of the vouchers/claims are submitted.

<b>Office or Division:</b>	Office of the Municipal Accountant			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G –Government to Government			
<b>Who may avail:</b>	All employees of the LGU			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Field/Activity Current Expenses (COE) - Approved Budget for the Field/Activity COE (1 original)		Office of the Municipal Mayor		
2. Travelling Allowances - Approved Office Order/ Travel Order (1 original) - Duly approved itinerary of travel (1 original)		Office of the Municipal Mayor		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the Disbursement Voucher and the supporting documents to the Office the Municipal Accountant for Pre-audit. Wait while the documents are being evaluated and reviewed.	1. Record & assign Disbursement Voucher Number. 2. Evaluates and reviews submitted documents.	None	5 mins.	<b>Zolita Tomenio</b> <i>Administrative Aide</i> <i>Office of the Municipal Accountant</i>
	3. Signs the voucher as to completeness of supporting documents	None	1 min.	<b>Jenny D. Flores</b> <i>Accounting Clerk</i> <i>Office of the Municipal Accountant</i>
2. Submit the Pre-audited voucher to the Treasurer's Office for signing as to availability of funds.	1. Forward pre-audited DVs to MTO	None	2 min.	<b>Vincent A. Nuguit</b> <i>Office of the Municipal Accountant</i>
	2. Signs the voucher as to availability of funds.			MTO
3. Return the approved/signed check together with	1. Prepares the Accountant's Advice	None	5 mins.	<b>Michael Roncales</b> <i>Office Staff</i> <i>Office of the Municipal Accountant</i>
				<b>Vincent A. Nuguit</b> <i>Office of the Municipal Accountant</i>

the voucher and supporting documents to the Office of the Municipal Accountant for the issuance Accountant's Advice.	2. Signs the accountant's advice	None	1 min.	<b>Vincent A. Nuguit</b> <i>Office of the Municipal Accountant</i>
4. Forward signed check and DVs to MTO for release of check to claimant	1. Release check & corresponding DV to MTO	None	1 min.	<b>Michael Roncales</b> <i>Office Staff</i> <i>Office of the Municipal Accountant</i>
<b>TOTAL</b>		None	15 mins.	



#### 4. Processing of Liquidation of Cash Advances or Reimbursements (Field/Activity Current Operating Expenses)

To safeguard the use and disposition of the Municipal Government's assets and to determine its liabilities from claims, pre-audit is undertaken by the Municipal Accountant to determine that all the necessary supporting documents of the vouchers/claims are submitted.

<b>Office or Division:</b>	Office of the Municipal Accountant			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G -Government to Government			
<b>Who may avail:</b>	All Employees of the LGU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Report of Disbursements certified correct by the accountable officer (1 original)		Prepared by the Employee		
2. Approved Purchase Request with Certificate of Emergency Purchase, if necessary (1 original)		Prepared by the Employee		
3. Bills, receipts, sales invoices (1 original)		Provided by the Employee		
4. Certificate of Inspection and Acceptance (1 original)		Prepared by the Employee		
5. Request for Quotations from at least three suppliers for purchases involving P1,000.00 and above, except for purchases made while on official travel (1 original)		Prepared by the Employee		
6. Abstract of Quotations (1 original)		Prepared by the Employee		
7. OR in case of refund (duplicate)		Office of the Municipal Treasurer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Disbursement Voucher and the supporting documents to the Office the Municipal Accountant for Pre-audit. Wait while the documents are being evaluated and reviewed.  <b>Note:</b> Claims w/ incomplete Supporting documents will be returned to claimant	1. Record Liquidation Report and assign LR Number.	None	5 mins.	<b>Christian Banario</b> <i>Administrative Aide</i> <i>Office of the Municipal Accountant</i>
	2. Evaluates and reviews submitted documents.			<b>Jenny D. Flores</b> <i>Accounting Clerk</i> <i>Office of the Municipal Accountant</i>
	3. Signs the LR as to completeness of supporting documents and corresponding DV for reimbursement	None	1 min.	<b>Vincent A. Nuguit</b> <i>Office of the Municipal Accountant</i>

2. Forward the Pre-audited voucher to the Treasurer's Office for signing as to availability of funds.	1. Submit DV to MTO for certification as to availability of funds	None	2 min.	<b>Michael Roncales</b> <i>Office Staff</i> <i>Office of the Municipal Accountant</i>
3. Return the approved/signed check together with the voucher and supporting documents to the Office of the Municipal Accountant for the Accountant's Advice.	1. Prepares the Accountant's Advice	None	5 mins.	<b>Vincent A. Nuguit</b> <i>Office of the Municipal Accountant</i>
	2. Signs the accountant's advice	None	1 min.	<b>Vincent A. Nuguit</b> <i>Office of the Municipal Accountant</i>
4. Return the Check & DV to MTO for release to claimant	6. Assists the employee	None	1 min.	<b>Michael Roncales</b> <i>Office Staff</i> <i>Office of the Municipal Accountant</i>
<b>TOTAL</b>		None	15 mins.	



## 5. Processing of Liquidation of Cash Advances or Reimbursements (Travelling Expenses)

To safeguard the use and disposition of the Municipal Government's assets and to determine its liabilities from claims, pre-audit is undertaken by the Municipal Accountant to determine that all the necessary supporting documents of the vouchers/claims are submitted.

<b>Office or Division:</b>	Office of the Municipal Accountant			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G –Government to Government			
<b>Who may avail:</b>	All Employees of the LGU			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Paper/electronic plane, boat or bus tickets, boarding pass, terminal fee (1 original)		Provided by the Employee		
2. Certificate of appearance or attendance (1 photocopy)		Office that was visited/Training provider		
3. Copy of previously approved itinerary of travel (1 original)		Office of the Municipal Administrator		
4. Certification of expenses not Requiring ORs (Pursuant to COA Circular No. 2017001 dated June 19, 2017) (1 original)		Prepared by the Employee		
5. OR in case of refund of excess cash advance (duplicate)		Office of the Municipal Treasurer		
6. Certificate of Travel Completed (1 original)		Prepared by the Employee		
7. Hotel room/lodging bills with official receipts in the case of official travel to places beyond 50-kilometer radius from the office (original copies)		Provided by the Employee		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the Disbursement Voucher and the supporting documents to the Office the Municipal Accountant for Preaudit. Wait while the documents are being evaluated and reviewed.	1. Evaluates and reviews submitted documents.	None	5 mins.	<b>Jenny D. Flores</b> <i>Accounting Clerk</i> <i>Office of the Municipal Accountant</i>
	1.1. Signs the voucher as to completeness of supporting documents	None	1 min.	<b>Vincent A. Nuguit</b> <i>Office of the Municipal Accountant</i>
2. Submit the Preaudited voucher to the Treasurer's Office for signing as to availability of funds.	2. Signs the voucher as to availability of funds.	None	1 min.	MTO
3. Secure the approval and signature of the Municipal Mayor.	3. Approves the voucher/cash advance	None	5 mins.	LCE

4. Return the approved/signed voucher together with the supporting documents to the Office of the Municipal Treasurer. Wait while the check is being prepared.	4. Prepares the check	None	5 mins.	MTO
	4.1. Signs the check	None	1 min.	MTO
5. Return the approved/signed check together with the voucher and supporting documents to the Office of the Municipal Accountant for the Accountant's Advice.	5. Prepares the Accountant's Advice	None	5 mins.	<b>Michael Roncales</b> <i>Office Staff</i> <i>Office of the</i> <i>Municipal</i> <i>Accountant</i>
	5.1. Signs the accountant's advice	None	1 min.	<b>Vincent A. Nuguit</b> <i>Office of the</i> <i>Municipal</i> <i>Accountant</i>
6. Sign the voucher and receive the check and accountant's advice.	6. Assists the employee	None	1 min.	<b>Michael Roncales</b> <i>Office Staff</i> <i>Office of the</i> <i>Municipal</i> <i>Accountant</i>
<b>TOTAL</b>		None	30 mins.	



## **Office of the Municipal Accountant**

### **External Services**



## 1. Issuance of Certificate of Income Tax Withheld from Employees

Government employees' income taxes are withheld pursuant to the National Internal Revenue Code. The Certificate of Compensation Payment/Tax withheld is annually given to show proof that tax due to employees had been paid.

<b>Office or Division:</b>	Office of the Municipal Accountant			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G –Government to Government			
<b>Who may avail:</b>	All employees of the LGU			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register in the logbook and state your request.	1. None	None	3 mins.	<b>Christian Banario</b> <i>Administrative Aide</i> <i>Office of the Municipal Accountant</i>
2. Wait while the requested document is being prepared by the employee incharge.	2. Prepares the requested document	None	5 mins.	<b>Christian Banario</b> <i>Administrative Aide</i> <i>Office of the Municipal Accountant</i>
	2.1. Signs the prepared document	None	1 min.	<b>Vincent A. Nuguit</b> <i>Office of the Municipal Accountant</i>
3. Receive the document requested.	3. Releases the requested document.	None	1 min.	<b>Christian Banario</b> <i>Administrative Aide</i> <i>Office of the Municipal Accountant</i>
<b>TOTAL</b>		None	10 mins.	

## 2. Processing of Claims by Contractors/Suppliers/Creditors

To safeguard the use and disposition of the Municipal Government's assets and to determine its liabilities from claims, pre-audit is undertaken by the Municipal Accountant to determine that all the necessary supporting documents of the vouchers/claims are submitted.

<b>Office or Division:</b>	Office of the Municipal Accountant			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G –Government to Clients			
<b>Who may avail:</b>	All Employees of the LGU			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
. Revised Documentary Requirements for Common Government Transactions		COA Circular 2012-001 dtd June 14, 2012	Accountant's Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the Disbursement Voucher and the <b>COMPLETE</b> supporting documents to the Office the Municipal Accountant for Pre-audit. Wait while the documents are being evaluated and reviewed.	1. Record DV to Log book and assign DV No.	None	5 mins.	<b>Zolita Tomenio</b> <i>Administrative Aide</i> <i>Office of the Municipal Accountant</i>
	2. Evaluates and reviews submitted documents.			<b>Jenny D. Flores</b> <i>Accounting Clerk</i> <i>Office of the Municipal Accountant</i>
	3. Signs the voucher as to completeness of supporting documents	None	1 min.	<b>Vincent A. Nuguit</b> <i>Office of the Municipal Accountant</i>
2. Forward Pre-audited voucher to the Treasurer's Office for signing as to availability of funds.	1. Release DV to MTO	None	2 min.	<b>Michael Roncales</b> <i>Office Staff</i> <i>Office of the Municipal Accountant</i>
3. Return the approved/signed check together with the voucher and supporting documents to the Office of the Municipal Accountant for the Accountant's Advice.	1. Prepares the Accountant's Advice	None	5 mins.	<b>Vincent A. Nuguit</b> <i>Office of the Municipal Accountant</i>
	2. Signs the accountant's advice	None	1 min.	<b>Vincent A. Nuguit</b> <i>Office of the Municipal Accountant</i>

4. Forward Check & Corresponding DV to MTO for release to claimant	1. Release Check & DV to MTO	None	1 min.	<b>Michael Roncales</b> <i>Office Staff</i> <i>Office of the Municipal Accountant</i>
<b>TOTAL</b>		None	15 mins.	





**Office of the Municipal Assessor**

## I. ISSUANCE OF NEW TAX DECLARATION

**About the Service:** Tax Declaration is a property record, which is a traditional assessment document maintained by the provincial, city or municipal assessors, showing the assessed value of the property as the basis for the collection of real property tax.

<b>Office or Division:</b>	Assessor's Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may Avail:</b>	Any person duly authorized by the document owner			
<b>Checklist of Requirements:</b>		<b>Where to Secure:</b>		
1. A&D Certification 2. Technical Description 3. Affidavit of Ownership 4. Affidavit of Adjoining Owners 5. Barangay Certification		CENRO-Dolores, E. Samar CENRO-Dolores, E. Samar Lawyer – Notary Public Lawyer – Notary Public Punong Barangay		
<b>Client Step</b>	<b>Agency Action</b>	<b>Fees to Be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1.) Proceed to Assessor's office	1.) Checking of documents		5 minutes	Assessment clerk
2.) Proceed to CENRO-Dolores	2.) Secure certification if land is alienable and Disposable		1 day	CENRO Personnel
	Secure Technical Description		1 day	CENRO Personnel
3.) Proceed to Notary Public	3.) Notarization of Documents		2-4 hours	Notary Public
4.) Proceed to Brgy. Hall	4.) To get certification from Punong Barangay		1-2 hours	Brgy. Secretary Brgy. Chairman
5.) Back to Assessors Office	5.) Encoding of New Tax Declaration	₱200.00	1 hour	Assessment Staff
6.) To Provincial Assessors office	6.) Approval of New Tax Declaration		1 day	Provincial Assessor
<b>TOTAL:</b>		<b>₱200.00</b>	<b>5-7 days</b>	

## II. ISSUANCE OF REAL PROPERTY CLEARANCE

**About the Service:** Issuance of Certification from the Assessor's office upon payment of Real Property tax.

<b>Office or Division:</b>	Assessor's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may Avail:</b>	Any person duly authorized by the document owner			
<b>Checklist of Requirements:</b>		<b>Where to Secure:</b>		
1) Business license application 2) Assessment form 3) RPT receipt		Treasurer's Office Treasurer's Office Treasurer's Office		
<b>Client Step</b>	<b>Agency Action</b>	<b>Fees to Be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1.) Submit Business Application form	1.) Receive and evaluation of documents		5 minutes	Assessment Clerk
2.) Payment of RPT	2.) Computation of fees		10 minutes	RCC
3.) Payment of Certification	3.) Issuance of Receipt	₱100.00	3 minutes	RCC
4.) Present OR	4.) Preparation of Clearance		10 minutes	Assessment Clerk
5.) Receive the Clearance	5.) Release the Real property Clearance		1 minute	Municipal Assessor
<b>TOTAL:</b>		<b>₱100.00</b>	<b>30 minutes</b>	





**OFFICE OF THE MUNICIPAL ASSESSOR**  
**(Internal Service)**

## 1. Issuance of Assessment Roll

**About the Service:** A compilation/list of Real Property Tax Assessment of every real property owners with corresponding assessed value as the basis of tax collection of Revenue Collection Clerk in their respective area of assignment.

<b>Office or Division:</b>	Municipal Assessor's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government			
<b>Who may avail:</b>	Revenue Collection Clerks			
<b>CHICKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. RCC requests copy of Assessment Roll from the Assessor	1. Print a copy of the assessment Roll	None	10 Minutes	Mun. Assessor
2. Receive the copy of the document	2. Release the copy of the assessment Roll	None	5 Minutes	Mun. Assessor
<b>TOTAL:</b>			15 Minutes	



**Municipal Social Welfare and Development  
Office**





**MUNICIPAL SOCIAL WELFARE & DEVELOPMENT OFFICE**

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**SERVICE NAME: ASSISTANCE TO INDIVIDUAL IN CRISIS SITUATION (AICS)**

**ABOUT THE SERVICE:**

AICS is the provision of integrated services to individuals and families in crisis situation or difficult situation through LGU, or referral to DSWD, PCSO or non-government organizations.

This program serves as a social safety net or a stop-gap mechanism to support the recovery of individuals and families from unexpected crisis such as illness or death of a family member, natural and man-made disaster, and other crisis situation.

The service under AICS are the following:

**1. MEDICAL ASSISTANCE**

Assistance to help shoulder hospitalization expenses, purchase of medicines, and other medical treatment (i.e laboratory procedures including but not limited to CT Scan, ECG, 2D Echo, assistive medical devices, etc.)

**SCHEDULE OF AVAILABILITY OF SERVICES:**

Monday – Friday  
8:00 AM to 5:00 PM

<b>Office or Division</b>	<b>MUNICIPAL SOCIAL WELFARE &amp; DEVELOPMENT OFFICE</b>	
<b>Classification</b>	Simple	
<b>Type of Transaction</b>	Government – to – Citizens	
<b>Who May Avail</b>	-Individuals and families with no adequate means to provide for medical and hospitalization.	
<b>CHECKLIST OF REQUIREMENTS:</b>	<b>WHERE TO SECURE:</b>	
1. Clinical Abstract/Medical Certificate with signature and license number of the attending physician (Issued w/in 3 months;)	1. Attending Physician/doctor	
2. Hospital Bill for (for payment of hospital bill) or Prescription (for medicines) or Laboratory Request (for procedures);	2. Hospital	
3. Barangay Certificate of Indigency/ any valid ID of the client. (as per COA AOM);	3. Barangay Secretary	
4. Social Case Study Report	4. MSWD Office	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSONS
<b>1. For Medical Assistance</b>				
1.1 Submit the needed requirements; 1. 2 original copies for medical abstract. 2. 1 original copy for hospital bill, medical prescription. 3. 2 original copy of barangay certificate of indigency. 4. 2 copies of valid ID.	-Check if the needed documents are completed.	None	5 minutes	Judith O. Pombo Babylyn C. Candido MSWDO Staff
	Conduct Interview and accomplished General Intake Sheet (GIS) and Certificate of Indigency.	None	10 minutes	Judith O. Pombo Babylyn C. Candido MSWDO Staff
	Prepare Social Case Study Report of client.(for referral to PSWDO & DSWD)	None	30 minutes	Judith O. Pombo MSWDO Staff
	Review voucher including supporting documents & signed voucher.	None	5 minutes	Judith O. Pombo MSWDO Staff
<b>TOTAL</b>		<b>NONE</b>	<b>50 MINUTES</b>	

## 2. BURIAL ASSISTANCE:

Assistance to shoulder funeral costs and related expenses, including, but not limited to, cases of bringing home the bodies of their deceased loved ones.

### SCHEDULE OF AVAILABILITY OF SERVICES:

Monday – Friday

8:00 AM to 5:00 PM

<b>Office or Division</b>	<b>MUNICIPAL SOCIAL WELFARE &amp; DEVELOPMENT OFFICE</b>	
<b>Classification</b>	Simple	
<b>Type of Transaction</b>	Government – to – Citizens	
<b>Who May Avail</b>	-Individuals and families with no adequate means to provide for burial expenses.	
<b>CHECKLIST OF REQUIREMENTS:</b>		<b>WHERE TO SECURE:</b>
1. Funeral Contract;		1. Funeral Parlor/Service provider
2. Registered Death Certificate		2. Civil Registrar Office
3. Barangay Certificate of Indigency/ any valid ID of the client. (as per COA AOM);		3. Barangay Secretary
4. Permit to transfer/Health permit (for transfer of cadaver.)		4. MHO
4. Social Case Study Report		5. MSWDO Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSONS
<b>1. For Medical Assistance</b>				
2.1 Submit the needed requirements; 1. 2 original copies for funeral certificate/funeral contract 2. 1 original & 2 photo copy of death certificate. 3. 2 original copy of barangay certificate of indigency. 4. 2 copies of valid ID.	-Check if the needed documents are completed.	None	5 minutes	Judith O. Pombo Babylyn C. Candido MSWDO Staff
	Conduct Interview and accomplished General Intake Sheet (GIS) and Certificate of Indigency,	None	10 minutes	Judith O. Pombo Babylyn C. Candido MSWDO Staff
	Prepare Social Case Study Report of client. (for referral to PSWDO & DSWD)	None	30 minutes	Judith O. Pombo MSWDO Staff



	Review voucher including supporting documents & signed voucher.	None	5 minutes	Judith O. Pombo MSWDO Staff
<b>TOTAL</b>		<b>NONE</b>	<b>50 MINUTES</b>	

### 3. EDUCATIONAL ASSISTANCE:

Is a form of assistance given to eligible beneficiaries to help defray the other cost of sending students/children to schools such as school tuition fees, school supplies, transportation allowance and other school related expenses.

#### SCHEDULE OF AVAILABILITY OF SERVICES:

Monday – Friday  
8:00 AM to 5:00 PM

<b>Office or Division</b>	<b>MUNICIPAL SOCIAL WELFARE &amp; DEVELOPMENT OFFICE</b>	
<b>Classification</b>	Simple	
<b>Type of Transaction</b>	Government – to – Citizens	
<b>Who May Avail</b>	-Individuals and families with no adequate means to provide for educational expenses.	
<b>CHECKLIST OF REQUIREMENTS:</b>		<b>WHERE TO SECURE:</b>
1. School ID of the Student/beneficiary;		1. School currently attended
2. Enrollment Assessment Form or Certificate of Enrollment or Registration;		2. School currently attended
3. Certificate of NO SCHOLARSHIP;		3. School currently attended
4. Barangay Certificate of Indigency/ any valid ID of the client. (as per COA AOM);		4. Barangay Secretary
5. Social Case Study Report		5. MSWDO Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSONS
<b>1. For Medical Assistance</b>				
3.1 Submit the needed requirements; 1. 2 original copies for Enrollment Assessment form and School ID 2. 1 copy of certificate of NO SCHOLARSHIP. 3. 2 original copy of barangay certificate of indigency.	-Check if the needed documents are completed.	None	5 minutes	Judith O. Pombo Babylyn C. Candido MSWDO Staff
	Conduct Interview and accomplished General Intake Sheet (GIS) and Certificate of Indigency,	None	10 minutes	Judith O. Pombo Babylyn C. Candido MSWDO Staff
	Prepare Social Case Study Report of client. (for referral to PSWDO & DSWD)	None	30 minutes	Judith O. Pombo MSWDO Staff

	Review voucher including supporting documents & signed voucher.	None	5 minutes	Judith O. Pombo MSWDO Staff
<b>TOTAL</b>		<b>NONE</b>	<b>50 MINUTES</b>	



**SERVICE NAME: ENROLLMENT OF INDIGENT SENIOR CITIZENS FOR SOCIAL PENSION PROGRAM/CENTENARIAN**

**ABOUT THE SERVICE:**

Provision of OSCA ID and booklet to qualified Senior Citizens and validation assessment using the social pension beneficiary update form.

Social Pension is the provision of monthly stipend amounting Php500.00 which augment the daily subsistence and other medical needs of Indigent Senior Citizens.

**SCHEDULE OF AVAILABILITY OF SERVICES:**

Monday – Friday

8:00 AM to 5:00 PM

<b>Office or Division</b>	<b>MUNICIPAL SOCIAL WELFARE &amp; DEVELOPMENT OFFICE</b>	
<b>Classification</b>	Simple	
<b>Type of Transaction</b>	Government – to – Citizens	
<b>Who May Avail</b>	-60 years old and above. - Indigent Senior Citizens. - those Senior Citizens who are frail, sickly or with disability and without pension indigent from either PVAO, SSS or GSIS or permanent source of income, compensation or financial assistance from his or her relatives to support his/her basic needs.	
<b>CHECKLIST OF REQUIREMENTS:</b>	<b>WHERE TO SECURE:</b>	
1. Birth Certificate of baptismal;	1. Civil Registrar's Office/ Church	
2. Any government documents with birthday.	2. schools/ Barangay	
3. Barangay Certificate of residency	3. Barangay Secretary	
4. 2 pcs 1x1 ID Picture	4. Photo Shop	
5. Application Form & Intake Sheet	5. MSWD Office	

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>RESPONSIBLE PERSONS</b>
1. Submit the needed requirements; 1. 1 photo copy of birth certificate/ baptismal or any government documents with birthday. 2. 1 original copy of barangay certificate of residency. 4. 2 copies of valid ID. 5. Submit accomplished Social Pension Application	-Check if the needed documents are completed.  Conduct Interview and accomplished General Intake Sheet (GIS).	None  None	5 minutes  10 minutes	Judith O. Pombo Babylyn C. Candido MSWDO Staff  Judith O. Pombo Babylyn C. Candido MSWDO Staff

Form and Intake Form in one copy.	Released of OSCA ID and booklet	None	15 minutes	Babylyn Candido MSWDO Staff	C.
<b>TOTAL</b>		<b>NONE</b>	<b>30 MINUTES</b>		

## SERVICE NAME: ASSISTANCE TO PERSON WITH DISABILITIES

### ABOUT THE SERVICE:

Auxiliary Social Services as defined in RA 7277 are the support activities in the delivery of social services to the marginalized sector of society.

Includes provision of services or assistance for physical restoration, self and social enhancement, after care and follow-up, day care, family care, substitute family care. And job care service.

### SCHEDULE OF AVAILABILITY OF SERVICES:

Monday – Friday

8:00 AM to 5:00 PM

<b>Office or Division</b>	<b>MUNICIPAL SOCIAL WELFARE &amp; DEVELOPMENT OFFICE</b>
<b>Classification</b>	Simple
<b>Type of Transaction</b>	Government – to – Citizens
<b>Who May Avail</b>	-those PWD Clients
<b>CHECKLIST OF REQUIREMENTS:</b> 1. 2 pcs 1x1 ID Picture  2. Medical Certificate  3. Barangay Certificate of Residency.  4. PWD Registry Form	<b>WHERE TO SECURE:</b> 1. Photo Shop  2. Attending physician  3. Barangay Secretary  4. MSWD Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSONS
1. Submit the needed requirements; 1. 2 copies of 1x1 photo ID. 2. 1 Copy of medical Certificate signed by a licensed physician. 3.1 original copy of barangay certificate of residency. 4. Submit accomplished Philippine Registry Form for PWD in one copy.	-Check if the needed documents are completed.	None	5 minutes	Judith O. Pombo Babylyn C. Candido MSWDO Staff
	Conduct Interview and accomplished General Intake Sheet (GIS).	None	10 minutes	Judith O. Pombo Babylyn C. Candido MSWDO Staff
	Released of PWD ID and booklet	None	15 minutes	Babylyn C. Candido MSWDO Staff
<b>TOTAL</b>		<b>NONE</b>	<b>30 MINUTES</b>	



## SERVICE NAME : ASSISTANCE TO SOLO PARENT

### ABOUT THE SERVICE:

Provision of Solo Parent ID and other support services.

### SCHEDULE OF AVAILABILITY OF SERVICES:

Monday – Friday

8:00 AM to 5:00 PM

<b>Office or Division</b>	<b>MUNICIPAL SOCIAL WELFARE &amp; DEVELOPMENT OFFICE</b>	
<b>Classification</b>	Complex	
<b>Type of Transaction</b>	Government – to – Citizens	
<b>Who May Avail</b>	-those Solo Parents individuals	
<b>CHECKLIST OF REQUIREMENTS:</b>		<b>WHERE TO SECURE:</b>
1. 2 pcs 1x1 ID Picture		1. Photo Shop
2. 1 copy of declaration of nullity of marriage		2. Court
3. Barangay Certification stating that he/she is a Solo Parent		3. Barangay Secretary
4 Certificate of No Marriage or CENOMAR		4. NSO
5. Income Tax Return (ITR)		5. BIR
6. General Intake Sheet		6. MSWD Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSONS
1. Submit the needed requirements; 1. 2 copies of 1x1 photo ID. 2. 1 Copy any of the following: 1.1 declaration of nullity of marriage. 1.2 certificate of no marriage or CENOMAR. 3. Barangay Certification stating that he/she is a solo parent. 4. 1 copy of Birth Certificate of Children. 5. Income Tax Return (ITR) or Barangay Certification stating annual income of the family.	-Check if the needed documents are completed.	None	5 minutes	Judith O. Pombo Babylyn C. Candido MSWDO Staff
		None	10 minutes	Judith O. Pombo

	Conduct Interview and accomplished General Intake Sheet (GIS).			Babylyn Candido MSWDO Staff C.
	Released of Solo Parent ID.	None	15 minutes	Babylyn Candido MSWDO Staff C.
<b>TOTAL</b>		<b>NONE</b>	<b>30 MINUTES</b>	



**MUNICIPAL SOCIAL WELFARE & DEVELOPMENT OFFICE  
(INTERNAL SERVICES)**





**MUNICIPAL SOCIAL WELFARE & DEVELOPMENT OFFICE**

**SERVICE NAME: REVIEW OF BARANGAY GENDER AND DEVELOPMENT (GAD) PLAN AND BUDGET YEARLY**

**ABOUT THE SERVICE:**

This is a review of 5% of the 20% Total IRA which allocates to the programs and services related to women, children, senior citizens, PWDs and other gender-responsive programs.

**SCHEDULE OF AVAILABILITY OF SERVICES:**

Monday – Friday  
8:00 AM to 5:00 PM

<b>Office or Division</b>	<b>MUNICIPAL SOCIAL WELFARE &amp; DEVELOPMENT OFFICE</b>
<b>Classification</b>	Simple
<b>Type of Transaction</b>	Government – to – Government
<b>Who May Avail</b>	-Personnel or employee whether regular or contractual
<b>CHECKLIST OF REQUIREMENTS:</b> 1. Copy of Gender and Development (GAD) Plan and Budget.	<b>WHERE TO SECURE:</b> 1. Barangay Secretary or Barangay Treasurer.

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>RESPONSIBLE PERSONS</b>
1 Submit a copy of Gender and Development (GAD) Plan and Budget.	-Check and review if the needed documents are completed.	None	15 minutes	Judith O. Pombo
	Issued Certificate of Endorsement and Accomplishment.	None	10 minutes	Judith O. Pombo
<b>TOTAL</b>		<b>NONE</b>	<b>25 MINUTES</b>	

**SERVICE NAME: DATA ON DROMIC REPORT DURING DISASTER**

**ABOUT THE SERVICE:**

Provision of data on DROMIC Report during Disaster all to concerned agencies.

**SCHEDULE OF AVAILABILITY OF SERVICES:**

Monday – Friday  
8:00 AM to 5:00 PM

<b>Office or Division</b>	<b>MUNICIPAL SOCIAL WELFARE &amp; DEVELOPMENT OFFICE</b>	
<b>Classification</b>	Simple	
<b>Type of Transaction</b>	Government – to – Government	
<b>Who May Avail</b>	-Personnel or employee whether regular or contractual	
<b>CHECKLIST OF REQUIREMENTS:</b> 1. Copy of DROMIC Report during Disaster		<b>WHERE TO SECURE:</b> 1.Municipal Social Welfare and Development Office

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>RESPONSIBLE PERSONS</b>
1 Submit a copy of DROMIC Report to Office of the Local Chief Executive (LCE) and LDRRMO.	-Provide a Copy of DROMIC Report to LCE and LDRRMO	None	15 minutes	Judith O. Pombo, Babylyn C. Candido and other MSWDO Staff
<b>TOTAL</b>		<b>NONE</b>	<b>15 MINUTES</b>	

**SERVICE NAME: DATA OF RELIEF DISTRIBUTION SHEETS**

**ABOUT THE SERVICE:**

This is to provide data of number of families receives relief assistance during disaster operation and vaccination of Covid-19 to accounting Office.

**SCHEDULE OF AVAILABILITY OF SERVICES:**

Monday – Friday  
8:00 AM to 5:00 PM

<b>Office or Division</b>	<b>MUNICIPAL SOCIAL WELFARE &amp; DEVELOPMENT OFFICE</b>	
<b>Classification</b>	Simple	
<b>Type of Transaction</b>	Government – to – Government	
<b>Who May Avail</b>	-Personnel or employee whether regular or contractual	
<b>CHECKLIST OF REQUIREMENTS:</b> 1. Copy of Gender Relief Distribution Sheets		<b>WHERE TO SECURE:</b> 1.Municipal Social Welfare and development Office

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>RESPONSIBLE PERSONS</b>
1 Submit a copy of Relief distribution Sheets to Accounting Office.	-Provide a copy of Relief Distribution Sheets to Accounting Office	None	15 minutes	Judith O. Pombo, Babylyn C. Candido and other MSWDO Staff
<b>TOTAL</b>		<b>NONE</b>	<b>15 MINUTES</b>	



## **Rural Health Unit-Arteche**



## I. KLASER HAN SERBISYO: PAG-AROHIN MEDISINA

### ABOUT THE SERVICE:

To provide free medicines to all sick clients with prescription.

Schedule Han Pagtagamtan Han Serbisyo: LUNES-BIYERNES 8:00am-5:00pm

<b>Opisina</b>	Rural Health Unit-Arteche			
<b>Klaser han Transakyon</b>	Simple			
<b>Tipo han Transakyon</b>	Gobyerno ngada han Molopyo			
<b>Hin-o makakatagamtan han serbisyo</b>	Ngatanan nga Molopyo han Arteche			
<b>Lista Han Kinahanglan:</b>		<b>Hain An Pagkuha:</b>		
A. Membership Card(High Blood/Diabetic), Family Planning Card B. Reseta		A. Arteche Municipal Police Station B. Municipal Treasurer's Office		
<b>BURUHATON HAN PASYENTE</b>	<b>BURUHATON HAN TAGA RHU</b>	<b>BARAYDAN</b>	<b>PROCESSING TIME</b>	<b>RESPONSIBLE NGA TAWO</b>
Step 1 Pakada ha Botika ng Bayan ihatagan imo card o reseta	Pagkarawat han card/reseta, pagrecord ha logbook	waray	3-5 minutos	Vanessa Ocfemia /Desiree Mae Daculan
Step 2 Pagkarawat han medisina	Pagsumat han pagtumar ngan paghatag han medisina			
<b>Total</b>		<b>0</b>	<b>5 minutos</b>	

## II. KLASSE HAN SERBISYO: PAGBAKUNA

### ABOUT THE SERVICE:

Provide immunization services to infants aged 0-12 months old to protect them from infections prevented by immunization/vaccination.

Schedule Han Pagtagamtan Han Serbisyo: Kada Miyerkules

8:00 AM to 5:00 PM

<b>Opisina</b>	Rural Health Unit-Arteche			
<b>Klase han Transakyon</b>	Simple			
<b>Tipo han Transakyon</b>	Gobyerno Ngada Han Molopyo			
<b>Hin-o makakatagamtan han serbisyo</b>	Kabataan 0-12 Months Old			
<b>Lista Han Kinahanglan:</b>		<b>Hain An Pagkuha:</b>		
A Mother And Child Book		a. Personal Nga Ginkakaptan Han Nanay		
<b>BURUHATON HAN PASYENTE</b>	<b>BURUHATON HAN TAGA RHU</b>	<b>BARAYDAN</b>	<b>PROCESSING TIME</b>	<b>RESPONSIBLE NGA TAWO</b>
Step 1 Pasingadto ha RHU Information counter ighatag an Mother and Child Book	Pag-assess kon ano an angay ihatag nga bakuna	Waray	4 minutos	HRH/RHU Staff on duty
Step 2 Hulat ha waiting area para han bakuna  ***kon waray lab request deretso na ha Step 5	Pagtimbang han bata  Paghatag han kaangayan nga bakuna  Pagrecord han data  Paghatag kasalagdunan ngan schedule han pagbalik para han sunod nga bakuna	Waray	10-20 minutos	HRH/RHU Staff on duty
<b>Total</b>		<b>0</b>	<b>24 minutos</b>	

**III. KLASSE HAN SERBISYO: PAG-EKSAMIN HAN PLEMA PINAAGI HAN DIRECT SPUTUM SMEAR MICROSCOPY(DSSM), RANDOM BLOOD SUGAR (RBS) EXAMINATION, DENGUE RAPID TEST, SYPHILLIS TEST FOR PREGNANT MOTHERS**

**ABOUT THE SERVICE:**

To request for laboratory examinations that would guide the physician in her management/treatment plans of patients.

Schedule Han Pagtagamtam Han Serbisyo: Lunes-Biyernes 8:00am-5:00pm

<b>Opisina</b>	Rural Health Unit-Arteche			
<b>Klase han Transakyon</b>	Simple			
<b>Tipo han Transakyon</b>	Gobyerno ngada han Molopyo			
<b>Hin-o makakatagamtan han serbisyo</b>	Ngatanan nga Tawo nga Magpapa Eksamin han Plema,RBS, Dengue Test ngan Syphilis Test			
<b>Lista Han Kinahanglan:</b>		<b>Hain An Pagkuha:</b>		
A. Laboratory Request		B. Doktor nga Nagkonsulta		
<b>BURUHATON HAN PASYENTE</b>	<b>BURUHATON HAN TAGA RHU</b>	<b>BARAYDAN</b>	<b>PROCESSING TIME</b>	<b>RESPONSIBLE NGA TAWO</b>
Step 1 Pakadto ha RHU Laboratory ngan ihatag an imo Lab. Request	Paghatag han sputum cup(DSSM) ngan tutduan an pasyente han tama nga pagkolekta han plema	waray	3-5 minutos	Ma. Bernardita V. Afable
Step 2 Ihatag ha laboratory an specimens (plema/dugo) nga nakolekta	Pag-eksamin han plema/dugo pag record han data ngan paghatag han Laboratory Result han pasyente	waray	60 minutos	Ma. Bernardita V. Afable
Step 3 Makadto ha opisina han MHO dara an Laboratory Result	Pagbasa han resulta ngan paghatag han reseta kon kinahanglanon	waray	5 minutos	Dr. Bernize P. Dulfo

<b>Step 4</b> <b>Makadto ha</b> <b>Botika ng Bayan</b> <b>dara an reseta.</b>	<b>Paghatag han</b> <b>medisina</b>	<b>5 minutos</b>	<b>5 minutos</b>	<b>Vanessa</b> <b>Ocfemia</b>
<b>***para han</b> <b>nagpositibo an</b> <b>resulta han</b> <b>DSSM plema)</b> <b>Pakadto ha</b> <b>opisina han</b> <b>Public Health</b> <b>Nurse (PHN).</b>	<b>Pagkuha han</b> <b>data, Igrehistro</b> <b>an pasyente ha</b> <b>TB Program,</b> <b>tagan han libre</b> <b>nga medisina</b> <b>ngan ig-</b> <b>endorso an</b> <b>medisina ngan</b> <b>Treatment</b> <b>Card han</b> <b>pasyente</b> <b>ngadto han</b> <b>RHM</b>	<b>15 minutos</b>	<b>15 minutos</b>	<b>Lilia L. Oñate</b>
<b>Total</b>		<b>0</b>	<b>1 hour &amp; 40</b> <b>min</b>	



#### IV. KLASSE HAN SERBISYO: PAG-ISSUE HIN HEALTH CERTIFICATE NGAN HEALTH CARD

##### ABOUT THE SERVICE:

To issue health certificate & health card to all food handlers and restaurant operators with normal laboratory results to ensure safety of consumers.

Schedule Han Pagtagamtam Han Serbisyo: LUNES-MIYERKULES 8:00am-5:00pm

<b>Opisina</b>	Rural Health Unit-Arteche			
<b>Klase han Transakyon</b>	Simple			
<b>Tipo han Transakyon</b>	Gobyerno ngada han Molopyo			
<b>Hin-o makakatagamtan han serbisyo</b>	Ngatanan nga Food Handlers & Food Operators han Arteche			
<b>Lista Han Kinahanglan:</b>		<b>Hain An Pagkuha:</b>		
B. Laboratory Result han Pleman ngan Baya		A. Arteche RHU (Plema) Arteche District Hospital (Plema ngan Baya)		
<b>BURUHATON HAN PASYENTE</b>	<b>BURUHATON HAN TAGA RHU</b>	<b>BARAYDAN</b>	<b>PROCESSING TIME</b>	<b>RESPONSIBLE NGA TAWO</b>
Step 1 Pakadto ha opisina han sanitaryo para mag apply han Health Certificate/Health Card	Pagkuha han data han kliyente ngan paghatag han kinahanglanon nga dokumento	waray	3-5 minutos	Amancio J. Caranzo
Step 2 Makadto han opisina han MHO pag-aro han Lab. Request	Paghatag han Lab. Request	waray	2 minutos	Dr. Bernize P. Dulfo
Step 3 Pakadto ha RHU Lab/Arteche District Hospital pagpa eksamin han plema /baya	Pag-eksamin han plema /baya	Sputum Exam- waray  Fecalysis (ADH)- P50.00	60 minutos	Ma. Bernardita Afable/ADH Med. Tech
Step 4 Mabalik ha opisina han MHO dara an Lab. Result	Pagbasa han resulta nga paghatag han reseta kon kinahanglanon		3-5 minutos	Dr. Bernize P. Dulfo

<b>Step 5</b> <b>Mabalik ha</b> <b>opisina han</b> <b>sanitaryo</b>	Paghimo han Health Certificate/ Health Card ngan pag endorse ha MHO for approval han certificate. Paghimo han Health Certificate/ Health Card ngan pag endorse ha MHO for approval han certificate.  Pagrecord han data ngan paghatag ha kliyente han approved Health Certificate/Health Card	waray	15 minutos	Amancio J. Caranzo
<b>Total</b>		<b>P50.00</b>	<b>1 hour &amp;</b> <b>7minutes</b>	

## V. KLASE HAN SERBISYO: PAG-ISSUE HIN SANITARY PERMIT (New & Renewal)

### ABOUT THE SERVICE:

To issue Sanitary Permit to all Business Establishments compliant to Sanitary Requirements to ensure safety of consumers.

Schedule Han Pagtagamtan han Serbisyo: Lunes-Miyerkules 8:00am-5:00pm

<b>Opisina</b>	Rural Health Unit-Arteche			
<b>Klase han Transakyon</b>	Simple			
<b>Tipo han Transakyon</b>	Gobyerno ngada han Molopyo			
<b>Hin-o makakatagamtan han serbisyo</b>	Ngatanan nga Tag-lya han Business Establishments			
<b>Lista Han Kinahanglan:</b>		<b>Hain An Pagkuha:</b>		
A. Business Application		A. Municipal Treasurer's Office		
<b>BURUHATON HAN PASYENTE</b>	<b>BURUHATON HAN TAGA RHU</b>	<b>BARAYDAN</b>	<b>PROCESSING TIME</b>	<b>RESPONSIBLE NGA TAWO</b>
Step 1 Pakadto han opisina han sanitaryo	Pagkuha han data han business establishment Paghatag hin schedule kon san-o mabalik an kliyente pagkuha han permit. Pag-inspeksiyon han lugar han business establishment para han bag-o nga applicants	waray	3-5 minutos	Amancio J. Caranzo
Step 2 Mabalik ha opisina han sanitaryo para kumuha han Sanitary Permit to Operate	Pag-endorso han dokumento ngadto han MHO para han approval	waray	30min	Amancio J. Caranzo
	Pag-approve han Sanitary Permit		5-10 minutos	Dr. Bernize P. Dulfo
	Paghatag han approved Sanitary Permit			Amancio J. Caranzo
<b>Total</b>		<b>0</b>	<b>45 minutes</b>	

**VI. KLASSE HAN SERBISYO: PAGKUHA HIN CERTIFICATE (Medical Certificate, Birth Certificate and Death Certificate)**

**ABOUT THE SERVICE:**

To issue medical certificate to a client requiring it for school, employment, and leave applications.

To issue birth certificate within 24 hours to all babies delivered in our facility.

To issue death certificates to cases of death in communities.

Schedule Han Pagtagamtam Han Serbisyo: Lunes-Biyernes 8:00am-5:00pm

<b>Opisina</b>	Rural Health Unit-Arteche			
<b>Klase han Transakyon</b>	Simple			
<b>Tipo han Transakyon</b>	Gobyerno Ngada Han Molopyo			
<b>Hin-o makakatagamtan han serbisyo</b>	Ngatanan Nga Molopyo Han Arteche			
<b>Lista Han Kinahanglan:</b>		<b>Hain An Pagkuha:</b>		
<ul style="list-style-type: none"> <li>A. Birth Certificate – Xerox Copy Han Marriage Contract Han Kag-Anak(Kon Kasal)</li> <li>B. Death Certificate – Certification Tikang Han Punong Barangay</li> <li>C. Medical Certificate- Official Receipt For Medical Certificate</li> </ul>		<ul style="list-style-type: none"> <li>A. Personal File</li> <li>B. Opisina Han Punong Barangay</li> <li>C. Municipal Treasurer's Office</li> </ul>		
<b>BURUHATON HAN PASYENTE</b>	<b>BURUHATON HAN TAGA RHU</b>	<b>BARAYDAN</b>	<b>PROCESSING TIME</b>	<b>RESPONSIBLE NGA TAWO</b>
Step 1 Pasingadto ha RHU Information counter pagsumat pagsumat han imo kukuhaon nga certificate	Pag-interview ngan pag-andam han form	Waray	5 minutos	HRH, RHM, Casual Employee on Duty
Step 2 Pakadto ha opisina han Municipal Treasurer para magbayad ngan bumalik ha RHU dara an resibo	Pagkuha han vital signs( <i>para han makuha han medical certificate</i> ), pagpakiana han mga data ngan pagfill-up han form	Waray	30 minutos	HRH, RHM, Casual Employee on Duty
Step 3 Makadto ha opisina han MHO dara an porma	Pag-assess han kliyente, pag review ngan pagpirma han certificate	Waray	5-10 minutos	Dr. Bernize P. Dulfo



Step 4***para han nakuha han Birth/Death Certificate Makadto han opisina han LCR para han pagparehistro				
<b>Total</b>		<b>P100.00</b>	<b>53 minutos</b>	

## VII. KLASE HAN SERBISYO: PAGKUHA HIN CERTIFICATE (Medico-legal ngan Post-mortem Report)

### ABOUT THE SERVICE:

To conduct medico-legal examination to all clients involved in vehicular accidents, mauling, stabbing and other untoward incidents before issuance of medico-legal certificates and to conduct post-mortem examination to all deceased cases due to homicide, murder and other crimes that occurred within the municipality. Such documents are requested by PNP to help them respond to issues of violence and crimes.

Schedule Han Pagtagamtam Han Serbisyo: Lunes-Biyernes 8:00am-5:00pm

<b>Opisina</b>	Rural Health Unit-Arteche			
<b>Klase han Transakyon</b>	Simple			
<b>Tipo han Transakyon</b>	Gobyerno Ngada Han Molopyo			
<b>Hin-o makatagamtan han serbisyo</b>	Biktima han Pagkastigo, Rape, Naaksidente, Mga Ginbawian han Kinabuhi tungod hin Krimen nga Residente han Arteche o mga Taga hirani nga bungto kon diri abelable an ira MHO			
<b>Lista Han Kinahanglan:</b>		<b>Hain An Pagkuha:</b>		
A. PNP Request to Conduct Medico-Legal Exam B. Official Receipt Han Medico-Legal Fee O Post-Mortem Exam Fee		A. Arteche Municipal Police Station B. Municipal Treasurer's Office		
<b>BURUHATON HAN PASYENTE</b>	<b>BURUHATON HAN TAGA RHU</b>	<b>BARAYDAN</b>	<b>PROCESSING TIME</b>	<b>RESPONSIBLE NGA TAWO</b>
Step 1 Pakadto ha Police Station para kumuha han Police Request ngan pumakadto ha opisina han Municipal Treasurer para magbayad ngan bumalik ha RHU dara an resibo	Pagkarawat ngan pag-endorse ha MHO han request, Official Receipt ngan iba pa nga dokumento	Waray	5 minutos	HRH, RHM, Casual Employee on Duty
Step 2 Makadto ha opisina han MHO  <i>Note:</i> para han makuha han Post-mortem Report: Dad-un an patay nga lawas han	Pag-assess /pag-eksamin han kliyente ngan pag logbook han data.  Pagpirma ngan pagrelease han Medico-legal	Waray	30 minutos	Dr. Bernize P. Dulfo

biktima ngda ha gawasan RHU	Report o Post-mortem Report			
Step 3 Mabalik ha Arteche MPS para tagan kopyahan report	Pagkarawat han dokumento			
<b>Total</b>		<b>100.00</b>	<b>1- 2 hrs</b>	

## VIII. KLASSE HAN SERBISYO: PAGPAANAK

### ABOUT THE SERVICE:

To provide Normal Spontaneous Vaginal Delivery (NSVD) to all non-high risk pregnant mothers.

Schedule Han Pagtagamtan Han Serbisyo: Lunes-Domingo Abre 24 Hours

<b>Opisina</b>	Rural Health Unit-Arteche			
<b>Klase han Transakyon</b>	Simple			
<b>Tipo han Transakyon</b>	Gobyerno Ngada Han Molopyo			
<b>Hin-o makakatagamtan han serbisyo</b>	Ngatanan Mangaranak Nga Burod (Normal Pregnancy)			
<b>Lista Han Kinahanglan:</b>		<b>Hain An Pagkuha:</b>		
A. Mother And Child Book		A. RHU Information Center O Ha Barangay Health Station		
B. Individual Treatment Record		B. RHU Information Counter		
<b>BURUHATON HAN PASYENTE</b>	<b>BURUHATON HAN TAGA RHU</b>	<b>BARAYDAN</b>	<b>PROCESSING TIME</b>	<b>RESPONSIBLE NGA TAWO</b>
Step 1 Pasingadto ha RHU Information counter pagsumat nga nagla-labor kana	Pag-interview han pasyente	Waray	5 minutos	HRH, RHM, Casual Employee on Duty
Step 2 Hulat ha waiting area para han Covid Rapid Antigen Test (Rag Test)	Pag eksamin han burod ngan han iya bantay	Waray	30 minutos	Danielle Oraya, Midwife on duty
Step 3 Pakadto ha examination room	Pag-examine han nanay han estado han iya labor ngan pagkuha vital signs (BP, Timbang, Temp)	Waray	30min-1 oras	Midwife /Nurse on duty
Step 4 Pasingadto ha labor room	Pag-admit han pasyente	Waray	5-10 minutes	Midwife /Nurse on duty



Step 5 Pakadto ha delivery room	Pag-assess han progreso han labor	Waray	5 – 10 min	Midwife on duty
Step 6 Makadto ha ward	Pag-refer kon mayda makita nga problema	Waray		Midwife /Nurse on duty
	Pagpa-anak han nanay Pag-ataman han bata Vital signs monitoring han nanay ngan han bata			Midwife /Nurse on duty /Dr. Bernize P. Dulfo
	Idudul-ong an pasyente ha ward Pagmonitor han estado han nanay ngan han bata Paghatag kasalagdunan Pagrecord han data ngan pag- asikaso han mga papeles (Birth Certificate ngan Philhealth Forms)			Midwife /Nurse on duty /Dr. Bernize P. Dulfo
	Paglabay han 24 hrs pagawason an pasyente			Midwife /Nurse on duty
<b>TOTAL</b>		<b>P40.00- P240.00</b>	<b>1 hour &amp; 20 min</b>	

## IX. KLASSE HAN SERBISYO: PANGUNSULTA

### About The Service:

An RHU-Arteche naghahatag hin serbisyo medical o pangunsulta han tanan nga may sakit (sick) o han mga waray sakit (wellness clinic).

<b>Opisina</b>	Rural Health Unit-Arteche			
<b>Klase han Transakyon</b>	Simple			
<b>Tipo han Transakyon</b>	Gobyerno Ngada Han Molopyo			
<b>Hin-o makakatagamtan han serbisyo</b>	Ngatanan Nga Molopyo Han Arteche			
<b>Lista Han Kinahanglan:</b>		<b>Hain An Pagkuha:</b>		
A. Individual Treatment Record (ITR)		A. RHU Information Desk		
<b>BURUHATON HAN PASYENTE</b>	<b>BURUHATON HAN TAGA RHU</b>	<b>BARAYDAN</b>	<b>PROCESSING TIME</b>	<b>RESPONSIBLE NGA TAWO</b>
Step 1 Pasingadto ha RHU Information counter pagsumat nga magpapa check-up ka	Makuha hin Individual Treatment Record (ITR) ngan interbyuhon an pasyente hit iya inaabat ngan kuhaan han iya vital signs	Waray	5 minutos	HRH, RHM, PHN, Casual Employee on Duty
Step 2 Makadto hit opisina hit MHO ngan maghuhulat tawagon it iya ngaran para makonsulta  ***kon waray lab request deretso na ha Step 5	Kunsultahon iton pasyente ngan tagan "lab requests" (kon kinahanglanon) ngan pabalikon ngahaw dara an resulta han laboratory result	Waray  RHU Sputum Examination- Waray	30min-1 oras	Ma. Bernardita Afable (RHU)  Myrafe Severino(ADH)  HRH, RHM, PHN, Casual
Step 3 Makadto ha RHU laboratory o ha Arteche District Hospital (ADH) para magpa eksamin han plema, ihi, dugo ngan baya	Karawton han microscopist o han Med Tech an lab request, pagkolekta ,pag eksamin han specimen ngan paghatag han lab result	Dengue Rapid Test- Waray RBS- waray  ADH- Urinalysis- P40.00		

Step 4 Mabalik han opisina han MHO dara an laboratory result	Pagbasa han resulta ngan paghatag hin reseta kon kinahanglanon	Waray	5 min	Dr. Bernize P. Dulfo
Step 5 Makadto ha Botika ng Bayan dara an reseta	Paghatag han medisina ngan pagtutdo han pagtumar	Waray	3mins	Vanessa Ocfemia
<b>TOTAL</b>		<b>P40.00- P240.00</b>	<b>1 hour &amp; 20 min</b>	

## X. KLASSE HAN SERBISYO: PRE NATAL

### ABOUT THE SERVICE:

To provide prenatal check up to pregnant mothers at least once during the 1<sup>st</sup> trimester, once during the 2<sup>nd</sup> trimester & twice during the 3<sup>rd</sup> trimester. Laboratory tests shall also be done during the course of pregnancy to screen for diabetes, hepatitis, bleeding abnormalities, and sexually transmitted diseases.

Schedule Han Pagtagamtam Han Serbisyo: HUWEBES-BIYERNES 8.00 AM to 5.00 PM

<b>Opisina</b>	Rural Health Unit-Arteche			
<b>Klase han Transakyon</b>	Simple			
<b>Tipo han Transakyon</b>	Gobyerno Ngada Han Molopyo			
<b>Hin-o makakatagamtan han serbisyo</b>	Ngatanan Nga Burod Han Arteche			
<b>Lista Han Kinahanglan:</b>		<b>Hain An Pagkuha:</b>		
A. Mother And Child Book		A. RHU Information Center O Ha Barangay Health Station		
B. Individual Treatment Record		B. RHU Information Counter		
<b>BURUHATON HAN PASYENTE</b>	<b>BURUHATON HAN TAGA RHU</b>	<b>BARAYDAN</b>	<b>PROCESSING TIME</b>	<b>RESPONSIBLE NGA TAWO</b>
Step 1 Pasingadto ha RHU Information counter pagsumat nga magpapa prenatal ka o ihatag an imo Mother and Child Book kon mayda na	Makuha hin Individual Treatment Record (ITR) /Mother and Child Book ngan interbyuhon an pasyente ngan pagkuha vital signs (BP, Timbang, Temp)	Waray	5 minutos	HRH, RHM, Casual Employee on Duty
Step 2 Pakadto ha prenatal room	Paghilot (Leopolds Manuever), pagbakuna ngan paghatag kasalagdunan, pagrecord han data  I-refer ha MHO kon mayda makita nga problema.	Waray	10-15 minutos  30min-1 oras	Midwife on Duty



<p>Step 3 (kon myda Lab Request) Pakadto ha RHU Laboratory o ha Arteche District Hospital para han mga kinahanglanon nga laboratory</p>	<p>Karawton han microscopist o han Med Tech an lab request, pagkolekta ,pag eksamin han specimen ngan paghatag han lab result.</p>	<p>RHU RBS- waray  ADH- Urinalysis- P40.00 CBC- P100.00</p>	<p>5 min</p>	<p>Ma. Bernardita Afable (RHU)  Myrafe Severino(ADH)</p>
<p>Step 4 Mabalik han opisina han MHO dara an laboratory result</p>	<p>Pagbasa han resulta ngan paghatag hin reseta kon kinahanglanon</p>		<p>3mins</p>	<p>Dr. Bernize P. Dulfo</p>
<p>Step 5 Makadto ha Botika ng Bayan dara an reseta</p>	<p>Paghatag han medisina ngan pagtutdo han pagtumar</p>	<p>Waray</p>		<p>Vanessa Ocfemia</p>
<p><b>TOTAL</b></p>		<p>P40.00- P240.00</p>	<p>1 hour &amp; 20 min</p>	



## Rural Health Unit Internal Services

## KLASE HAN SERBISYO: PAG-ISSUE HIN SANITARY PERMIT TO OPERATE (New & Renewal)

### ABOUT THE SERVICE:

To issue sanitary permit to Arteche District Hospital compliant to sanitary requirements to ensure safety of patients.

Schedule Han Pagtagamtam Han Serbisyo:

Lunes-Miyerkules

8:00am-5:00pm

<b>Opisina</b>	Rural Health Unit-Arteche			
<b>Klase han Transakyon</b>	Simple			
<b>Tipo han Transakyon</b>	Gobyerno Ngada Ha Arteche District Hospital			
<b>Hin-o makakatagamtan han serbisyo</b>	Ngatanan Nga Personnel of Dietary Service of Arteche District Hospital			
<b>LISTA HAN KINAHANGLAN</b> A. Inspection Report		<b>HAIN AN PAGKUHA:</b> a. Sanitation Inspector's Office (RHU)		
<b>BURUHATON HAN PASYENTE</b>	<b>BURUHATON HAN TAGA RHU</b>	<b>BARAYDAN</b>	<b>PROCESSING TIME</b>	<b>RESPONSIBLE NGA TAWO</b>
Step 1 Pakadto han opisina han sanitaryo para mag request hin Facility Inspection	Pagkuha han data ngan pagprepare han forms	waray	3 minutos	Amancio J. Caranzo
Step 2 Maupod an hospital staff paggiya han inspeksiyon ha hospital	Pag-inspeksiyon han lugar	waray	1hr	Amancio J. Caranzo
	Pag-endorso han Inspection Result ngadto han MHO para han approval	Waray	5 minutos	Amancio J. Caranzo
	Pag-approve han Sanitary Permit		5 minutos	Dr. Bernize P. Dulfo
Step 3 Mabalik ha opisina han sanitaryo para kumuha/ pagkarawat han approved Sanitary Permit to Operate	Pagrecord han approved Sanitary Permit to Operated hatag han approved Sanitary Permit	Waray	5minutos	Amancio J. Caranzo
<b>TOTAL</b>		<b>Waray</b>	<b>1 Hr &amp; 18 Minutos</b>	

## KLASE HAN SERBISYO: PAG-ISSUE HIN HEALTH CERTIFICATE NGAN HEALTH CARD

### ABOUT THE SERVICE:

To issue health certificate & health card to all Dietary Section Personnel of Arteche District Hospital with normal laboratory results to ensure safety of patients.

### SCHEDULE HAN PAGTAGAMTAM HAN SERBISYO:

LUNES-MIYERKULES

8:00am-5:00pm

<b>Opisina</b>	Rural Health Unit-Arteche			
<b>Klase han Transakyon</b>	Simple			
<b>Tipo han Transakyon</b>	Gobyerno - Gobyerno			
<b>Hin-o makakatagamtan han serbisyo</b>	Ngatanan Nga Personnel Han Dietary Service of Arteche District Hospital			
<b>LISTA HAN KINAHANGLAN</b> A. Laboratory Result han plema ngan baya		<b>HAIN AN PAGKUHA:</b> A. Arteche District Hospital (plema ngan baya)		
<b>BURUHATON HAN PASYENTE</b>	<b>BURUHATON HAN TAGA RHU</b>	<b>BARAYDAN</b>	<b>PROCESSING TIME</b>	<b>RESPONSIBLE NGA TAWO</b>
Step 1 Pakadto ha opisina han sanitaryo para mag apply han Health Certificate/Health Card	Pagkuha han data han kliyente ngan paghatag han kinahanglanon nga dokumento	waray	5 minutos	Amancio J. Caranzo
Step 2 Makadto ha opisina han MHO dara an Lab. Result	Pagbasa han resulta nga paghatag han reseta kon kinahanglanon	Waray	10minutos	Dr. Bernize P. Dulfo
Step 3 Mabalik ha opisina han sanitaryo pagkuha/ pagkarawat han approved Health Certificate/Health Card	Paghimo han Health Certificate/ Health Card ngan pag endorse ha MHO for approval han certificate. Pagrecord han data ngan paghatag ha kliyente han approved Health Certificate/Health Card	Waray	20 minutos	Amancio J. Caranzo
<b>TOTAL</b>		waray	35minutos	





**Office of the Municipal Agricultural Services  
External Services**

## I. AGRI-FISHERY INSURANCE OF FARMERS/ FISHERFOLK UNDER PCIC PROGRAM

Any farmer/fisherfolk listed/enrolled in the Registry System for Basic Sector in Agriculture (RSBSA) provided by the PCIC is qualified to avail the different insurance program offered by the Philippine Crop Insurance Corporation (PCIC) thru the Office of the Municipal Agricultural Services .

<b>Office or Division:</b>		OFFICE OF THE MUNICIPAL AGRICULTURAL SERVICES		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		Farmers and Fisherfolks		
<b>CHECKLIST</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The client will approach any office staff for the type of insurance program to be applied.	<p>1. The OMAS/assisting staff will look down the RSBSA Registry System to check the name of the client.</p> <p>If client's name is found in the registry, application of insurance shall proceed.</p> <p>If client's name is not found in the registry, the client will be advise to enroll in the RSBSA.</p>	None	3 minutes	<p>Julie May N. Juliata <i>Data Encoder</i></p> <p>Ma. Felomina P. Jundarino <i>Area Coordinator for Bgy. Buenavista &amp; Carapdapan</i></p> <p>Bryant Herson Diaz <i>Area Coordinator for Bgy. Garden &amp; Central</i></p> <p>Malou L. Obias <i>Area Coordinator for Bgy. Rawis &amp; Balud</i></p>
2. Client will be asked to sign the service request slip	2. The assisting OMAS staff will assist the client in filling up the insurance application form.	None	10 minutes	<p>Prescilla A. Afable <i>Area Coordinator for Bgy. Tangbo &amp; Beri</i></p> <p>Jennifer D. Flores <i>Area Coordinator for Bgy. Catumsan &amp; Bato</i></p>
3. Client will be instructed to secure a copy of his/her insurance application for future reference.	<p>3. The OMAS/assisting staff shall review, receive and stamp the insurance application</p> <p>a. The MAO/assisting staff will give instructions on when and how to file for indemnity in case of loss/damages</p>	None	30 minutes	<p>Maria Victoria P. Gerbon <i>Area Coordinator for Bgy. Aguineldo &amp; Campacion</i></p> <p>Aquilino N. Roncales <i>Area Coordinator for Bigo &amp; Concepcion</i></p> <p>Ruffy P. Villanueva</p>

				<p><i>Area Coordinator for Bgy. Tibalawon &amp; Inayawan</i></p> <p><b>Dextergil D. Montances</b> <i>Area Coordinator for Bgy. Macarthur &amp; Casidman</i></p> <p><b>Mar P. Roncales</b> <i>Area Coordinator for Bgy. Cagsalay &amp; Tawagan</i></p>
<b>TOTAL</b>		<b>None</b>	<b>18 minutes</b>	

## II. ISSUANCE OF ANIMAL INSPECTION CERTIFICATE

Animals to be shipped/transported within and outside the Province of Eastern Samar shall undergo health inspection services and shall be issued with Animal Inspection Certificate to ensure that the same is healthy & free from diseases.

<b>Office or Division:</b>	OFFICE OF THE MUNICIPAL AGRICULTURAL SERVICES			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Farmers			
<b>CHECKLIST</b>		<b>WHERE TO SECURE</b>		
1. Official Receipt		Municipal Treasurer's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The client will approach any office staff for issuance of the animal health certificate needed for transport/shipment of animal	1. The OMAS/assisting staff will ask basic information of client and animal to be shipped/transported	None	3 minutes	Dextergil D. Montances AT-NMIS  Arlan N. Roncales AT-Livestock
2. Client will be asked to sign the service request slip	2. The OMAS shall approve the request, direct and dispatch the livestock technician to the area of the requesting client	None	10 minutes	
3. Client must wait and accompany the livestock technician in inspecting the animal	3. Livestock Technician will conduct the actual animal inspection together with the requesting client  If found healthy and free from diseases, issuance of animal health inspection certificate will follow	None	1 hour	
4. Client shall proceed and pay the corresponding price to the Municipal Treasure's Office	4. The Municipal Treasurer's Office will receive the payment and issue Official Receipt	₱640- Cattle/Ca rabao per head  ₱225- Hogs or Pigs (per head)	5 minutes	Municipal Treasurer's Office
5. The client will bring the Official Receipt and handover the	5. The assisting OMAS staff shall prepare the	None	5 minutes	Arlan N. Roncales AT-Livestock



same to the assisting MAO staff	certificate to be signed by the Livestock Technician and duly approved by the Municipal Agricultural Office			
6. Client shall wait and receive the requested animal health inspection certificate.	6. The assisting OMAS staff will release the animal health inspection certificate to the requesting client	None	3 minutes	
TOTAL		₱640- Cattle/Ca rabao per head  ₱225- Hogs or Pigs (per head)	1 hour and 26 minutes	

### III. PROVISION OF PRODUCTION SUPPORT MATERIALS

One of the basic agricultural services offered by the Office of the Municipal Agricultural Services is the provision of production support materials. This includes seeds, seedlings and other planting propagules.

<b>Office or Division:</b>		OFFICE of the MUNICIPAL AGRICULTURAL SERVICES		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		Farmers		
<b>CHECKLIST</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The client will approach any office staff for availability of production support material/s needed.	1. The assisting OMAS staff will check the availability of the production support materials.  Upon, availability of the needed production support materials, the OMAS staff will release the needed materials	None	3 minutes	Mark Anthony L. Pajanustan <i>AT-Rice</i>  Raszell F. Lagarteja <i>AT-Corn</i>  Ma. Felomina P. Jundarino <i>AT-HVCDP</i>
2. Upon receiving the production support materials, the client will be asked to sign the masterlist/ acknowledgement receipt	2. The assisting OMAS staff will assist the client in signing the acknowledgement/ masterlist.	None	3 minutes	
3. Client will be asked to sign the logbook specifying the needed materials and to affix the contact number for reservation & reference.	3. The assisting OMAS staff will record the clients information and his/her request and will inform the client the soonest possible time whenever the requested material available.		4 days	
<b>TOTAL</b>		None	4 days and 6 minutes	

#### IV. PROVISION OF TECHNICAL ASSISTANCE ON CROPS, LIVESTOCK, AND FISHERIES

Any individual Artechehanon can avail the technical services needed on crops, livestock and fisheries per request.

<b>Office or Division:</b>		OFFICE OF THE MUNICIPAL AGRICULTURAL SERVICES		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		Farmers and Fisherfolks		
<b>CHECKLIST</b>		<b>WHERE TO SECURE</b>		
1. Client maybe required to purchase supplemental biologics/ pesticide/ other materials needed to render the requested services.		Agrivet/Agricultural Supply Store		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The client will approach any office staff for the technical services needed.	1. The OMAS/assisting staff will ask the vital information on the technical service/s needed.	None	3 minutes	Mark Anthony L. Pajanustan <i>AT-Rice</i>
2. Client will be asked to sign the service request slip	2. The assisting OMAS staff will assist the client in filling up the service request slip.	None	3 minutes	Merlita M. Ortiguesa <i>AT-Fisheries</i>
3. Client will be instructed on what to do before arrival of the concern technician	3. The OMAS shall approve the request, direct and dispatch the technician concern to the area of the requesting client.	None	30 minutes	Raszell F. Lagarteja <i>AT-Corn</i>
4. Client shall wait for the arrival of the technician to render the requested services	4. The technician concern shall render the technical services needed. a. Additional instructions maybe given to the client.	None	2 hours	Arlan N. Roncales <i>AT-Livestock</i>
				Ma. Felomina P. Jundarino <i>AT-HVCDP</i>
<b>TOTAL</b>		None	2 hours and 36 minutes	



## V. SLAUGHTERHOUSE SERVICES

All animals to be slaughtered and intended to be sold in the public market should undergo ante-mortem and post-mortem inspection and shall be done only in the slaughterhouse to ensure to the consuming public that the meat being sold locally is safe and free from diseases and cross contamination.

<b>Office or Division:</b>	OFFICE OF THE MUNICIPAL AGRICULTURAL SERVICES			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Farmers			
<b>CHECKLIST</b>		<b>WHERE TO SECURE</b>		
Animal/s to be slaughtered shall be already in place in the slaughterhouse holding pen for at least 8 hours prior to its slaughtering for inspection & observation purposes.		Municipal Abattoir		
1. Barangay Certification		Barangay Hall		
2. Certificate of Ownership/Transfer		Municipal Treasurer's Office		
3. Permit to Transport/Shipping if needed		Point of Origin		
4. Official Receipt		Municipal Treasurer's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client shall present the required documents to the Meat Inspector (MI) prior to storing of animal in the holding pen.	1. Meat Inspector (MI) shall evaluate the documents presented  If found complete, the animal/s can then be place in the holding pen.	₱640- Cattle/Carabao per head  ₱225-Hogs or Pigs (per head)	5 minutes	Arian N. Roncales <i>AT-Livestock</i>
2. Client will wait for at least 8 hours and approval of the meat inspector	2. Meat Inspector shall do the ante-mortem inspection.  If found healthy after the lapse of at least 8 hours, MI shall recommend for the slaughtering process to proceed.	None	1 day	
3. Client or the accredited butcher shall proceed the slaughtering process	3. Meat Inspector shall observe the whole procedure and shall do the post-mortem inspection	None	4 hours	



	a. If found safe and fit for public consumption, the MI then shall issue a Meat Inspection Certificate and such certificate shall be posted in the meat stall/s.			
TOTAL		₱640- Cattle/Carabao per head  ₱225-Hogs or Pigs (per head)	4 hours and 36 minutes	

## VI. UPGRADING OF LARGE ANIMAL BREED THRU ARTIFICIAL INSEMINATION

Farmer-raiser can avail the free artificial insemination (AI) services on large animal specifically, cow and carabao. Other services relative to this program includes, estrus synchronization, pregnancy diagnosis & flushing. Upgrading of large animal breed is a collaborative program with the Office of the Provincial Veterinarian, the Philippine Carabao Center and the Local Government Unit of Arteche.

<b>Office or Division:</b>	OFFICE OF THE MUNICIPAL AGRICULTURAL SERVICES			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Farmers			
<b>CHECKLIST</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The client will approach any office staff for the artificial insemination and other related services	1. The MAO/assisting staff will ask the basic information	None	3 minutes	Arlan N. Roncales <i>AT-Livestock</i>
2. Client will be asked to sign the service request slip	2. The assisting OMAS staff will assist the client in filling up the service request slip.	None	3 minutes	
3. Client will be instructed on what to do before arrival of the technician	3. The OMAS shall approve the request, direct and dispatch the A.I. technician to the area of the requesting client	None	30 minutes	
4. Client shall wait for the arrival of the technician to render the requested services	4. The A.I. technician concern shall render the A.I. services needed. a. Additional instructions maybe given to the client.	None	4 hours	
<b>TOTAL</b>		None	4 hours and 36 minutes	



**Office of the Municipal Agricultural Services  
Internal Services**

## I. AVAILABILITY OF AGRICULTURAL DATA's FOR PLANNING PURPOSES

One of the main functions rendered by the Municipal Agricultural Office is the availability of agriculture related data. This might include production data, agricultural areas, number of farmers and etc.

<b>Office or Division:</b>		OFFICE of the MUNICIPAL AGRICULTURAL SERVICES		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		Municipal Planning Development Office (MPDO)		
<b>CHECKLIST</b>		<b>WHERE TO SECURE</b>		
Letter of Request		Municipal Planning Development Officer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The client will approach any office staff and shall give the letter of request ( <i>request for agriculture related data's</i> )	1. The OMAS staff will receive the letter of request and will give it to MAO	None	3 minutes	Antonio B. Luceres Jr. MAO  Arlan N. Roncales AT-Livestock  Merlita M. Ortiguera AT-Fisheries
2. Upon approval of the MAO the client will approach any office staff for availability of data's needed for planning and consolidation	2. The assisting OMAS staff will check the database and print the needed data's	None	5 minutes	Mark Anthony L. Pajanustan AT-Rice  Raszell F. Lagarteja AT-Corn
3. Client will affixed his signature in the receiving logbook signifying that he/she received the said documents	3. The assisting OMAS staff will log the out-going documents to the logbook  4. OMAS staff will give the hard or e-copy to the client		3 minutes	
<b>TOTAL</b>		None	11 minutes	



## II. ASSESSMENT OF DAMAGED REPORT IN AGRICULTURE SECTOR DURING CALAMITIES

Arteche is a typhoon and flood prone municipality, thus damaged to agriculture sector is inevitable. Gathering of damaged report after the calamity is important, it is used to assess and shall serve as the baseline for rehabilitation purposes.

<b>Office or Division:</b>	OFFICE OF THE MUNICIPAL AGRICULTURAL SERVICES			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Citizen			
<b>Who may avail:</b>	Municipal Disaster Risk Reduction Management Office (MDRRMO)			
<b>CHECKLIST</b>		<b>WHERE TO SECURE</b>		
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The client will approach any office staff for the damaged report in agriculture sector	1. The OMAS assisting staff will prepare the damaged report  2. After preparing, the MAO will check and verify the damaged report	None	5 minutes	Antonio B. Luceres Jr. <i>MAO</i>  Mark Anthony L. Pajanustan <i>AT-Rice</i>  Merlita M. Ortiguesa <i>AT-Fisheries</i>
2. After verification of the MAO the client will affixed his signature in the receiving logbook signifying that he/she received the documents ( <i>damaged report</i> )	3. The assisting OMAS staff will log the out-going documents to the logbook  4. OMAS staff will give the documents ( <i>damaged report</i> ) to the client	None	3 minutes	Raszell F. Lagarteja <i>AT-Corn</i>  Arlan N. Roncales <i>AT-Livestock</i>  Ma. Felomina P. Jundarino <i>AT-NOAP</i>
<b>TOTAL</b>		None	8 minutes	

### III. LINKAGE TO PHILIPPINE CROP INSURANCE CORPORATION PROGRAMS

To protect our farmers and fishers. The Office of the Municipal Agricultural Services provide linkage to Philippine Crop Insurance Corporation.

<b>Office or Division:</b>		OFFICE OF THE MUNICIPAL AGRICULTURAL SERVICES		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Citizen		
<b>Who may avail:</b>		Philippine Crop Insurance Corporation		
<b>CHECKLIST</b>		<b>WHERE TO SECURE</b>		
Letter of Request		PCIC Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The client will approach any office staff and shall give the letter of request ( <i>request of lists of farmers and OMAS staff to assist in the enrolment of farmers and fishers and its grown commodities</i> )	1. The OMAS assisting staff will receive the letter of request and will give it to MAO  2. The OMAS assisting staff shall prepare the lists of farmers and fishers including its grown commodities	None	5 minutes	Antonio B. Luceres Jr. <i>MAO</i>  Mark Anthony L. Pajanustan <i>AT-Rice</i>  Merlita M. Ortiguesa <i>AT-Fisheries</i>
2. Upon approval of the MAO the client together with OMAS assisting staff will proceed to barangays to conduct enrolment of farmers and fishers to insurance	3. The OMAS staff will assist the client in the barangay visit and filling up the enrolment forms	None	6 hours	Raszell F. Lagarteja <i>AT-Corn</i>  Arlan N. Roncales <i>AT-Livestock</i>
3. After facilitating the enrolment forms, the client will wait for the enrolment forms to be signed by the MAO	4. The assisting OMAS staff shall consolidate the enrolment forms and give it to MAO for signature  5. The MAO will sign the insurance enrolment forms for validity	None	15 minutes	Ma. Felomina P. Jundarino <i>AT-NOAP</i>  ALL JO's
4. Upon receiving of the insurance enrolment forms the client will affix his signature in the receiving logbook signifying that he/she received the documents	5. The assisting OMAS staff will log the outgoing documents ( <i>insurance enrolment forms</i> ) to the logbook  6. OMAS staff will give the documents ( <i>insurance enrolment forms</i> ) to the client	None	3 minutes	
<b>TOTAL</b>		None	6 hours and 23 minutes	

#### IV. HARMONIZATION OF LIVELIHOOD PROGRAMS

Coordination and collaboration with different government agencies like Department of Social Welfare and Development (DSWD) in implementing various livelihood programs is important to avoid duplication and ensuring the economic impact to the beneficiaries.

<b>Office or Division:</b>		OFFICE OF THE MUNICIPAL AGRICULTURAL SERVICES		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		DSWD		
<b>CHECKLIST</b>		<b>WHERE TO SECURE</b>		
Letter of Request		Municipal Social Welfare Development Officer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The client will approach any office staff and shall give the letter of request ( <i>request for the lists of livelihood provided and its recipients</i> )	<ol style="list-style-type: none"> <li>1. The OMAS assisting staff will receive the letter of request and will give it to MAO</li> <li>2. The OMAS assisting staff shall prepare the lists interventions provided including its recipients</li> <li>3. The MAO shall check and verify the lists.</li> </ol>	None	5 minutes	Antonio B. Luceres Jr. <i>MAO</i>  Mark Anthony L. Pajanustan <i>AT-Rice</i>  Merlita M. Ortiguesa <i>AT-Fisheries</i>  Raszell F. Lagarteja <i>AT-Corn</i>  Arlan N. Roncales <i>AT-Livestock</i>
2. Upon receiving the lists, client will affix his signature in the receiving logbook signifying that he/she received the documents ( <i>lists of livelihood projects implemented and its recipients</i> )	<ol style="list-style-type: none"> <li>4. The assisting OMAS staff will log the out-going documents (<i>lists of livelihood projects implemented and its recipients</i>) to the logbook</li> <li>5. The OMAS staff shall give the documents to the client (<i>lists of livelihood projects implemented and its recipients</i>)</li> </ol>	None	3 minutes	Ma. Felomina P. Jundarino <i>AT-NOAP</i>  ALL JO's
<b>TOTAL</b>		None	8 minutes	



## V. AVAILABILITY OF DATA OF MALNOURISHMENT INSIDE AGRICULTURE SECTOR

With the provision of agricultural inputs like seeds and etc. by the Office of the Municipal Agricultural Services to the farmers and fisher folks who has malnourished children, the Municipal Rural Health Unit is assured that access to safe and nutritious foods will be easy for the community

<b>Office or Division:</b>	OFFICE OF THE MUNICIPAL AGRICULTURAL SERVICES			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Municipal Rural Health Unit			
<b>CHECKLIST</b>		<b>WHERE TO SECURE</b>		
Letter of request		Municipal Rural Health Officer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The client will approach any office staff and give the letter of request <i>(request of lists of farmers and fisher folks provided with agricultural inputs who has malnourished children)</i>	1. The OMAS assisting staff will give the letter to MAO  2. OMAS assisting staff shall prepare the lists  3. MAO will check and verify the lists	None	5 minutes	Antonio B. Luceres Jr. <b>MAO</b>  Mark Anthony L. Pajanustan <b>AT-Rice</b>  Merlita M. Ortiguesa <b>AT-Fisheries</b>  Raszell F. Lagarteja <b>AT-Corn</b>  Arlan N. Roncales <b>AT-Livestock</b>  Ma. Felomina P. Jundarino <b>AT-NOAP</b>  <b>ALL JO's</b>
2. Upon receiving the lists, client will affix his signature in the receiving logbook signifying that he/she received the documents <i>(lists of provided farmers and fisher folks with agricultural inputs who has malnourished children)</i>	4. The assisting OMAS staff will log the outgoing documents in the logbook  5. The OMAS staff shall give the documents to the client	None	3 minutes	
<b>TOTAL</b>			<b>8 minutes</b>	





## **Municipal Solid Waste Management Office**



## FRONT LINE SERVICES

**SERVICE NAME : ENVIRONMENTAL CERTIFICATION**

**ABOUT THE SERVICE:**

All business owner shall acquire environmental certificate from the office of the Municipal Solid Waste Management Office as a requirement for business permit application.

**SCHEDULE OF AVAILABILITY OF SERVICES:**

Monday – Friday  
8:00 AM to 5:00 PM

<b>Office or Division</b>	<b>OFFICE OF THE MUNICIPAL SOLID WASTE MANAGEMENT</b>	
<b>Classification</b>	Simple	
<b>Type of Transaction</b>	Government to Citizens	
<b>Who may Avail</b>	Business Owners	
<b>CHECKLIST OF REQUIREMENTS:</b>		<b>WHERE TO SECURE:</b>
<ol style="list-style-type: none"> <li>Duly accomplished business application form</li> <li>Official receipt of payment</li> </ol>		<ol style="list-style-type: none"> <li>BPLO/MTO</li> <li>MTO</li> </ol>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESsing TIME	PERSON RESPONSIBLE
1. Proceed to the office of the MTO and pay certification fees.	1. Receive payment and issue Official Receipt.	Php100	3-5 minutes	<b>Marissa Babailan</b> BPLO
2. Present the official receipt to the MSWMO.	2. Evaluate the compliance of applicant on SWM Municipal ordinance.		3 minutes	<b>Crispulo A. Paller</b> Municipal Solid Waste Management Officer-Designate
3. Receive the environmental certificate.	3. Release the certificate and signed by the person in charge.		3 minutes	
<b>TOTAL</b>		Php100	11 minutes	



**MUNICIPAL DISASTER RISK REDUCTION AND MANAGEMENT OFFICE**  
**External Services: Emergency Response**

## 1. Extending assistance to emergency cases

The Municipal Disaster Risk Reduction and Management Office through the MB-ERT has the responsibilities of giving rescue services to any emergency cases within our municipality.

**SCHEDULE OF AVAILABILITY OF SERVICE:**  
**24/7 Available at the MDRRM Office**

<b>Office or Division</b>	<b>Municipal Disaster Risk Reduction and Management Office</b>		
<b>Classification</b>	<b>Simple</b>		
<b>Type of Transaction</b>	<b>Emergency Response</b>		
<b>Who may avail</b>	<b>All Artechehanons</b>		
<b>How to avail the services</b>			
<b>CLIENT STEPS</b>	<b>Actions to be taken</b>	<b>Processing Time</b>	<b>Responsible Person</b>
<b>1. immediately report the incident to the on duty MB-ERT at the Municipal Hall</b>	<ul style="list-style-type: none"> <li>• Conduct verification on the reported incident, its nature, classifications, involve individuals and impacts.</li> <li>• Upon confirmation of the incident, the team leader shall immediately prepare and deploy a responding team to the incident area.</li> <li>• Upon reaching the scene, the team leader will make sure that safety measures and documentary protocols are</li> </ul>	<p><b>2 minutes</b></p> <p><b>2 minutes for preparations of equipment's. Travelling time will depend on the distance of the incident place from the MDRRMO</b></p> <p><b>2 minutes</b></p>	<b>Duty MB - ERT</b>



	<p>promptly observed.</p> <ul style="list-style-type: none"> <li>• Emergency responders will give emergency medical services to the victim/s</li> <li>• After giving the needed medical aid the victim is immediately transported to the nearest hospital</li> <li>• Upon reaching the hospital, medical records of the patient are endorsed to the receiving personnel of the hospital</li> </ul>	<p>Time is dependent on the nature of the injuries being taken care off by the responders</p> <p>Time is dependent on distance</p> <p>2 minutes</p>	
<p><b>2. proper recording and reporting of the incident</b></p>	<p>The responding team after giving aid and transporting the victim to the nearest hospital will prepare a report that is also reflected in the log-book and submit the same to the MDRRMO for reporting to the Chair the LDRRMC.</p>		<p><b>MB-ERT documenter</b></p>

## 2. Extending assistance to emergency cases

The Municipal Disaster Risk Reduction and Management Office through the MB-ERT has the responsibilities of giving rescue services to any emergency cases within our municipality.

**SCHEDULE OF AVAILABILITY OF SERVICE:  
24/7 Available at the MDRRM Office**

<b>Office or Division</b>	<b>Municipal Disaster Risk Reduction and Management Office</b>		
<b>Classification</b>	<b>Simple</b>		
<b>Type of Transaction</b>	<b>Emergency Response</b>		
<b>Who may avail</b>	<b>All Artechehanons</b>		
<b>How to avail the services</b>	<b>Patients utilization of Rescue Ambulance for referrals to other hospital</b>		
<b>CLIENT STEPS</b>			
	<b>Actions to be taken</b>	<b>Processing Time</b>	<b>Responsible Person</b>
<b>1. clients submit such request to the duty MB-ERT</b>	<b>Record on logbook such request</b>	<b>2 minutes</b>	<b>MB-ERT</b>
	<b>Advice client to secure permission from the mayor or vice mayor the utilization of rescue ambulance to other hospital</b> <ul style="list-style-type: none"> <li>• In such case duty ERT shall ensure that such request must reach out the knowledge of the LCE or the Vice Mayor</li> </ul>	<b>5 minutes</b>	<b>MB-ERT</b>
<b>2. Call up the attention of the ambulance driver to prepare the ambulance</b>	<b>Record the approved request from the LCE or VMayor</b>	<b>2 minutes</b>	<b>MB-ERT</b>
<b>3. Ambulance driver will secure gas for the transport of the patient</b>	<b>Safely transport the patient to the hospital being referred</b>	<b>Dependent on distance</b>	<b>Driver/MB ERT</b>



**HUMAN RESOURCE MANAGEMENT OFFICE**

## 1.Application for Leave

**About the Service:** Leave of absence is generally defined as a right granted to officials and employees not to report to work with or without pay as may be provided by law and as the rules prescribed in Rule XVI of the Omnibus Rules Implementing Book V of EO 292. All employees of the government whether permanent, temporary, or casuals, who render work during prescribed office hours, shall be entitled to 15 days vacation and 15 days sick leave annually with full pay exclusive of Saturdays, Sundays, public Holidays, without limitation as to the no. of vacation and sick leave that they may accumulate. (CSC MC Nos. 41, s.1998, and 14,s. 1999)

<b>Office or Division:</b>	Human Resource Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government			
<b>Who May Avail</b>	All employees of the LGU			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.State your request for leave application.	1.Give application for leave form	none	2 minutes	HRMO
2.Fill up the application for leave form stating what type of leave and present it to the HRMO.	2.Accept the application for leave form and sign in in the certification of leave credits column specifying his/her leave balance and give it back to the employee.	none	10 minutes	HRMO
3.Receive the leave application form and submit it to the LCE for approval.	3.Receive the form and sign in for approval.	None	3 minutes	Municipal Mayor
4.Receive copies of the approved leave application and give 1 copy to the HRMO for filing.	4.Receive 1 copy of the document and keep it in his/her 201 file.	None	5minutes	HRMO
<b>TOTAL</b>		None	20 Minutes	



## 2. Issuance of Certificate of Employment

**About the Service:** Given to LGU employees as proof that he/she is/once an employee of the agency as an attachment to whatever purpose it may serve him/her.

<b>Office or Division:</b>	Human Resource Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government			
<b>Who May Avail:</b>	All LGU Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.State your request for Certification of Employment.	1.Prepare the requested document.	None	10 minutes	HRMO
2.Wait while the document is being prepared.	2.Sign and release the document.	None	5 minutes	HRMO
3.Receive the document		None		
<b>TOTAL</b>		None	15 minutes	

## 3. Certification of Leave Credits

**About the Service:** Given to LGU officials and employees stating their leave balance as required by their loan application and for whatever legal purpose it may serve.

<b>Office of Division:</b>	Human Resource Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government			
<b>Who may avail:</b>	All Employees of the LGU			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.State your request for the document.	1.Prepare the requested document	None	10 minutes	HRMO
2.Wait while the document is being processed	2.Have it signed and release the document	None	3 minutes	HRMO
3.Receive the document	3.Keep a copy of the document in his/her 201 file	None	2 minutes	
<b>TOTAL</b>		None	15 minutes	

#### 4. Issuance of Service Record

**About the Service:** Record of services rendered of an employee from the time he/she entered government service to present with corresponding salary compensation.

<b>Office or Division:</b>	Human Resource Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government			
<b>Who may avail;</b>	All LGU officials and Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.State your request for the document.	1.Prepare the requested document.	None	10 minutes	HRMO
2.Wait while the document is being prepared.	2.Affix signature on the document certifying the correctness of the services.	None	5 minutes	HRMO
3.Receive the document and have it signed by the LCE.	3.Release the document	None	5 minutes	HRMO Municipal Mayor
4.Submit 1copy of the document to the HRMO for filing.	4.Receive copy of the document for filing in his/her 201 file.	None	2 minutes	HRMO
<b>TOTAL</b>		None	22 minutes	



## OFFICE OF THE GENERAL SERVICES



## INTERNAL SERVICES

### SERVICE NAME: RELEASE OF OFFICE SUPPLIES AND EQUIPMENTS

#### ABOUT THE SERVICE:

Releasing of office supplies and equipment to offices/department.

#### SCHEDULE OF AVAILABILITY OF SERVICES:

Monday – Friday

8:00 AM to 5:00 PM

<b>Office or Division</b>	<b>OFFICE OF THE MUNICIPAL GENERAL SERVICES</b>	
<b>Classification</b>	Simple	
<b>Type of Transaction</b>	Government to Government	
<b>Who may Avail</b>	Offices/Department	
<b>CHECKLIST OF REQUIREMENTS:</b>		<b>WHERE TO SECURE:</b>
1. Duly filled Request and Issue Slip		1. GSO Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly accomplished Request and Issue Slip (RIS) to the designated officer.	Determine the availability of supplies and equipment requested	None	10 minutes	<b>Crispulo A. Paller</b> Municipal General Services Officer-Designate
2. Receive the requested supply and equipment.	Signed the RIS and release the requested supply and equipment.	None	2 minutes	<b>Crispulo A. Paller</b> Municipal General Services Officer-Designate
<b>TOTAL</b>		None	12 minutes	





**MUNICIPAL TOURISM OFFICE**



## 1. PAYMENT OF THE TOURISM ECOLOGICAL FEE

Guests/Visitors needs to register at the Tourism Information Desk and pay the tourism ecological fee before visiting the Tourist Destinations of Arteche.

Office or Division		Municipal Tourism Office		
Classification		Simple		
Type of Transaction		Walk-in		
Who may avail:		All guests or tourists of Arteche		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Identification Cards		Barangay or other government agencies		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire at the Mun. Tourism Office	Give flyers, brochures and pamphlets to client and answer tour related questions	None	2-5 minutes	Tourism Officer/ Tourism Office Staff
2. Confirmation to go on tour or visit a tourist site	Have the client sign the logbook and get a tour guide and inform the local safety officer to accompany client.	None	2-5 minutes	Tourism Officer/ Tourism Office Staff
3. Pay the Tourism Ecological Fee	Endorse client to the MTO Staff .MTO Staff to issue receipt and sticker	P40	1-3 minutes	MTO Staff
<b>TOTAL</b>		Php 40	18 minutes	



**Philippine National Police**



## SERVICE NAME: LOCAL POLICE CLEARANCE

Police Clearance is issued to individuals needing this document states that he/she has no pending case filed with Arteche Municipal Police Station. Police Clearance is issued to affirm the validity of Information.

<b>Office or Division:</b>	Arteche Municipal Police Station			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Walk-In			
<b>Who may avail:</b>	Individual			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Barangay Clearance		Barangay		
2. Cedula		Barangay		
3. O.R of Police Clearance		Municipal Treasurer's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Manifest intent to Desk Officer	1. Desk Officer provides the client with the appropriate form and check the requirements needed	None	5 minutes	<i>Desk Officer</i>
2. Fills up request form and submit same with the required documents to the Desk Officer	2. Desk Officer refers same to the designated Action PNCO/NUP Clearance Section	None	5 minutes	<i>Desk Officer</i>
3. Pays Police Clearance Fee at the Treasurer's Office and submit O.R to the Clearance PNCO/NUP	3. Clearance PNCO/NUP verifies records of the client and prepares the clearance	100.00	10 minutes	<i>Clearance PNCO/NUP</i>
4. Photograph, signature and Thumb Mark	4.1. Invest PNCO signs the clearance and COP or the OIC approves/signs the clearance.  4.2. Clearance PNCO releases the clearance.	None	10 minutes	<i>Clearance PNCO/NUP</i>
	<b>Total</b>	<b>100.00</b>	<b>30 minutes</b>	



**SERVICE NAME: POLICE REPORTS (EXTRACT FROM POLICE BLOTTER)**



Police Reports (Extract from Police Blotters) is issued to individuals needing this document states that he/she has a Police Reports (Extract from Police Blotter) from Arteche Municipal Police Station. Police Reports is issued to affirm the validity of Information.

<b>Office or Division:</b>	Arteche Municipal Police Station			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Walk-In			
<b>Who may avail:</b>	Individual			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Identification Card		Barangay		
2. O.R of Police Blotter Extract		Municipal Treasurer's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Manifest intent to Desk Officer	1. Desk Officer provides the client with the appropriate form and check the requirements needed	None	5 minutes	<i>Desk Officer</i>
2. Fills up request form and submit same with the required documents to the Desk Officer	2. Desk Officer refers same to the designated Action PNCO/NUP Investigation Section	None	5 minutes	<i>Desk Officer</i>
3. Pays Police Blotter Extract at the Treasurer's Office and submit O.R to the Desk Officer	3.1. Action PNCO verifies records and prepares Police Blotter Extract	100.00	20 minutes	<i>Action PNCO/NUP Investigation Section</i>
	3.2. COP approves/signs the Police Blotter Extract	None		<i>COP</i>
	3.3. Action PNCO releases the Police Blotter Extract	None		<i>Action PNCO Investigation Section</i>
	<b>Total</b>	<b>100.00</b>	<b>30 minutes</b>	



## **Bureau of Fire Protection**





# BUREAU OF FIRE PROTECTION

(REGIONAL OFFICE)

ARTECHE, EASTERN SAMAR



## BFP CITIZEN'S CHARTER

OFFICE	FIRE STATION
CLASSIFICATION	1. SIMPLE TRANSACTION (TRANSACTION PROCESSED WITHIN THREE (3) DAYS) 2. COMPLEX TRANSACTION (TRANSACTION PROCESSED WITHIN SEVEN (7) DAYS)
TYPE OF TRANSACTION	1. GOVERNMENT TO CITIZEN (G2C) 2. GOVERNMENT TO BUSINESS ENTITY (G2B)
WHO MAY AVAIL	OWNER, CONTRACTOR OR BUSINESS ENTITY

CHECKLIST OF REQUIREMENTS/ DOCUMENTS	CLIENTS STEP	AGENCY ACTION	PROCESSING TIME	FEES TO BE PAID	PERSON RESPONSIBLE
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BFP TRANSACTION FIRE SAFETY EVALUATION CLEARANCE (FSEC)					
1. Accomplished application form for FSEC/Unified Application Form (UAF) 2. Three (3) complete sets of the following (Proposed Plan): a. Architectural Documents; b. Civil Documents; c. Electrical Documents; d. Mechanical Documents; e. Plumbing Documents; f. Electronics Documents; g. Sanitary Documents; and h. Fire Protection Documents. 3. Three (3) sets of Fire Safety Compliance Report (FSCR), if necessary 4. One (1) set of Cost Estimates of the building including labor cost signed and sealed by the Designer/ Contractor duly notarized by the owner 5. Management Certificate for Hot Works Operations (1 original copy)	1. Fill -out and submit the application form for FSEC/UAF	1. Receive and record application documents	maximum of ten (10) minutes	1. Application Fee: Php 200  2. One -tenth of one per centum (0.1%) of the verified estimated value of the buildings but not more than Php 50,000  FORMULA Verified estimated value x 0.001 Payment should be ₱ 50,000.00	Customer Relations Officer (CRO)
	2. Proceed to FCA for Fire Code Fees (FCF) assessment	2. Assess the Fire Code Fees to be paid by the client and issue OPS	maximum of ten (10) minutes		Fire Code Assessor(FCA)
	3. Pay the assessed FCF amount reflected in the Order of Payment Slip (OPS)	3. Collect the payment and issue Official Receipt (OR)	maximum of ten (10) minutes		Fire Code Collecting Agent (FCCA)
	4. Proceed to CRO for the release of Claim Stub	4. Release the Claim Stub	max of five (5) minutes		CRO
	5. Claim the FSEC and Fire Safety Checklist/Notice of Disapproval (NOD)	5. Evaluate and issue appropriate documents	Maximum of three (3) days for the following type of building whose floor area not exceed 1500 square meter mentioned below: 1. Single dwelling residential building not more than 3 storey 2. Commercial buildings not more than 2 storey 3. Renovation to a mall with issued building permit 4. Warehouse storing non -hazardous Maximum seven (7) days - for those buildings/establishment not mentioned above		Plan Evaluator Chief, Fire Safety Enforcement Unit (FSEU) City/Municipal Fire Marshal
	6. Release FSEC and Fire Safety Checklist/NOD	maximum of ten (10) minutes	CRO		

BFP TRANSACTION FIRE SAFETY INSPECTION CERTIFICATE FOR OCCUPANCY (FSIC)					
1. Accomplished application form for FSIC/Unified Application Form (UAF) 2. Endorsement from Office of the Building Official (OBO) 2. Certificate of Completion 3. Certified true copy of assessment fee for securing Occupancy Permit from OBO 4. As -Built Plan, if necessary 5. Fire Safety Compliance and Commissioning Report (FSCCR), if necessary	1. Fill -out and submit the application form for FSIC/UAF	1. Receive and record the application documents	maximum of ten (10) minutes	Fifteen percent (15%) of all fees charged by the Local Government Unit (LGU) but no case shall be lower than ₱ 500  FORMULA All fees charged by the LGU x 0.15 Payment should be ₱ 500.00	Customer Relations Officer (CRO)
	2. Proceed to FCA for Fire Code Fees (FCF) assessment	2. Assess the Fire Code Fees to be paid by the client and issue OPS	maximum of ten (10) minutes		Fire Code Assessor (FCA)
	3. Pay the assessed FCF amount reflected in the Order of Payment Slip (OPS)	3. Collect FCF and issue Official Receipt (OR)	maximum of ten (10) minutes		Fire Code Collecting Agent (FCCA)
	4. Proceed to CRO for the release of Claim Stub	4. Release the Claim Stub	maximum of five (5) minutes		CRO
	5. Claim the FSIC/Notice of Disapproval (NOD)/Notice to Comply (NTC) if occupied	5. Conduct inspection and issue appropriate documents	Maximum of three (3) days for the following type of building whose floor area not exceed 1500 square meter: 1. Single dwelling residential building not more than 3 storey 2. Commercial buildings not more than 2 storey 3. Renovation to a mall with issued building permit 4. Warehouse storing non -hazardous Maximum seven (7) days - for those buildings/establishment not mentioned above		Fire Safety Inspector Chief, Fire Safety Enforcement Unit (FSEU) City/Municipal Fire Marshal
	6. Release FSIC/NOD/NTC, if occupied	maximum of ten (10) minutes	CRO		



<b>FEEDBACK AND COMPLAINTS MECHANISMS</b>	
<b>How to send a feedback</b>	Answer the client feedback form and drop it at the designated drop box at the Public Assistance and Complaints Desk at the Municipal lobby entrance.
<b>How feedback is processed</b>	<p>Every Friday, the PACD officer opens the drop box and compiles and record all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of receipt of the feedback. The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number below.</p>
<b>How to file a complaint</b>	<p>Answer the Client Complaint Form and drop it at the designated drop box at the PACD. Complaints can also be filed via telephone. Make sure to provide the following information:</p> <ul style="list-style-type: none"> <li>- Name of person being complained</li> <li>- Incident</li> <li>- Evidence</li> </ul> <p>For inquiries and follow-ups, client may contact the corresponding telephone number below.</p>
<b>How complaints are processed</b>	<p>The Complaints Officer opens the complaints drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the Complaint Officer, shall start the investigation and forward the complaint to the relevant office for their explanation.</p> <p>The Complaint Officer will create a report after the investigation and shall submit it to the Head of Agency for appropriate action.</p> <p>The Complaint Officer will give the feedback to the client.</p> <p>For inquiries and follow-ups, client may contact the corresponding telephone numbers below.</p>



**Contact Information**ARTA : [complaints @arta.gov.ph](mailto:complaints@arta.gov.ph)

1-ARTA (2872)

PCC : 8888

CSC : 0917-8398272

CBB : 0908-881-6565

Mayor's Office : 09178208892

Sangguniang Bayan Office : 09673398894

Mun.Accountant's Office : 09562915511

Treasurer's Office : 09167896848

Municipal Planning and  
Development Office : 09155790928

Municipal Budget Office : 09451755491

Civil Registrar's Office : 09173210021

Rural Health Unit : 09175583288

Mun. Engineer's Office : 09631854892

Municipal Social Welfare and  
Development Office : 09176362737Municipal Agricultural  
Services Office : 09552899469Municipal Solid Waste  
Management Office : 09361237485Local Disaster Risk Reduction  
and Management Office : 09369657684

HR Management Office : 09693308498

Municipal Assessor's Office : 09053723553

Municipal Tourism Office : 09982586784

General Services Office : 09361237485

Philippine National Police : 09283504026

Bureau of Fire Protection : 09452165888



## LIST OF SERVICES

Office	Address	Contact Information
Municipal Mayor's Office	LGU-Arteche, Eastern Samar	09178208892
Office of the Sanggunian	LGU-Arteche, Eastern Samar	09673398894
Municipal Accountant's Office	LGU-Arteche, Eastern Samar	09562915511
Municipal Treasurer's Office	LGU-Arteche, Eastern Samar	09167896848
Municipal Planning and Development Office	LGU-Arteche, Eastern Samar	09155790928
Municipal Budget Office	LGU-Arteche, Eastern Samar	09451755491
Municipal Civil Registrar's Office	LGU-Arteche, Eastern Samar	09173210021
Rural Health Unit	LGU-Arteche, Eastern Samar	09175583288
Municipal Engineer's Office	LGU-Arteche, Eastern Samar	09631854892
Municipal Social Welfare and Development Office	LGU-Arteche, Eastern Samar	09176362737
Municipal Agricultural Services Office	LGU-Arteche, Eastern Samar	09553899469
Human Resource Management Office		09693308498
Municipal Solid Waste Management Office	LGU-Arteche, Eastern Samar	09361237485
Local Disaster Risk Reduction and Management Office	LGU-Arteche, Eastern Samar	09369657684
Human Resource Management Office	LGU-Arteche, Eastern Samar	09693308498
Municipal Assessor's Office	LGU-Arteche, Eastern Samar	09053723553
Municipal Tourism Office	LGU-Arteche, Eastern Samar	09982586784
General Services Office	LGU-Arteche, Eastern Samar	09361237485
Philippine National Police	Arteche Municipal Police Station Arteche, Eastern Samar	09283504026
Bureau of Fire Protection	Brgy. Rawis, Arteche, E. Samar	09452165888