



**MUNICIPAL GOVERNMENT OF BAYOG**  
Province of Zamboanga del Sur

# **CITIZEN'S CHARTER**

**HANDBOOK 2024**  
(3RD EDITION)



## **MUNICIPAL GOVERNMENT OF BAYOG**

### **CITIZEN'S CHARTER**

2024 (3<sup>rd</sup> Edition)



## **I. Mandate:**

National subsidiary government to serve and protect its people through effective and efficient delivery of goods and services.

## **II. Vision:**

As an agri-mining hub of Zamboanga Peninsula, steered by competent and politically-willed and proactive manpower with adequate infrastructure facilities, driven by sustainable and viable agri-mining industries, responsibly utilizing natural resources in an ecologically-balance environment, and a haven of God-fearing, child-friendly, self-reliant, well-informed, empowered, culture-sensitive, gender responsive and disaster-resilient community geared towards improved quality of life.

## **III. Mission:**

We are therefore tasked to provide effective, efficient, and economic deliveries of goods and services by enhancing productivity in the framework of sustainable development.

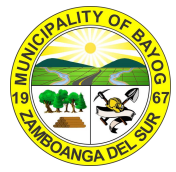
## **IV. Goal:**

Setting-up of an integrated development plan from which careful and forceful prosecution of programs, projects, and activities are excellently accomplished.



## LIST OF SERVICES

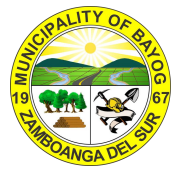
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## **A. Office of the Municipal Mayor**

### **External Services**



# 1. Request for Coverage, Photos, Video Clips, Newspaper Clippings, News Letter Materials, IEC Materials, Broadcast Monitoring, Social Media Posting and Web Posting.

Media coverage is given to important and big events as well as to good projects the municipal government wants to amplify. Subsequently, these may be posted at our official social media accounts and website so the story can be further picked up by the various forms of media, newsletter, and radio.

<b>Office or Division:</b>		Municipal Information Office		
<b>Classification:</b>		Simple		
<b>Type of transaction:</b>		G2G – Government to Government, G2C – Government to Citizens		
<b>Who may avail:</b>		Concerned Citizens, Municipal Government Officials and Employees, National Government Agencies, Media, and Academe.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Health Declaration form		Security Guard on duty		
2. Request form		MIO Receiving Clerk		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up/submit the Health Declaration Form.	1.1 Get the client body temperature.	None	5 minutes	Guard-on-duty
2. Submission of letter request or fill-up request form.	2.1 Receive, Interview & Validate the Request.	None	10 minutes	Receiving Clerk
	2.2 Stamping of date and time received and attach tracking slip.	None	3 minutes	Receiving Clerk
	2.3 Indorsement of letter request to OIC for approval.	None	5 minutes	MIO-OIC
	2.4 Prepares and generate request document.	None	20 minutes	Technical Staff
	2.4 Releasing and issuance of information & materials.	None	3 minutes	MIO-OIC
Total			46 minutes	



## 2. Request for Service Referrals

Public/client to provide further details regarding the attending circumstances pertinent to his/her concern such as, but not limited to, the municipal government's projects and services.

If the issue requires further referral with other offices, endorse the complaint to the offices for the appropriate action which can best address the concern.

<b>Office or Division:</b>		Municipal Information Office		
<b>Classification:</b>		Simple		
<b>Type of transaction:</b>		G2G – Government to Government, G2C – Government to Citizens		
<b>Who may avail:</b>		Concerned Citizens, Municipal Government Officials and Employees, National Government Agencies, Media, and Academe.		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Health Declaration form		Security Guard on duty		
2. Request form		MIO Receiving Clerk		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.1 Fill-up/submit the Health Declaration Form.	1.1 Get the client body temperature.	None	5 minutes	Guard-on-duty
2.1 Submit Request Form.	2.1 Receive, Interview, and Validation of Request.	None	10 minutes	Receiving Clerk
	2.2 Stamping of date and time received and attach tracking slip.	None	5 minutes	Receiving Clerk
	2.3 Assigned request to personnel	None	3 minutes	MIO-OIC
	2.4 Prepares and generate request document.	None	30 minutes	Technical Staff
	2.5 Releasing and issuance of information & materials.	None	5 minutes	MIO-OIC
Total		None	58 minutes	



### 3. Business Registration (New/ Renewal)

Applying & Renewing a Business Permit, Taxes & Fees.

All Enterprises are required to secure a Business License and mayor's permit and pay business taxes before the start of commercial operations. The said license must be renewed from January 1 to 20 every year. Penalties are imposed after this period. Business taxes for new enterprises are based on capitalization. Those for succeeding years are computed as a percentage of gross receipts/sales. Payments maybe made annually, semiannually, or quarterly. Taxes are due on the 20<sup>th</sup> day of the first month of every quarter. Business Taxes and other fees will depend on the approved assessment.

<b>Office or Division:</b>	Business Permit & Licensing
<b>Classification:</b>	Simple/ Complex
<b>Type of Transaction:</b>	Govt.-to-Citizens, Govt.-to-Business
<b>Who may avail:</b>	Business owners/ residents and authorized representative
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE (Specific Office/Division/Desk)</b>
<b><u>NEW BUSINESS APPLICATION</u></b>	
Photocopy of Community Tax Certificate (CTC)	Barangay location of business
1 copy of Barangay Business Clearance with official receipt	Barangay location of business
1 Photocopy of Department of Trade & Industry (DTI) Bus. Name Registration – For Single Proprietorship	Negosyo Center/ LIEPO Office
1 Photocopy of Security Exchange Commission Registration (SEC) – for Partnership/Corporation	SEC Office - Pagadian City
1 Photocopy of Cooperative Development Authority Accreditation (CDA) - for Cooperatives	CDA Office - Pagadian City
Valid Fire Safety Inspection Certificate (BFP)	Municipal Fire Station
Sanitary / Health Clearance	Municipal Health Center
Municipal Economic Enterprises Clearance (Public Market occupants)	Mun. Economic Enterprises Office
Police Clearance C	Municipal Police Station
<b><u>RENEWAL OF BUSINESS APPLICATION</u></b>	
Photocopy of Community Tax Certificate	Barangay Location of Business
1 Copy of Barangay Business Clearance w/ official receipt	Barangay Location of Business
Police Clearance	Municipal Police Station
Valid Fire Safety Inspection Certificate (BFP)	Municipal Fire Station
Sanitary/ Health Clearance	Municipal Health Center
Mun. Economic Enterprises Certificate (Pub. Market)	Mun. Economic Enterprises Office
<b>Additional Requirements for Renewal</b>	



Prior Year print-out of application with official receipt/ Gross Sales	Applicant			
Social Security System Clearance (Not compulsory)	SSS			
Bureau of Internal revenue certificate of Tax Payment (not compulsory)	BIR			
<b>Fees and Charges</b>	<p>Legal Basis: 2016 Municipal Revenue Code of the Municipality of Bayog, Zamboanga del Sur</p> <p><b>*Business Tax (Graduated or Local Tax) Chapter II, Article A, Section 2A New Business</b> – Newly Started business entities shall not be subject to and/or liable to the payment of initial business tax and shall ONLY be subject to the payment of Business Permit and other regulatory fees and charges. This is in the compliance with DOF_BLGF Memorandum Circular No. 01-001-2017 issued on January 05, 2017.</p> <p><b>*Renewal</b> – based on Gross Sales Receipts (Vary on Tax list e.g., Wholesaler/ dealer, sari-sari, service, retailer)</p> <p><b>*Mayor's Permit</b> – Rate depends on type of nature of business (as per list) <i>Chapter III, Article A, Section 3A</i></p> <p><b>*Garbage/ Environmental Fee</b> - Rate depends on type of nature of business (as per list) <i>Chapter V, Article B, Section 5B</i></p> <p><b>*Sanitary Fee</b> – Rate depends on type of nature of business (as per list) <i>Chapter IV, Article F, Section 4F</i></p> <p><b>*Police Clearance – 110.00</b> <i>Chapter IV, Article C, Section 4C.a</i></p> <p><b>*Fire Inspection Fee</b> – 15% of all fees <i>Rules &amp; Regulation RA 9514</i></p> <p><b>Penalty Imposed on Late/ Deficiency Payees:</b> 25% surcharges plus a monthly 2% interest applied (<b>Chapter II, Article C, Section 2C.04 – e</b>)</p>			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>STEP 1. Permit &amp; Licenses Division – Register and Apply</b>				<i>Position/Designation</i> (Office of the Mun. Mayor)
A. Secure and Fill-up - Application Form/Assessment Form	Verify and Validate Application Form including requirements.	None	New 5 Minutes  Renewal 5 Minutes	Admin. Aide/BPLO Staff
<b>STEP 2. Municipal Treasurer's Office – Payment</b>				
A. Applicants paid the corresponding tax, fees and charges.	Check the related other tax fees, and charges.  Issue Official Receipt after	Ref. to Mun. Ordinance No. 12-175-15 (please refers to	5 Minutes  (Time adjustments due to Low Internet Connection)	LRCO  Mun. Treasurer



	payment has been received.	the fees and charges above)		
<b>STEP 2. Municipal Treasurer's Office – Payment</b>				
A. Issuance and release the approved Business Permit/ Licenses and other clearances.	Release and Approved Business Permit and other attached clearances and requirements.	None	5 Minutes	Admin. Aide/ BPLO Staff
	Total		20 minutes	

**TOTAL PROCESSING TIME:** It may take a maximum of 2 days process for new applicants. This already includes the requisite inspection and clearances from various offices and government agencies. Verification determines whether an applicant still must secure clearances from various offices.

#### 4. ISSUANCE OF MAYOR'S CLEARANCE

Serves as pre-requisite for employment, marriage, identification, firearms license, etc.

<b>Office or Division:</b>	Business Permit & Licensing			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Govt.-to-Citizens			
<b>Who may avail:</b>	Public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE (Specific Office/Division/Desk)</b>		
Photocopy of Community Tax Certificate (CTC)		Barangay location of business/ Mun. Treasurer's Office		
1 copy of Barangay Clearance with official receipt		Barangay location of business		
Police Clearance		Municipal Police Station		
<b>Fees:</b>	Mayor's Clearance:		140.00	
	Police Clearance		140.00	
	For Employment		140.00	
	For Marriage		550.00	
	To secure Firearms License (Police Clearance)		1,100.00	
	For Identification		140.00	
	Other Certifications:		140.00	
of any type of purpose				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the requirements to BPLS for review	1.1 Secures and verify the submitted requirements, issues referral Slip for	None	3 Minutes	BPLS Staff



	Payment and directs applicants to pay at the treasurer's office			
2. Proceed to the designated payment windows of the Municipal treasury and present the referral slip for payments	2.1 Received payments and issued official receipt	Please refer to the table above for the particular fees	5 Minutes	Revenue Collection Clerk/ Officer
3. Return to BPLS to present proof of payments of corresponding fee as basis of issuance of Mayor's Clearance.	3.1 Prints mayor's Clearance forward to the Municipal mayor or his authorized personnel for signature, seals, records to logbook and released clearance.	None	2 Minutes	BPLS Staff Mun. Mayor Mun. Administrator
	Total:		10 Minutes	

## 5. MOTORIZED TRICYCLE OPERATION'S PERMIT (MTOP) - NEW OR RENEWAL

Motorized Tricycle for Hire is a vehicle composed of a motorcycle fitted with single wheel side car or a motorcycle with a two-wheel cab operated to render transport services to the general public for a fee.

Office or Division:	Business Permit & Licensing		
Classification:	Simple		
Type of Transaction:	Govt.-to-Citizens		
Who may avail:	Motorized Tricycle owners/ operators		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE (Specific Office/Division/Desk)	
<u>MOTORIZED TRICYCLE APPLICANT</u>			
Current year Community Tax Certificate (CTC)		Barangay location of business/ Mun. Treasurer's Office	
1 copy of Barangay Clearance with official receipt		Barangay location of business	
Police Clearance		Municipal Police Station	
Sanitary/ Health Certificate		Mun. Health Center	
Previous Permit to Operate		Applicant	
Certificate of Non-Delinquency		Mun. Treasurer's Office	
Cert. of attendance on Ecological waste Mgt. Orientation		MEE0	
Xerox Copy of Driver's License		LTO	



Xerox Copy of latest OR & CR of Motorcycle		LTO		
Resolution Requesting for Franchise application for New/ Renewal from Sangguniang Bayan		SB Office		
<b>Fees:</b>	Motorized Tricycle Fee: (New/Renewal)		Amount of paid	
	Application fee for Franchise per unit (per year)		360.00	
	Motorized tricycle Operator's Permit (MTOP) per unit		240.00	
	Mayor Permit Fee		180.00	
	Registration Fee		120.00	
	Occupation Fee		120.00	
	Sticker		60.00	
	Business Tax (Fix)		600.00	
	Permit Plate		200.00	
	Sanitary Fee		120.00	
	Cert. of Non- Del.		82.50	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the requirements to BPLS for review, then Fill-up the Application Form.	1.1 Receives and verify the submitted requirements and application form after approval from BPLO	None	5 Minutes	BPLS Staff
	1.2 Directs applicants to pay at the Treasurer's Office	None		
2. Proceed to the designated payment windows of the Municipal treasury and present the referral slip for payments	2.1 Received payments and issued official receipt	Please refers to the table above for the particular fees	3 Minutes	Revenue Collection Clerk/ Officer
3. Return to BPLS to present proof of payments of corresponding fee as basis of issuance of. Permit to Operate.	3.1 Encode data and Issue a Temporary Permit to Operate	None	2 Minutes	BPLS Staff
	3.2 Transmit to the Sangguniang Bayan for Approval of Request together with attached requirements to be	None	3 Minutes	BPLS Staff



	session every Monday of a week.			
4. Return after a week and bring the issued Temp. Permit to Operate to BPLS in exchange of Permit to Operate.	4.1 Print Permit to Operate and forwards to the Municipal Mayor or its authorized personnel for signature, seals, records, released documents including the franchise plate (New) and/ or sticker.	None	3 Minutes	Mun. Mayor Mun. Administrator
	Total:		16 Minutes	

## 6. PEDALED TRICYCLE OPERATION'S PERMIT (PTOP) - NEW OR RENEWAL

Pedaled Tricycle for Hire is operated to render transport services to the general public for a fee.

<b>Office or Division:</b>	Business Permit & Licensing		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	Govt.-to-Citizens		
<b>Who may avail:</b>	Pedaled Tricycle owners/ operators		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE (Specific Office/Division/Desk)	
PEDALED TRICYCLE APPLICANT			
Current year Community Tax Certificate (CTC)		Barangay location of business/ Mun. Treasurer's Office	
1 copy of Barangay Clearance with official receipt		Barangay location of business	
Police Clearance		Municipal Police Station	
Sanitary/ Health Certificate		Mun. Health Center	
Previous Permit to Operate w/ official receipt		Applicant	
Certificate of Non- Delinquency		Mun. Treasurer's Office	
Cert. of attendance on Ecological waste Mgt. Orientation		MEE0	
Office of the Traffic Chief ID		BPLS	
1x1 ID Picture		Applicant	
<b>Fees:</b>	<b>Pedaled Tricycle Fee: (New/Renewal)</b>		Amount of paid
	Application fee per unit (per year)		60.00



	Pedaled tricycle Operator's Permit (PTOP) per unit			120.00
	Mayor Permit Fee			120.00
	Registration Fee			120.00
	Occupation Fee			120.00
	Sticker			60.00
	Business Tax (Fix)			180.00
	Permit Plate			200.00
	Sanitary Fee			120.00
	Cert. of Non- Del.			82.50
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements to BPLS for review, then Fill-up the Application Form.	1.1 Receives and verify the submitted requirements and application form.  1.2 Send to BPLO for approval and directs applicants to pay at the Treasurer's Office	None	5 Minutes	BPLS Staff
2. Proceed to the designated payment windows of the Municipal treasury and present the referral slip for payments	2.1 Received payments and issued Cert. Non-Del. Together with official receipt.	Please refers to the table above for the particular fees	3 Minutes	Revenue Collection Clerk/ Officer
3. Return to BPLS to present proof of payments of corresponding fee as basis of issuance of. Permit to Operate.	3.1 Encodes data and Print Traffic Chief Identification and Permit to Operate and forwards to the Municipal Mayor or its authorized personnel for signature, sealed, records then released documents including the Permit Plate (New) and/ or sticker.	None	4 Minutes	BPLS Staff  Mun. Administrator  Mun. Mayor
	Total:		15 Minutes	



## 7. Issuance of Certifications

Certifications are issued to affirm the validity of information. These are documents requested by client attesting the status of operations of certain business establishments or motorized tricycle whether it exist or not. No Fees shall be paid to requesting other government agencies.

<b>Office or Division:</b>	Business Permit & Licensing			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Govt.-to-Citizens, Govt – to Business, Govt – to Govt			
<b>Who may avail:</b>	General Public, Business Owner/ Operators, Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE (Specific Office/Division/Desk)		
Letter addressed to the Municipal Mayor stating nature of request, name and contact number of requesting party.		Business owners/ General Public/ Government Agencies		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter stating the nature/ purpose of request.	1.1 Receives request, issue referral slip for payment and directs applicant to pay at the Treasurer's Office	None	3 Minutes	BPLS Staff
2. Proceed to the designated payment windows of the Municipal treasury and present the referral slip for payments	2.1 Received payments and issued official receipt.	Php 140.00	5 Minutes	Revenue Collection Clerk (MTO)
3. Return to BPLS to present proof of for issuance of Certification.	3.1 Encodes data, print forwards to the Municipal Mayor or its authorized personnel for signature	None	5 Minutes	BPLO Staff
	3.2 Seal, record the Certification.	None	2 Minutes	Municipal Mayor / Mun. Administrator BPLO Staff
4. Receives the Certification	4.1 Release the Certification.	None	2 Minutes	BPLO Staff
Total:		Php 140.00	12 Minutes	



## 8. Cessation (Retirement/Closure) of Business/Tricycle Operation

All Enterprises, upon cessation of operation, shall inform the LGU for the assessment of any tax due. Any tax due must first be paid before any business or an undertaking is finally terminated. These are documents requested by Business owners/ operators attesting the status of operations of certain business establishments or motorized tricycle whether it exist or not.

<b>Office or Division:</b>	Business Permit & Licensing			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Govt – to Business			
<b>Who may avail:</b>	Business Owner/ Operators			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE (Specific Office/Division/Desk)		
1. Latest permit issued and tin plate (to be surrender)		Business owners/ operators		
2. Affidavit of Business Closure		Notary Public		
3. Cancellation of Registration from DTI/SEC (for Establishments)		DTI/SEC		
4. Cancellation of Registration from SB Office (for Motorized Tricycle)		Sangguniang Bayan Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit checklist of requirement from BPLS.	1.1 Receives and cross check the checklist requirements,  1.2 Issue referral slip for payment and directs applicant to pay at the Treasurer's Office	None	3 Minutes	BPLO Staff
2. Proceed to the designated payment windows of the Municipal treasury and present the referral slip for payments	2.1 Received payments and issued official receipt.	Php 140.00 with Doc. fee	2 Minutes	Revenue Collection Clerk (MTO)
3. Return to BPLO to present the OR as proof for issuance of Cessation of Business	3.1 Encodes data, print forwards to the Municipal Mayor or its authorized personnel for signature	None	3 Minutes	BPLO Staff  Municipal Mayor / Mun. Administrator  BPLO Staff



	3.2 Seal, record the Cessation of Business.	None	1 Minutes	
4. Receives the Cessation of Business.	4.1 Release the Cessation of Business.	None	1 Minutes	BPLO Staff
	Total:	Php 140.00	10 Minutes	

## 9. ISSUANCE OF SPECIAL PERMITS FOR CONDUCT OF ACTIVITY/ MOTORCADE, USE GOVERNMENT FACILITIES, ETC.

All groups and entities that wish to conduct of group activities, motorcade, use any government facilities, transport goods to any point in the country, conduct cockfighting, town fiestas, vendor, promotional sale, etc. shall be required to pay the corresponding fees. While religious, civic and social organization, clubs, fraternities, etc., programs, contest etc., the proceeds shall insure to the benefit or welfare of the organization shall charge for free, that a permit secured first from Mun. Social Welfare and Development Office (MSWDO) authorizing to hold such project or activity.

<b>Office or Division:</b>	Business Permit & Licensing		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	Govt to Citizen, Govt to Bus., Govt to Govt		
<b>Who may avail:</b>	Bus. Owner/ Operators		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE (Specific Office/Division/Desk)	
1. Secure Certificate to hold such activity/project. (For religious, civic and social organization)		MSWDO	
2. Letter addressed to the Mun. Mayor stating nature of activity/project, name, contact number of requesting party.		Applicant	
<b>Fees:</b>	Mun. Ordinance No. 12-175-15	<b>Amount of Fee</b>	
	Religious, civic and social organization, clubs, fraternities, programs, contest.	Free	
	Motorcade	820.00	
	Government Facilities		
	Gym (per hour at day time using electricity	120.00	
	Gym (per hour at day time w/ out using electricity.	75.00	
	Gym (per hour from 6:00 P.M to 12 Midnight	180.00	
	Whole day 8:00 A.M -5:00 P.M	1,000.00	



	Extension of use 6:00 – 5:00 P.M	730.00
	Wooden Tables	24.00
	Plastic chairs	6.00
	Special Cockfights	1,200.00
	Special derby assessment from promoters of:	
	Two Cock Derby	2,420.00
	Three Cock Derby	3,630.00
	Four Cock Derby	4,840.00
	Five Cock Derby	6,050.00
	Six Cock Derby	7,260.00
	Seven Cock Derby	8,470.00
	Eight Cock Derby	9,680.00
	Per Sultada:	
	Ordinary	55.00/fight
	Special	110.00/ fight
	<b>Transport Fee:</b>	
	Live Fowl (per head)	7.00
	Goat, sheep and swine	60.00
	Large cattle	120.00
	Planted Trees fee:	
	10 wheelers	2,500.00
	6 wheelers	1,500.00
	Light truck (elf)	1,000.00
	Jeepney/Van	500.00
	<b><u>Palay, corn, Copra &amp; other grains:</u></b>	
	10 wheelers (per truck load)	500.00
	6 wheelers (per truck load)	300.00
	Light truck/ elf (per truck load)	200.00
	Jeepney/Van (per truck load)	60.00
	If in sack	2.00 per sack
	<b><u>Rubber:</u></b>	
	10 wheelers (per truck load)	1,000.00
	6 wheelers (per truck load)	800.00
	Light truck/ elf (per truck load)	600.00
	Jeepney/Van (per truck load)	300.00
	Rubber in block (block)	15.00 per block
	<b><u>Organizer Fertilizer:</u></b>	
	10 wheelers (per truck load)	1,000.00
	6 wheelers (per truck load)	800.00
	Light truck/ elf (per truck load)	600.00
	Jeepney/Van (per truck load)	300.00
	Organic Fertilizer (per sack)	15.00



	<b><u>Iron Ore &amp; other Minerals (per truck load:</u></b>			
	15 -20 tons		1,500.00	
	10-14 tons		1,000.00	
	6-9 tons		800.00	
	Below 6 tons		500.00	
	<b><u>Sand and Gravel or similar (per truck load)</u></b>			
	12 wheelers (32 tons)		400.00	
	10 wheelers (18-20 tons)		300.00	
	10 wheelers (10-15 tons)		250.00	
	6 wheelers		200.00	
	Light truck/ elf		150.00	
	Jeep or similar (per load)		100.00	
	<b><u>JUNK/ SCRAP</u></b>			
	10 wheelers		1,500.00	
	6 wheelers		1,000.00	
	Light truck/ elf		800.00	
	Jeep or similar (per load)		500.00	
	Tricycle		200.00	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter stating the nature/ purpose of request for information or Certificate from MSWDO (for religious, civic and social org.) for approval of the Municipal Mayor	1.1 Receives letter request or Certificate (MSWDO)  1.2 Forward to the Municipal Mayor for approval.	None	2 Minutes	BPLS Staff (OMM/BPLO)
2. Return to BPLS and present the received certificate and acknowledge or approved letter request for appropriate action.	2.1 Secures and validate presented letter request and issues referral slip and directs applicants to pay at the Treasurer's Office.  Note: Request for the use of government facilities shall be granted depending on the availability of venue. All government activities are being prioritized.	None	2 Minutes	Mun. Administrator / BPLO Desg. BPLS Staff



3. Proceed to the designated payment windows of the Municipal treasury and present the referral slip for payment.	3.1 Receives payment and issued official receipt.	Please refer to the table above for particular fees	2 Minutes	Rev. Coll. Clerk (MTO)
4. Return to BPLS to present proof of for issuance of Special Permit.	4.1 Cross Check the fees paid,  4.2 Encodes data, 4.3 Forwards to the Municipal Mayor or its authorized personnel for signature, sealed, records then release to requesting party	None  None None	4 Minutes	BPLS Staff  Mun. Administrator/ Municipal Mayor
	Total:	Refer above	10 Minutes	

## 10. Submission of Monthly Report from the Identified Tourist Attractions and Accommodation Establishments

Service Information: The Office of the Municipal Mayor – Tourism Divisions gathers data from the identified tourist attractions and accommodation establishments to monitor tourist arrivals, seasonality and accommodation (data on number of rooms, guests and nights). Receive reports from the tourist attractions and accommodations establishments are submitted to the Department of Tourism Region IX and can be used for the formulation of tourism-specific policies, regional policy and sustainable development.

<b>Office or Division:</b>	Tourism Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Govt.-to-Business Owners and Stakeholders			
<b>Who may avail:</b>	Identified Owners of Tourist Attractions and Accommodation Establishments			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE (Specific Office/Division/Desk)</b>		
1. Hard Copy of Tourism Data (1 copy)		Owners of the tourist attractions and accommodation establishments		
2. Valid Id or Proof of Identification (1 copy)		Owners of the tourist attractions and accommodation establishments		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Register the name in the Visitor's Log book at the front desk	1.1 Ask for Identification Card and give the logbook to the client	None	1 minute	Tourism Personnel (OMM-Tourism)
2. Submit a hard copy of the monthly tourism data	2.1 Receives the data and return one copy to the client	None	3 minutes	Tourism Personnel (OMM-Tourism)
3. Secure blank forms for the next monthly report	3.1 Gives a hard copy of tourism monthly report forms	None	2 minutes	Tourism Personnel (OMM-Tourism)
Total			6 minutes	

## 11. Provision of information about available tourist destinations and accommodation establishments in the Municipality of Bayog

Service Information: People like to travel for many kinds of pleasure. Some like to try activities in different locations or visit family and friends. The Office of the Municipal Mayor-Tourism Division allows local and foreign tourist to gather information and experience the best services Bayog has to offer especially from the local tourist attractions and accommodation establishments.

<b>Office or Division:</b>	Tourism Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens			
<b>Who may avail:</b>	Local and Foreign Tourist			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE (Specific Office/Division/Desk)		
Promotional Materials such as leaflets, brochures, posters, flyers, postcards and contact details of the tourist attractions and accommodation establishments		Tourism Division/ Designated Tourism Officer		
Valid ID or proof of identification		Local or Foreign Tourist		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register the name in the Visitor's Log book at the front desk	1.1 Ask for Identification Card and give the logbook to the client	None	1 minute	Tourism Personnel (OMM-Tourism)
2. State the purpose of his/her visit to the office	2.1 Personnel conduct preliminary interview	None	3 minutes	Tourism Personnel (OMM-Tourism)
3. Proceed to the Tourism Officer or personnel assigned for his/her queries	3.1 Tourism Officer/designated personnel gives necessary	None	5 minutes	Tourism Officer Desig.



	information and promotional materials for additional guide			(OMM-Tourism)
	Total		9 minutes	

## 12. Issuance of Certificate for Solid Waste Management

To address the problem of proper solid waste management and comply with R.A. 9003, it is necessary to educate people, especially business owners, on proper solid waste management practices.

<b>Office or Division:</b>		Municipal Environment and Natural Resources Officer		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Govt.-to-Citizens		
<b>Who may avail:</b>		Business Owners		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE (Specific Office/Division/Desk)		
NONE				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attend Solid Waste Management Orientation/Seminar	1.1 Orient the business owners on proper solid waste management.	None	10 Minutes	MENRO-Designate
	1.2 Issuance of certificate and signing of assessment form.	None	5 Minutes	MENRO-Designate Admin Aide
2. Receive the Certificate & Sign Assessment Form	2.1 Release Certificate	None	1 Minute	Admin Aide
	Total	None	16 minutes	



### 13. Issuance of Notification for Cutting of Trees

To protect our environment, there is a need to regulate the people from any activity concerning environmental protection. This notification is served to citizens provided that they meet the requirements needed and for personal use only.

<b>Office or Division:</b>	Municipal Environment and Natural Resources Officer			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizens			
<b>Who may avail:</b>	All owners of private lands and planted <i>trees</i> within the jurisdiction of the municipality			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE (Specific Office/Division/Desk)		
Barangay Certification		Barangay Concerned		
Photos of trees to be cut		Owner		
Proof of ownership (Tax Declaration, Land Title)		Owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements needed	1.1 Checking and evaluating requirements	None	2 Minutes	MENRO-Designate
	1.2 Preparing and signing of documents, copy furnished to the agency.	None	5 Minutes	MENRO-Designate Admin Aide
2. Receive the Signed Notification for Cutting of Trees	2.1 Release Notification	None	1 Minute	Admin Aide
	Total	None	8 minutes	



## 14. Rental of Function Hall at Agro-Tourism Park

To answer the need of the people about their need for special gatherings, the MENRO built a function hall where it can cater to different occasions. Enjoy the benefits from it, and witness the beauty of Eco Park thus promoting Ecological and Agro-tourism in the municipality.

<b>Office or Division:</b>	Municipal Environment and Natural Resources Officer			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government, Government to NGO, Government to Citizens			
<b>Who may avail:</b>	All citizens			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE (Specific Office/Division/Desk)</b>		
Photocopy of Official Receipt		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. Presenting proof of payment	1.1 Receive and arrange schedules based on availability	Php 1,000.00/day	5 minutes	MENRO-Designate Admin Aide II
2. Receive the Authority to Rent Function Hall	2.1 Release Rental	None	1 Minute	Admin Aide
	Total	Php 1,000.00/day	6 minutes	



## 15. Purchasing of Vermicast

As part of promoting Solid Waste Management, MENRO Bayog turns biodegradable waste into organic fertilizer. It greatly contributes to our environment thus minimizing the use of inorganic fertilizer. It is also an answer to the advocacy of the Department of Agriculture to promote organic farming through the use of organic fertilizer.

<b>Office or Division:</b>	Municipal Environment and Natural Resources Officer			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government, Government to NGO, Government to Citizens			
<b>Who may avail:</b>	All citizens			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE (Specific Office/Division/Desk)		
Photocopy of Official Receipt		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presenting proof of payment	1.1 Receive OR and get the photocopies as office files	Php 250.00/sack @50kg/sack  Php 150.00/sack @50kg/sack for rice straw contributing farmer  Php 5.00/kg	5 minutes/sack	Admin Aide/Admin Aide II
2. Receive the Vermicast	2.1 Release Vermicast	None	1 Minute	Admin Aide
	Total	Refer above	6 minutes	



## 16. Application as SPES Grantees

Provide avenue/opportunities by giving 20 days' employment to help the unfortunate students to pursue school endeavor to finish schooling without hampering the class schedule and school activities.

<b>Office or Division:</b>	PUBLIC EMPLOYMENT DIVISION			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Govt.-to-Citizens			
<b>Who may avail:</b>	College Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE (Specific Office/Division/Desk)		
Birth Certificate		PSA		
2x2 Picture		N/A		
Copy of Grades		School		
Certificate of Indigence		Barangay of Residency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approaches the Public Assistance PESO Division Front Desk Officer for inquiry	1. Assists and refers the client to the assigned focal person	None	5 minutes	PESO STAFF
2.Proceeds to the Assigned personnel and submit the requirements and register spes.dole9portal.com	2.1 Receives the documents 2.2 Checks for the completeness of the requirements 2.3 Advice the client to register at spes.dole9portal.com official DOLE Website 2.4 Advices the client with regards to the schedule of the SPES Orientation	None	15 Minutes	PESO STAFF
	Total	None	20 minutes	



## 17. Application for No Objection Certification

Issuance of No Objection Certificate for private and recruitment agency to conduct Special Recruitment Activity (SRA) at the premise of the Public Employment Division at the Municipal Government Center

<b>Office or Division:</b>	PUBLIC EMPLOYMENT DIVISION			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Govt.-to-Citizens and Govt.-to-Business			
<b>Who may avail:</b>	Recruitment Agency Owner/representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE (Specific Office/Division/Desk)		
SEC Registration		Security and Exchange Commission		
Letter of Intent		N/A		
POEA License		Philippine Overseas Employment Administration		
Mayor's Permit		Office of the Municipal Mayor		
Philjobnet Registration		PESO Employment Information System (PEIS)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approaches the PESO for inquiry	1. Assists and refer the client to the assigned focal person	None	2 minutes	<i>PESO STAFF</i>
2. Proceed to the assigned personnel and present / submit the requirements	2.1 Receives the documents 2.2 Checks the completeness of the documents. 2.3 Validate the documents submitted 2.4 Endorse the client to the PESO Manager	None	10 minutes	<i>PESO STAFF</i>
3. Presents the approval of the PESO officer	3.1 Settles the schedule and venue of the recruitment activity 3.2 Prepares the NOC	None	8 minutes	<i>PESO STAFF</i>



	3.3 Forward the duly signed to the LCE for signature			
	3.4 Releases the No Objection Certificate			
	Total	None	20 minutes	

## 18. Application for Referral Letters

Issuance of referral letter for the recommendation and positive endorsement of a person skills, experience and qualifications to boost the character and background on applying for a Job Internship, Higher Education or Volunteering Opportunity.

<b>Office or Division:</b>	OMM/PESO			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Govt.-to-Citizens			
<b>Who may avail:</b>	Citizen/Client			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE (Specific Office/Division/Desk)</b>		
Bio Data / Resume		N/A		
NSRP Form		Public Employment Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approaches the PESO for inquiry	1.1 Assist and refer the client to the assigned focal person.	None	5 Minutes	PESO STAFF
2. Proceeds to the PESO Manager and Present the resume	2.1 Receive the Resume	None	5 Minutes	PESO STAFF
	2.2 Interview the client			PESO Manager
	2.3 Review the qualification of the applicant			
	2.4 Prepares the referral letter.	None	10 Minutes	PESO STAFF
	2.5 Forward the referral to the PESO Manager for signature.			PESO Manager
	2.6 Forward the duly signed to the LCE for signature			PESO STAFF
	2.7 Release the referral letter			PESO STAFF
Total		None	20 minutes	



## **A. Office of the Municipal Mayor Internal Services**



## 19. Process and Validate Approved Vouchers, Purchased Request and Checks

<b>Office or Division:</b>		Internal Audit Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G Government-to-Government		
<b>Who may avail:</b>		All Municipal Offices of Bayog		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE (Specific Office/Division/Desk)</b>		
Vouchers (with complete attachments)		From Office of the Municipal Treasurer, Municipal Budget Officer, Municipal Accounting		
Purchase Requests (with complete attachments)		From Office of the Municipal Treasurer, Municipal Budget Officer, Municipal Accounting		
Checks (with complete attachments)		From Office of the Municipal Treasurer, Municipal Budget Officer, Municipal Accounting		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. MTO Personnel transmit the approved vouchers, purchased request and check for approval of the Municipal Mayor.	1.1 Receives approved vouchers, purchased request and check	None	2 minutes	Admin. Aide II (Internal Audit Div.)
	1.2 Validate and evaluate supporting documents	None	5 minutes	MAA II (Internal Audit Div.)
	1.3 Submit for approval	None	1 minute	Municipal Mayor
	1.4 Record the Documents	None	5 minutes	
	1.5 Release the vouchers and check to the MTO	None		MAA II (Internal Audit Div.)
2. MTO receives the Approved vouchers, purchased request and check.	2.1 Release the Approved Purchase Request to the Bids and Awards	None	3 minutes	Admin. Aide II (Internal Audit Div.)  (MTO)  Admin. Aide II



	Committee for Bidding Process			(Internal Audit Div.)  <i>BAC Secretariat (BAC)</i>
	Note: If lack of supporting documents & signatories, make some notes/inform the department/office concern to complete the documents.			
		TOTAL	16 minutes	

## 20. Process and Validate Payroll

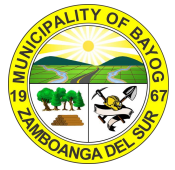
<b>Office or Division:</b>	Internal Audit Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G Government-to-Government			
<b>Who may avail:</b>	Financial Offices of Bayog			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE (Specific Office/Division/Desk)</b>		
Payroll (with complete attachments)		From Office of the Municipal Accounting Office, and 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. Accounting Personnel transmit the approved Payroll for approval of the Municipal Mayor.	1.1 Receives approved payroll	None	2 minutes	<i>Admin. Aide II (Internal Audit Div.)</i>
	1.2 Validate and evaluate supporting documents	None	2 minutes	<i>MAA II (Internal Audit Div.)</i>
	1.3 Submit for approval	None	5 minutes	<i>Municipal Mayor</i>
	1.4 Record the Documents		2 minutes	<i>MAA II (Internal Audit Div.)</i>
	1.5 Release the Approved Payroll to the MTO			
2. MTO receives the Approved Payroll.	2.1 Release the Approved	None	2 minutes	<i>Admin. Aide II (Internal Audit Div.)</i>



	Payroll to the MTO  Note: If lack of supporting documents & signatories, make some notes/inform the department/office concern to complete the documents.			(MTO)
		TOTAL	13 minutes	

## 21. Facilitate for the Approval of Financial Documents (Local Budget Matrix, Allotment Release Order & Supplemental Budget)

<b>Office or Division:</b>	Internal Audit Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G Government-to-Government			
<b>Who may avail:</b>	Municipal Budget Officer			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE (Specific Office/Division/Desk)		
Local Budget Matrix		Municipal Budget Officer		
Allotment Release Order		Municipal Budget Officer		
Supplemental Budget		Municipal Budget Officer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. MBO -for approval of the Mayor for the Local Budget Matrix, Allotment Release Order & Supplemental Budget for the approval of the Municipal Mayor	1.1 Facilitate for approval of the Local Budget Matrix, Allotment Release Order & Supplemental Budget to the Mayor	None	2 minutes	MAA II (Internal Audit Div.)
	1.2 Approval of the Municipal Mayor	None	5 minutes	Municipal Mayor
2. MBO receives the Approved Local Budget Matrix, Allotment Release Order & Supplemental Budget.	2.1 Release the Approved Local Budget Matrix, Allotment Release Order & Supplemental Budget to the Municipal Budget Officer	None	5 minutes	Admin. Aide II (Internal Audit Div.)  (MBO)
		TOTAL	17 minutes	



## **B. Office of the Municipal Vice Mayor**

### **External Services**



## 22. Receiving of pertinent documents for information, reference, and appropriate action

Pertinent documents such as memoranda, invitations, requests, and other relevant communications are received by the Office of the Municipal Vice Mayor for appropriate action.

<b>Office or Division:</b>		Legislative Services Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government-to-Government Government-to-Businesses Government-to-Citizens		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Pertinent documents such as memoranda, invitations, requests, and other relevant communications (1 original copy)		Client		
<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 documents	1.1 Receive the documents.	None	1 minute	Receiving Clerk
	1.2 Record the documents' details in the logbook.		3 minutes	Receiving Clerk
	1.3 Forward the documents to the Executive Assistant to the Municipal Vice Mayor for initial perusal.		2 minutes	Receiving Clerk
	1.4 Initial perusal of the documents received.		5 minutes	Executive Assistant II
	1.5 Forward documents to the Municipal Vice Mayor for information, reference, and if required, for appropriate action.		1 minute	Executive Assistant II



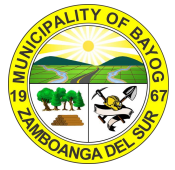
	1.6 Documents are perused by the Municipal Vice Mayor.  1.7 Appropriate action is provided.		10 minutes  Maximum of 2 days	Municipal Vice Mayor  Municipal Vice Mayor
2. Client is informed of the action made.	2.1 Inform the client of the action made by the Municipal Vice Mayor.	None	5 minutes	Executive Assistant II
3. Receive the approved documents	3.1 Release the approved documents to the client.  In cases of documents that need the signature or approval of the Municipal Vice Mayor such as financial documents, the same are returned to the concerned Offices or clients.	None	5 minutes	Receiving Clerk
<b>TOTAL</b>		<b>None</b>	<b>2 days &amp; 32 minutes</b>	



## 23. Receiving of Guests/Visitors who have official business with the Municipal Vice Mayor

Visitors and guests from both government and private agencies and institutions who have official business and transaction with the Municipal Vice Mayor are duly received by the Office.

<b>Office or Division:</b>		Legislative Services Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government-to-Government Government-to-Businesses Government-to-Citizens		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Protocol Slip (1 copy)		Receiving Clerk		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Scan QR Code using the Stay Safe App plastered on the Office door before entering. If no Stay Safe account or no mobile phone, submit a fully filled out COVID-19 Health Declaration Form which can be accessed from the Information Desk at the lobby of the Municipal Hall).	1.1 Check the StaySafe App admin dashboard for the visitor's information or receive the fully filled out COVID-19 Health Declaration Form.	None	5 minutes	Receiving Clerk
	1.2 Receive the visitor/guest.			Receiving Clerk
2. Fill out Protocol Slip indicating the name, address, agency, contact number and purpose of visit.	2.1 Receive the Protocol Slip and forward the same to the Municipal Vice Mayor for information and reference.	None	1 minute	Receiving Clerk
3. See the Municipal Vice Mayor	3.1 Attend to the visitor/guest.	None	Maximum of 1 hour depending on the purpose of visit.	Municipal Vice Mayor
	3.2 File the Protocol Slip for later reference.		1 minute	Receiving Clerk
<b>TOTAL</b>		<b>None</b>	<b>1 hour and 7 minutes</b>	



## **B. Office of the Municipal Vice Mayor Internal Services**



## 24. Approval of the Released Funds

The Municipal Vice Mayor must approve the funds under the Legislative Department (Offices of the Municipal Vice Mayor, Sangguniang Bayan, and Secretary to the Sangguniang Bayan) before these financial documents are allowed to be released to the requesting offices within the Legislative Department.

<b>Office or Division:</b>		Legislative Services Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government-to-Government		
<b>Who may avail:</b>		Offices under the Legislative Department		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Purchase Request (4 copies) 2. Obligation Request (4 copies) 3. Activity Design (3 copies) 4. Annual Procurement Plan (1 copy) 5. Disbursement Voucher (2)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the documents	1.1 Receive the documents and record its details and particulars in the logbook.	None	2 minutes	Receiving Clerk
	1.2 Review the documents.		2 minutes	Executive Assistant II
	1.3 Forward the documents to the Municipal Vice Mayor for final review and approval.		2 minutes	Executive Assistant II
2. Wait for action	2.1 Documents are reviewed and approved by the Municipal Vice Mayor.	None	10 minutes	Municipal Vice Mayor
3. Wait for action	3.1 Record the approved documents before release.	None	2 minutes	Receiving Clerk
4. Receive the approved documents	4.1 Release the approved documents to the client.	None	1 minute	Receiving Clerk
<b>TOTAL</b>		<b>None</b>	<b>19 minutes</b>	



## 25.Approval and Release of Legislative Documents

Legislative documents such as Ordinances, Resolutions, and other communications that need the signature and approval of the Municipal Vice Mayor are received by the Office.

<b>Office or Division:</b>		Legislative Services Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government-to-Government		
<b>Who may avail:</b>		Secretary to the SB and staff		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Ordinances (10 copies) 2. Resolutions (6 copies) 3. Letters (3 copies)		Secretary to the SB and staff		
<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 documents (Ordinances, Resolutions, Letters)	1.1 Receive the documents and record its details in the logbook.	None	3 minutes	Receiving Clerk
	1.2 Forward the documents to the Executive Assistant for initial review.		3 minutes	Executive Assistant II
	1.3 Forward the documents to the Municipal Vice Mayor for final review and approval.		2 minutes	Executive Assistant II
2. Wait for action	2.1 Documents are reviewed and approved by the Municipal Vice Mayor.	None	10 minutes	Municipal Vice Mayor
3. Wait for action	3.1 Record the approved documents before release.	None	2 minutes	Receiving Clerk
4. Receive the approved documents	4.1 Release the approved documents to the client.	None	1 minute	Receiving Clerk
<b>TOTAL</b>		<b>None</b>	<b>21 minutes</b>	



## **C. Office of the Secretary to the Sangguniang Bayan External Services**



## 26. Receiving of communications, messages, requests, petitions, and other legal documents to be calendared in the agenda of the legislative session

All requests, communications, messages, petitions and other documents indorsed by government agencies and institutions, barangays, business establishments, private citizens, groups and organizations that require appropriate policy formulation are received by the Secretariat Division of the Office of the Secretary to the Sangguniang Bayan and calendared in the agenda for legislative action.

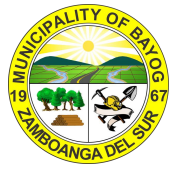
<b>Office or Division:</b>		Secretariat Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government-to-Government Government-to-Businesses Government-to-Citizens		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Requests, Communications, Messages, Petitions and other related documents (2 original copies)		Client		
<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 document	1.1 Receive the document and check for signature	None	2 minutes	Local Legislative Staff Officer IV
2. Receive the returned copy	2.1 Return the stamped document to the client.	None	2 minutes	Local Legislative Staff Officer IV
	2.2 Record the document in the logbook.		1 minute	
<b>TOTAL</b>		<b>None</b>	<b>5 minutes</b>	



## 27. Provision of copies of approved Committee Reports, Ordinances, Resolutions, and Minutes of proceedings of the legislative session

The Secretary to the Sangguniang Bayan through the Records and Archival Division maintain and keep approved legislative documents and they are provided by the Office free of charge. As mandated by law and to promote transparency and accountability, these documents are open to the public. Interested parties may be furnished copies of legislative documents or records for their information and reference.

<b>Office or Division:</b>		Records and Archival Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government-to-Government Government-to-Businesses Government-to-Citizens		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Form (1 copy)		Receiving Clerk		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out the Request Form	1.1 Receive the Request Form and verify the availability of the document.  1.2 Retrieve the requested document from the Legislative Tracking System (documents can be provided in soft and hard copies. Clients who opt for a softcopy may provide a flash drive or email address).	None	5 minutes	Administrative Officer IV
2. Sign logbook	2.1 Record the document in a logbook before releasing and ask for the client's signature as proof of receipt.	None	3 minutes	Administrative Officer IV
3. Receive the document	3.1 Release the requested document to the client. 3.2 File the Request Form	None	1 minute	Administrative Officer IV
<b>TOTAL</b>		<b>None</b>	<b>9 minutes</b>	



## **C. Office of the Secretary to the Sangguniang Bayan Internal Services**



## 28. Receiving of Committee Reports, proposed Ordinances and Resolutions, and other proposals to be calendared in the agenda for the legislative session

The Secretariat Division of the Office of the Secretary to the Sanggunian is in charged with the receiving, checking, and recording of all documents that will be filed by the Sanggunian Bayan Members or their authorized staff for deliberation and reading in the legislative session.

<b>Office or Division:</b>		Secretariat Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government-to-Government		
<b>Who may avail:</b>		SB Members or their respective authorized staff		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Committee Reports (12 copies)		SB Members or their respective authorized staff		
2. Proposed Ordinances and Resolutions (12 copies)		SB Members or their respective authorized staff		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Committee Reports, proposed Ordinances, Resolutions, and/or other proposals that need SB action.	1.1 Receive submitted documents and check for signatures.	None	3 minutes	LLSO IV
	1.2 Record documents in the logbook for tracking and later reference.		2 minutes	LLSO IV
2. Wait for action	2.1 Number the Committee Report or proposed document.	None	5 minutes	LLSO IV
3. Receive a copy of the numbered Committee Report or proposed document.	3.1 Return one numbered copy of the Committee Report or proposed document to the SB Member or his authorized staff.		1 minute	LLSO IV
<b>TOTAL</b>		<b>None</b>	<b>11 minutes</b>	



## 29. Use of the Sangguniang Bayan Session Hall

The Sangguniang Bayan Session Hall is the official venue where the legislative session and other legislative related meetings and conferences are held. On other occasions, the SB Session Hall is also made available for use by other Offices of the Municipal Government and National Government Agencies (NGAs) for their meetings and activities.

<b>Office or Division:</b>		Secretariat Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government-to-Government		
<b>Who may avail:</b>		Legislative Department LGU Officials and Employees National Government Agencies officials and staff		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request and Reservation Slip (2 copies)		Administrative Aide I of the Secretariat Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Request and Reservation Slip indicating the Office, date and time, and purpose of the meeting/activity.	1.1 Receive the fully filled out slip. 1.2 Verify availability of the facility. 1.3 If available, record the details of the fully filled out slip to the logbook. (If not available, inform the client and check for other dates.) 1.4 Provide the client the instructions on how to properly use the facility.	None	5 minutes	Administrative Aide I
2. Wait for action	2.1 SB Secretary approves the request.	None	1 minute	SB Secretary
3. Receive one copy of the approved Request Slip. This will be presented at the time of the meeting or activity.	3.1 Return one approved copy to the client. 3.2 File the other approved copy.	None	2 minutes	Administrative Aide I
<b>TOTAL</b>		<b>None</b>	<b>8 minutes</b>	



## **D. Office of the Municipal Administrator**

### **External Services**



### 30. Acceptance of Application & Appointment Preparation

In response to the changing needs in human resource management, there is an urgency and consolidate the various issuances on appointments and other HR actions to facilitate action on all kinds of appointments and further simplify processing thereof. Open to all qualified men and women according to the principle of merit and fitness. Equal employment of all levels of position, provided they meet the minimum requirements of the position to be filed.

<b>Office or Division:</b>	Human Resource Management Division			
<b>Classification:</b>	Highly Complex			
<b>Type of Transaction:</b>	Government-to-Government, Government-to-Citizens			
<b>Who may avail:</b>	Citizens wanting to apply for vacant positions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE (Specific Office/Division/Desk)		
Application Letter		Owner		
Barangay Clearance		Barangay concerned		
Police Clearance		Bayog Municipal Police Station/PNP		
Mayor's Clearance		Office of the Municipal Mayor/BPLO Division		
RTC		Regional Trial Court, Pagadian City		
Personal Data Sheets (3 sets)		Owner		
ID Picture, Passport size (3 pcs)		Owner		
Civil Service Rating Result – Authenticated Copies (3 copies)		CSC Regional Office		
Transcript of Records (Original with Special Order)		School where he/she graduated		
Marriage Contract – SECPA (if married) (3 copies)		PSA		
Birth Certificate of Appointee – SECPA (3 copies)		PSA		
SALN (3 copies)		Office of the Municipal Administrator/HRMO Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit All Requirements for Appointment	1.1 Receive and Evaluate the submitted requirements  1.2 HRMO will prepare the following documents (for signature of the Municipal Mayor, Municipal Administrator, the HRMO and the Appointee):	None	5 minutes	AO V/HRMO/OMA (Mun. Administrator)



	<p>a. Certificate of Appointment (CS Form No. 33-A)</p> <p>b. Oath of Office (CS Form No. 32)</p> <p>c. Certificate of Assumption of Duty (CSC Form No 4)</p> <p>d. Personal Description Form (DBM-CSC Form 1)</p> <p>e. Certification of the Municipal Accountant (availability of funds)</p> <p>f. Certification to Appoint from the Mun. Mayor in compliance to Section 325, R.A. 7160</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>5 minutes</p> <p>5 minutes</p> <p>5 minutes</p> <p>5 minutes</p> <p>5 minutes</p> <p>5 minutes</p>	<p>AO V/HRMO/OMA Mun. Administrator Municipal Mayor</p> <p>AO V/HRMO/OMA Municipal Mayor</p> <p>AO V/HRMO/OMA &amp; Mun Mayor</p> <p>AO V/HRMO/OMA &amp; Mun. Mayor</p> <p>AO V/HRMO/OMA &amp; Mun. Accountant</p> <p>AO V/HRMO/OMA &amp; Municipal Mayor</p>
2. Appointee will wait for the processing of documents	<p>2.1 HRMO will Transmit all the documents through Appointment Transmittal and Action Form to the CSC Provincial Office.</p> <p>2.2 CSC Office will inform the HRMO to pick-up approved Appointment Documents at the CSC Provincial Office</p>	<p>None</p> <p>None</p>	<p>15-25 days</p> <p>4 hours</p>	<p>AO V/HRMO/OMA  Mun Administrator  Municipal Mayor  CSC Provincial Office Pagadian City  CSC Provincial Office Pagadian City  AO V/HRMO/OMA</p>
3. Appointee will receive the Approved documents from the CSC Office.	3.1 HRMO records and release the Approved Documents of Appointment to the Appointee.	None	5 minutes	AO V/HRMO/OMA
	Total	None	25 days, 4 hours and 40 minutes	



### 31. Access to Books and Other Reference Materials.

Provides assistance for easier and efficient retrieval of information sources such as books, magazines, newspapers, academic journals, and other reference materials that clients can only access and use inside the library.

<b>Office or Division:</b>		Municipal Library		
<b>Classification:</b>		Simple		
<b>Type of transaction:</b>		G2C – Government to Citizens		
<b>Who may avail:</b>		All citizens		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Any of the following valid I.D a. Student ID b. Company ID c. Government issued ID		a. Municipal Library b. Schools c. SSS, GSIS, PAG-IBIG, Post Office, and other government issuing agency		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register at the entrance desk. Write at the logbook your full name, address, school/office, time-in and data about the materials to be research.	1.1 Monitors the registration.	None	1 minute	Staff on duty
2. Deposit your things to the baggage counter except cellphone, cash and important documents, or any valuables including jewelries inside the bag. The library will not be liable for any such losses	2.1 Issues baggage number to the client.	None	1 minute	Staff on duty



3. Declare if personal book and laptop will be used inside the library.	3.1 Issue, check and collect laptop pass filled out by the client.	None	2 minutes	Staff on duty
4. Proceed directly to ask assistance to the Staff on duty to check the location of the information sources needed.	4.1 Assists client	None	2 minutes	Staff on duty
Total		None	6 minutes	

### 32. Home reading of Fiction Books (Borrowing, Returning and Declare Lost).

Allowing the client to borrow fiction books for room use or home reading (max. of seven (7) days, including weekends and holidays).

<b>Office or Division:</b>	Municipal Library			
<b>Classification:</b>	Simple			
<b>Type of transaction:</b>	G2C – Government to Citizens			
<b>Who may avail:</b>	All citizens who want to Borrow Fiction Books			
<b>Borrowing of Fiction Book</b>				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Any of the following valid I.D a. Library card b. Student ID c. Company ID d. Government issued ID		a. Municipal Library b. Schools c. Client's company/organization d. SSS, GSIS, PAG-IBIG, Post Office, and other government issuing agency		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Choose a fiction book you wish to borrow located at the fiction corner.	1.1 Assists the client in borrowing fiction books;	None	5 minutes	Staff on duty



2. Present to the staff the fiction book chosen to borrow	2.1 Requires the client to present and leave a valid ID	None	1 minute	Staff on duty
	2.2 Requires the client to fill-in the library card.	None	10 minutes	Staff on duty
	2.3 File the ID and attach in the library card.	None	1 minute	Staff on duty
	Total	None	17 minutes	

### Returning of Fiction Book

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Fiction books to be returned.		Client /borrower		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Return the fiction book to the staff on duty on or before the due date to avoid overdue fines.	1.1 Assists the client in checking the fiction books borrowers' card;	None	3 minutes	Staff on duty
2. Get Order of Payment to settle overdue fines, if there is any.	2.1 Computes accumulated overdue fines; and 2.2 Issues Order of Payment.	Overdue fine- Php10.00x accumulated day(s)	10 minutes	Staff on duty
3. Pay the overdue fine to the Municipal Treasurer's Office	3.1 Checks and collects order of payment; 3.2 Issues official receipt to client.	Total overdue fine	30 minutes	Staff on duty



4. Return to the library and submit the photocopy of the official receipt	4.1 Receives, verifies and files the submitted photocopy of OR; and	None	5 minutes	Staff on duty
5. Wait for the release of your ID and Library card.	5.1 Release the client's ID and Library card.	None	5 minutes	Staff on duty
Total		Overdue fine- Php10.00	53 minutes	

#### Declared lost Fiction Book

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Any of the following valid I.D		a. Schools b. Client's company/organization c. SSS, GSIS, PAG-IBIG, Post Office, and other government issuing agency		
2. Order of Payment		Staff on duty		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Information Desk, present one valid I.D and declare the loss of Fiction Book to the Staff on duty	1.1 Checks the client's valid ID; and 1.2 Checks the Fiction Books Borrower record book for verification	None	5 minutes	Staff on duty
2. Get Order of Payment	2.1 Issues order of payment;	None	5 minutes	Staff on duty
3. Proceed to the Municipal Treasurer's Office and present the Order of Payment to settle the loss book fee and	3.1 Checks and collects order of payment; and 3.2 Issues Official receipt to the client.	Depends on the price of the book.	45 minutes	Staff on duty



secure official receipt.				
4. Return to the library and submit a photocopy of the official receipt and wait	4.1 Receives and files the copy of official receipt.	None	5 minutes	Staff on duty
5. Wait for the record to be cleared and returned the ID	5.1 Clears client's record to the record book and remark as settled; and 5.2 Released client's ID.	None	5 minutes	Staff on duty
	Total	Depends on the price of the book	1 hr and 5 minutes	



## **D. Office of the Municipal Administrator Internal Services**



### 33. Leave Processing

The Office of the Municipal Administrator/HRM Division is responsible in the computation of Leave Credits Earned of all Officials and Employees – Regular & Casual as well. Generally defined as a right granted to officials and employees in the government service.

<b>Office or Division:</b>		Human Resource Management Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government-to-Government		
<b>Who may avail:</b>		Municipal Officials and Employees – Regular & Casual		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE (Specific Office/Division/Desk)</b>		
Leave Application-CSC Form 6 (3 copies)		Personnel concerned, approved by the Department Head concerned		
<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 Leave Application-CSC Form 6 duly signed by the Department Head concern	1.1 Receive the CSC Form 6	None	1 minute	AO V/HRMO (OMA)
	1.2 Compute the Leave Credits Earned	None	3 minutes	AO V/HRMO (OMA)
	1.3 Approval of the Mayor/Authorized Official	None	2 minutes	AO V/HRMO (OMA)
2. Receives the Approved Leave Form	2.1 Release to Approved Leave Form for Employee file and monthly support of the Daily Time Record (DTR)	None	2 minutes	AO V/HRMO (OMA)
Total		None	8 minutes	



### 34. Issuance of Service Records and/or Certifications

All active Official and Employees is in need of Service Record, Certifications for their GSIS Maturity, Retirement & Separation, HDMF Maturity, Multipurpose Loans and other private loans and any other purposes.

<b>Office or Division:</b>		Human Resource Management Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government-to-Government		
<b>Who may avail:</b>		Municipal Officials and Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE (Specific Office/Division/Desk)		
1. Official Receipt		Office of the Municipal Treasurer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Official Receipt from the Municipal Treasurer	1.1 Receive Payment 1.2 Issue Official Receipt	P140.00	2 minutes	Collection Clerk (MTO)
2. Submit the OR to the HRMO	2.1 Receive the OR	None	1 minute	AO V/HRMO (OMA)
	2.2 Prepare the Service Record and/or Certifications	None	3 minutes	AO V/HRMO (OMA)
	2.3 The Municipal Administrator will sign the Service Record/Certification	None	2 minutes	Municipal Administrator
3. Client receives the Service Record/Certification	3.1 Record and release the Service Record/Certification	None	2 minutes	AO V/HRMO (OMA)
Total		P140.00	10 minutes	



### 35. Separation of Employee (Resignation/Retirement)

To constitute a complete and operative separation of an official or employee, there must be a written intention to relinquish the office. In the interest of public service, the HR is the responsible for the separation processes.

<b>Office or Division:</b>	Human Resource Management Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Government			
<b>Who may avail:</b>	Municipal Regular Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE (Specific Office/Division/Desk)		
1. Letter of Intent		Personnel concerned		
2. SALN		Personnel concerned		
3. Clearance		Office of the Municipal Administrator/HRM Division		
4. Applicant's Authority to Deduct		Personnel concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the above requirements	1.1 Receives the Letter of Intent	None	1 minute	AO V/HRMO (OMA)
	1.2 Prepare the Acceptance of Resignation/Retirement	None	3 minutes	AO V/HRMO (OMA) Municipal Mayor
2. Receive and accomplish the Clearance.	2.1 Issue Clearance to the client to comply/ accomplish	None	5 minutes	AO V/HRMO (OMA)
3. Submit the accomplished Clearance to the HRMO	3.1 Receives the Accomplished Clearance and Prepares the following documents:	None		
	a. Service Record		5 minutes	<b>Signatories:</b> Mun. Administrator
	b. CS Form 6		5 minutes	Municipal Mayor
	c. Computation of Leave Credits			
	d. Applicant's Authority to Deduct (financial obligation to LGU)		5 minutes	Client



	<p>e. Affidavit of Pendency &amp; Non-Pendency (criminal investigation against him/her)</p> <p>f. Financial Documents (OBR, Vouchers and Availability of Funds)</p> <p>3.2 The Municipal Mayor will sign for Approval</p>	None	<p>8 minutes</p> <p>15 minutes</p>	<p>Client</p> <p>Mun. Budget Officer Mun. Accountant Municipal Treasurer</p> <p>Municipal Mayor-Final Approval</p>
4. The client will receive copy of the Approved/Signed documents (a-e)	<p>4.1 After Approval, HRMO will provide/release copy of the Approved/Signed documents (a-e) to the Client (1 copy),</p> <p>HRMO File (1 copy), and</p> <p>MTO (1 copy) for processing of Leave Credits Balances Earned.</p>	None	3 minutes	AO V/HRMO (OMA)
5. Client will received the Check of the Leave Credits Balances Earned (monetarized)	<p>5.1 After the Financial Process of the Leave Credits Balances Earned (monetarized), the Disbursing Officer/Municipal Treasurer will release the Check to the client.</p>	None	3 minutes	Disbursing Officer (Mun. Treasurer)
	Total	None	53 minutes	



### 36. Property and Supply Management Services

<b>Office or Division:</b>		General Services Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government-to-Government		
<b>Who may avail:</b>		Municipal Government Offices of Bayog		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE (Specific Office/Division/Desk)</b>		
1. Approved Purchase Request and Obligation Request (4 copies each)		1. Office concerned, approved by the Municipal Budget Officer, Municipal Treasurer, and 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 Approved Purchase Request to the GSO	1.1 Receive the Purchase Request	None	1 min	<i>Admin. Officer</i> (OMAD/GSO)
	1.2 Transmit approved Purchase Request to the BAC	None	1 min	BAC Secretariat (BAC)
	1.3 Receives BAC declaration of winning bidder/supplier. (After Bidding Process and signed BAC Resolution, and Notice of Award from the HOPE)	None	2 mins	<i>Admin. Assist. V</i> (OMAD/GSO)
	1.4 Receives supplies and equipment delivered and conduct inspection.	None	10 mins	<i>Admin. Officer</i> (OMAD/GSO)  <i>Admin. Assist. V</i> (OMAD/GSO)
	1.5 Stocking and Inventory	None	5 mins	<i>Admin. Assist. V</i> (OMAD/GSO)
2. Receive Supplies and Equipment requested.	2.1 Issue a Property Acknowledgement Receipt to concerned department/offices.	None	2 mins	<i>Admin. Officer</i> (OMAD/GSO)
		<b>TOTAL</b>	21 minutes	



## **E. Office of the Municipal Planning & Development Coordinator External Services**



### 37. Issuance of Zoning and/or Locational Clearance Certificate

Private persons or enterprises construction a new building or applying for renovation/expansion are required to secure a Zoning/Locational Clearance upon application for building permit. This should be done before the start of construction.

Office or Division:		Office of the Zoning Officer		
Classification:		Simple		
Type of Transaction:		Government-to-Citizens		
Who may avail:		Lot & Building owners and Business proprietors		
CHECKLIST OF REQUIREMENTS (Duplicate or Photo copy)		WHERE TO SECURE (Specific Office/Division/Desk)		
<input type="checkbox"/> Notarized application – 6 copies <input type="checkbox"/> Bill of materials – 6 copies <input type="checkbox"/> Lot Title or Deed of Sale – 1 copy <input type="checkbox"/> Tax Declaration – 1 copy <input type="checkbox"/> Vicinity map – 1 copy <input type="checkbox"/> Site Development Plan – 1 copy <input type="checkbox"/> If Lot not owned: <ul style="list-style-type: none"> <li>Contract of Lease or Authorization to occupy – 1 copy</li> </ul>		OFFICE OF THE MUNICIPAL PLANNING & DEVELOPMENT COORDINATOR / ZONING OFFICER		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits notarized application together with required documents	1.1 Receives documents and verify/evaluate as to the completeness per check list and issued order of payment	<u>Residential:</u> (Single Attached or Detached) <ul style="list-style-type: none"> <li>100,000 &amp; below - ₱ 200</li> <li>Over 100,000 to 200,000 - ₱ 400</li> <li>Over 200,000 – ₱ 500+ 1/10 of 1% of cost in excess of 200,000</li> </ul>	4 minutes	<u>Admin Officer</u> OMPDC
2. Receives order of payment and pays the fee at MTO and secures official receipt, then goes back to	2.1 Receives O.R. and set schedule for the conduct of site inspection (if necessary)	<u>Apartment/Town homes:</u> <ul style="list-style-type: none"> <li>500,000 &amp; below - ₱ 1,000</li> <li>Over 500,000 to 2M - ₱ 1,500</li> </ul>	2 minutes	<u>Admin Officer</u> OMPDC



MPDO and present O.R.		<ul style="list-style-type: none"> <li>Over 2M - ₱ 2,500+ 1/10 of 1% of cost of 2M regardless of number of doors</li> </ul>		
	2.2 Site visit & accomplish inspection report (if needed)	<u>Dormitories:</u> <ul style="list-style-type: none"> <li>2M &amp; below - ₱ 2,500</li> <li>Over 2M - ₱ 2,500+ 1/10 of 1% of cost in excess of 2M regardless of the number of doors</li> </ul>		<i>Zoning Inspector/ Personnel assigned</i>
	2.3 Prepare & Sign Zoning Certificate and/or Locational Clearance	<u>Institutional:</u> <ul style="list-style-type: none"> <li>2M &amp; below - ₱ 2,000</li> <li>Over 2M - ₱ 2,000+ 1/10 of 1% of cost in excess of 2M regardless of the number of doors</li> </ul>	5 minutes	<u>Building Official</u> OMPDC
3. Receives signed Zoning Certificate and/or Locational Clearance	3.3 Record in the logbook & issue the document	<u>Commercial &amp;/or Industrial:</u> <ul style="list-style-type: none"> <li>Below 100,000 - ₱ 1,000</li> <li>&gt;100,000-500,000 - ₱ 1,500</li> <li>&gt;500,000-1M - ₱ 2,000</li> <li>&gt;1M – 2M - ₱ 3,000</li> <li>&gt;2M - ₱ 5,000+1/10 of 1% of cost in excess of 2M</li> </ul> <u>Special Uses/Special Projects:</u> (Gasoline station, Cell sites, Slaughter house, Treatment plant, etc.) <ul style="list-style-type: none"> <li>Below 2M - ₱ 5,000</li> <li>&gt;2M - ₱ 5,000 +1/10 of 1% of cost in excess of 2M</li> </ul>	1 minute	<u>Admin Officer</u> OMPDC
		<u>Inspection Fee - ₱300</u>		
	Total		12 minutes	



## **F. Office of the Municipal Civil Registrar**

### **External Services**



### 38.Registration of Birth

The birth of the child, being a vital event of a person, shall be registered within the reglementary period of 30 days after birth occurred. A report of vital event made beyond the reglementary period is considered delayed.

<b>Office or Division:</b>	Municipal Civil Registrar			
<b>Classification:</b>	Simple / Complex			
<b>Type of Transaction:</b>	G2C Government-to-Citizens			
<b>Who may avail:</b>	Parents/guardians/attendant at birth/hospital and clinic authorities and persons who have reached legal age but whose facts of births have not been reported at the Municipal Civil Registrar's Office.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE (Specific Office/Division/Desk)		
1. Marriage Certificate of Parents (1 copy)		Personal file or Municipal Civil Registrar's Office		
2. Baptismal Certificate		Church where the child was baptized(in case of delayed)		
3. Medical Records		Health Center/hospital		
4. School Records		School attended (in case of delayed)		
5. Current Community Tax Certificate		Notary Public		
6. School Record		School Attended		
7. Barangay Certification (delayed Registration)		Barangay Chairman where the child was presently resided		
8. Affidavit of 2 Disinterested persons (Delayed Registration)		Notary Public/Person authorized to administer oath		
Note: (Requirements are essential to justify, reconcile and harmonize entries to avoid errors)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Information sheet with checklist of requirements and Mun. Form No. 102 COLB	1.1 Issues the checklist of requirements and the Mun. Form No. 102 COLB, information sheet, and direct to them the important data to be supplied.	None	3 minutes	Admin. Asst. (MCR)
2. Fill-out the information sheet and requirements.	2.1 Personnel will examine the documents, whether it is submitted on time/delayed and/or the entries are properly filled-up and the	None	3 minutes	Admin. Asst. (MCR)



	completeness of signatures.			
3. Proceed to the Municipal Treasurer's designated window for payment of fees.	3.1 Receive payment and issue Official Receipt.	65.00 timely 120 delayed	3 minutes	(MTO)
4. Wait as the Registration Officer/Clerk release and record the documents.	4.1 Client is advised to wait while Personnel prepare and register the document for timely registration. Two copies of the registered documents are retained as file copy of the office and the other one for PSA, Manila.  (10-day posting period as required by law. (RA 3753 Rule 13)	None	15 minutes for timely registration and 10-days for delayed registration.	Admin. Asst. (MCR)
5. Receive/claim the Registered Documents.	5.1 Signature of Registered Documents and release to client.	None	2 minutes	Mun. Civil Registrar
	TOTAL	P65.00 to P120.00	26 minutes (timely) 10 days & 26 mins (delayed)	



### 39.Registration of Death

The death of a person shall be registered/reported in the Office of the Civil Registrar of the city/municipality within forty-eight (48) hours from the time of death. The Health Officer shall examine the deceased and shall certify as to the cause of death and direct the registration of death certificate to the Local Civil Registrar within the reglementary period of thirty (30) days. (Sec. 5, P.D. 651)

<b>Office or Division:</b>	Municipal Civil Registrar			
<b>Classification:</b>	Simple / Complex			
<b>Type of Transaction:</b>	G2C Government-to-Citizens			
<b>Who may avail:</b>	Parents/guardians/attendant at birth/hospital and clinic authorities and persons who have reached legal age but whose facts of births have not been reported at the Municipal Civil Registrar's Office.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE (Specific Office/Division/Desk)		
1. Marriage Certificate of Parents (1 copy)		Personal file or Municipal Civil Registrar's Office		
2. Medical Records		Health Center/hospital where death occurred		
3. School Records (personal information of the deceased if any of these requirements are not available)		School attended (in case of delayed)		
4. Barangay Certification (if the death occurred at home)		Barangay Chairman of the deceased		
Note: (Requirements are essential to justify, reconcile and harmonize entries to avoid errors)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Information sheet with checklist of requirements and Mun. Form No. 103 COD	1.1 Issues the checklist of requirements and the Mun. Form No. 103 COLB, information sheet, and direct to them the important data to be supplied.	None	3 minutes	Admin. Asst. (MCR)
2. Fill-out the information sheet and requirements.	2.1 Personnel will examine the documents, whether it is submitted on time/delayed and/or the entries are properly filled-up and the completeness of signatures.	None	3 minutes	Admin. Asst. (MCR)



	2.2 Advise the client to proceed to the Municipal Health Officer for findings and its signature.	None	15 mins (depends on the doctor's presence)	Mun. Health Officer
3. Proceed to the Municipal Treasurer's designated window for payment of fees.	3.3 Receive payment and issue Official Receipt.	65.00 timely 120.00 delayed	5 minutes	(MTO)
4. Wait as the Registration Officer/Clerk release and record the documents.	4.1 Client is advised to wait while Personnel prepare and register the document for timely registration. Two copies of the registered documents are retained as file copy of the office and the other one for PSA, Manila.  (10-day posting period as required by law for delayed registration) RA 3753 Rule 13	None	15 minutes for timely registration and 10-days for delayed registration.	Admin. Asst. (MCR)
5. Receive/claim the Registered Documents.	5.1 Signature of Registered Documents and release to client.	None	2 minutes	Mun. Civil Registrar
	TOTAL	P65.00 to P120.00	43 minutes (timely) 10 days & 43 min (delayed)	



## 40. Application for Marriage License

It is the desire of an unmarried persons to settle themselves for the permanent union between a man and a woman who entered into in accordance to law for the establishment of their conjugal and family life.

<b>Office or Division:</b>	Municipal Civil Registrar			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C Government-to-Citizens			
<b>Who may avail:</b>	The Contracting Parties who wished to apply for Marriage License.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE (Specific Office/Division/Desk)</b>		
1. Original Birth Certificates of the contracting parties		Personal file or Municipal Civil Registrar's Office		
2. Baptismal Certificates of the contracting parties (if no Birth Certificates available)		Church where baptisms took place		
The presentation of the birth or baptismal certificate shall not be required if the parents of the contracting parties appear personally before the local civil registrar concerned and swear to the correctness of the lawful age of said parties, as stated in the application, or when the local civil registrar shall, by merely looking at the applicants upon their personally appearing before him, be convinced that either or both of them have the required age. (Art. 12, par. 3, Family Code) (N)				
Note: (Requirements are essential to justify, reconcile and harmonize entries to avoid errors).				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure Information sheet with checklist of requirements.	1.1 Checking of the requirements presented	None	3 minutes	Admin. Officer I (MCR)
2. Fill-out the information sheet and requirements.	2.1 After knowing the completeness of the documents presented, the MCR personnel will prepare the following necessary attachments:  a. Parental Consent- if the applicant is 18 years old but below 21 years of age. b. Parental Advice - if applicant is 21 years old but below 25 years old.	None	25 minutes to 1 hour	Admin. Officer I (MCR)



	c. Atleast one of the contracting parties must be a resident of the place where the local civil registry office is located. d. They must undergo Pre-Marriage Counseling.			
3. Contracting Parties will sign the documents	3.1 Let the contracting parties sign the documents	None	2 minutes	Admin. Asst. (MCR)
4. Proceed to the Municipal Treasurer's designated window for payment of Application fees.	4.1 Receive payment and issue Official Receipt.	P2,200.00-if male is foreigner  P550.00 -if both are residents  P660.00-if male is a non-resident  Marriage Counseling Fees: P200.00 -if regular schedule P550.00- if Special Seminar conducted by the LGU  P150.00 - Marriage License  P2.00 - Marriage License (Old)	3 minutes	(MTO)
5. Contracting parties will return to office 10 days after attending pre-marriage counseling	5.1 Contracting parties are advised to return to office ten days after attending the pre-marriage counseling conducted by Popcom and DSWD	None	15 minutes and 10-days	Mun. Civil Registrar



	personnel for the issuance of marriage license ready for solemnization.			
6. Receive/claim the Marriage License.	6.1 Release of Marriage License to the contracting parties.	None	3 minutes	Mun. Civil Registrar
	Total	Refer above	10 days, 1 hr, & 26 mins	

## 41. Out-of-Town Reporting of Birth

This occurs when the Certificate of Live Birth is presented to the civil registrar of a city or municipality which is not the place of birth, not for registration but to be forwarded to the civil registrar of the city or municipality where the birth occurred and where it should be.

<b>Office or Division:</b>	Municipal Civil Registrar			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C Government-to-Citizens			
<b>Who may avail:</b>	Owner/parents/brothers/sisters/guardian/attendant			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE (Specific Office/Division/Desk)</b>		
1. Marriage Certificate of the registrant (if married)		Personal file or Municipal Civil Registrar's Office		
2. Baptismal Certificate		Church where baptisms took place		
3. School Records		School attended		
4. Voter's Certificate		COMELEC		
The party who is applying for out-of-town reporting of birth shall execute an affidavit declaring therein, among other things, the facts of birth and the reasons why said birth was not recorded in the civil register of the city or municipality where it occurred. The affidavit which must be attested by at least two (2) witnesses, shall serve as an application for registration and shall be submitted to the civil registrar together with four (4) copies of the Certificate of live birth.				
Note: (Requirements are essential to justify, reconcile and harmonize entries to avoid errors).				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure Information sheet with checklist of requirements.	1.1 Issues the checklist of requirements and the Mun. Form No. 102 COLB, Information sheet, and instruct them the important data to be supplied.	None	5 minutes	Admin. Asst I (MCR)



2. Fill-out the information sheet and requirements.	2.1 Personnel will examine the documents, if it is submitted on time or delayed and if it is filled up correctly. If found entries are correct and accurate then the office personnel will prepare all necessary forms and attachments.	None	20 minutes	Admin. Asst. I (MCR)
3. Proceed to the Municipal Treasurer's designated window for payment of fees.	3.1 Receive payment and issue Official Receipt.	P110.00	5 minutes	(MTO)
4. Wait for the Birth Certificate from place where it was forwarded.	4.1 After the completeness of the documents, it shall be forwarded to the civil registrar of the place where the said registrant/s is born for registration.  4.2 The owner-registrant or any other confidants can be the courier or the office personnel.	Payment of Transmittal is depending on the distance of the place where the document is to be forwarded.	Maybe days depending on the distance of the place where the document is to be forwarded.	Mun. Civil Registrar
	Total	P110.00	30 minutes	



## 42. Requesting Civil Registry Certificates, such as Birth, Marriage, and Death

Issuance of Certifications such as, Form 1A (Birth Available); Form 2A (Death Available); Form 3A (Marriage Available) thru computer-generated.

<b>Office or Division:</b>	Municipal Civil Registrar			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C Government-to-Citizens			
<b>Who may avail:</b>	Document Owner/parents/brothers/sisters or any person who has been duly authorized by the owner or by existing laws.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE (Specific Office/Division/Desk)</b>		
1. Birth Certificate for matching purposes		Owner-Personal file, if available		
2. Marriage Certificate for matching purposes		Owner-Personal file, if available		
3. Death Certificate for matching purposes		Owner-Personal file, if available		
Note: (Requirements are essential to justify, reconcile and harmonize entries to avoid errors).				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure Information sheet.	1.1 Office Personnel will verify the document sought to be requested in the computer database or in the Civil Registry Book.	None	5 minutes	Admin. Aide (MCR)
2. Fill-out the information sheet and wait.	2.1 If yielded positive result upon verification then, the client is advised to pay its corresponding fees to the Municipal Treasurer's Office.	None	3 minutes	Admin. Aide (MCR)
3. Proceed to the Municipal Treasurer's designated window for payment of fees.	3.1 Receive payment and issue Official Receipt.	P184.00- Birth P184.00- Marriage P184.00- Death	3 minutes	(MTO)
4. Receive/claim the Marriage License.	4.1 MCR will sign the document and subsequently release to the client.	None	2 minutes	Mun. Civil Registrar
	Total	P184.00	13 minutes	



### 43. Legitimation of Illegitimate Child

Legitimation by Subsequent Marriage of Parents - (1) Legitimation is a remedy by means of which those who in fact were not born in wedlock and should, therefore, be considered illegitimate, are, by fiction, considered legitimate, it being supposed that they were born when their parents were already validly married. (2) Only children conceived and born outside wedlock of parents who, at the time of the conception of the former, were not disqualified by any impediment to marry each other, may be legitimated. (Article 177, Family Code) (N) (3) Legitimation of children by subsequent marriage of parents shall be recorded in the civil registry office of the place where the birth was recorded.

<b>Office or Division:</b>	Municipal Civil Registrar			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C Government-to-Citizens			
<b>Who may avail:</b>	Parents			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE (Specific Office/Division/Desk)</b>		
1. Certificate of Marriage of Parents (certified photocopies)		Personal file or Municipal Civil Registrar's Office/PSA		
2. Certificate of Live Birth of the Child (certified photocopies)		Personal file or Municipal Civil Registrar's Office/PSA		
3. Acknowledgement (not required for illegitimate children born on or after 3 August 1988.		Office of the Municipal Civil Registrar		
4. Affidavit of Legitimation executed by both parents		Office of the Municipal Civil Registrar		
Note: (Requirements are essential to justify, reconcile and harmonize entries to avoid errors).				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure Information sheet with checklist of requirements	1.1 Issues the checklist of requirements and the Mun. Form No. 102 COLB to be signed by both parents at the back of the form as their admission of paternity, and also, to sign the Affidavit of Legitimation.	None	5 minutes	<i>Admin. Asst. I (MCR)</i>
2. Fill-out the information sheet and wait.	2.1 If yielded positive result upon verification then, the client is advised to pay its corresponding fees to the Municipal Treasurer's Office.	None	2 minutes	<i>Admin. Aide (MCR)</i>



3. Proceed to the Municipal Treasurer's designated window for payment of fees.	3.1 Receive the Official Receipt.	P450.00	5 minutes	(MTO)
4. Wait for the process of documents.	4.1 Upon completeness of the required documents, fees and signatures of parents, the concerned office personnel will prepare the forms and all its necessary documents.	None	20 minutes	Admin. Asst. I (MCR)
	4.2 Municipal Civil Registrar will sign the Legitimation of Birth Certificate	None	2 minutes	Mun. Civil Registrar
5. The client will receive the Certificate of Legitimated Birth of the child.	5.1 Release the Certificate of Legitimated Birth to the client.	None	3 minutes	Admin. Asst. I (MCR)
	Total	P450.00	37 minutes	

#### 44. Petition for Change of Gender under RA No. 10172

This Law is intended to correct the Gender/Sex of a person without resorting to court processes. The petitioner must be personally appeared before the Municipal Civil Registrar as the said law requires the petitioner to appear in person. Any other Clerical and Typographic Errors sustained in the same birth certificate subject of the said petition can be appended/included without additional fees, save those errors that the court has its original jurisdiction.

Office or Division:	Municipal Civil Registrar		
Classification:	Complex / Highly Complex		
Type of Transaction:	G2C Government-to-Citizens		
Who may avail:	The Person Himself		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE (Specific Office/Division/Desk)	
1. Birth Certificate of a petitioner (both LCRO Copy and SECPA)		Personal file or Municipal Civil Registrar's Office/PSA	
2. Earliest School Records (Elementary Dep-Ed Form 137-E)		School attended	
3. Baptismal Certificate		Church where the child-petitioner was baptized	
4. Police Clearance		Police Station	
5. NBI Clearance		NBI Office, Pagadian City	



6. News Paper Publication and its Clippings		Publisher with General Circulation		
7. Medical Records and Certification		Municipal Health Officer/any Government Physician		
8. Any additional documents that the MCR may requires so to justify corrections		Personal file/MCR/PSA, etc.		
Note: (Requirements are essential to justify, reconcile and harmonize entries to avoid errors).				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Information sheet with checklist of requirements	1.1 Issues the checklist of requirements	None	3 minutes	Municipal Civil Registrar
2. Client is advised to secure documents required by the MCR that tend to justify the correction of the document subject of the petition, as the case may be.	2.1 The Municipal Civil Registrar will examine, validate the supporting documents submitted by the client if it gives merit to the petition under RA 10172.	None	5 minutes	Municipal Civil Registrar
	2.2 Once the MCR convinced the submitted documents, then, the petitioner is advised to pay its corresponding fees to the Municipal Treasurer's designated window.			Municipal Civil Registrar
3. Proceed to the Municipal Treasurer's designated window for payment of fees.	3.1 Receive the Payment  3.2 Issue Official Receipt  3.3 The MCR Advise the petitioner to wait the subject petition for the duration of twenty (20) calendar days, which is: 15 days Publication period and 5 days for the MCR's duration	P3,000.00	3 minutes	(MTO)



	for appropriate action and approval.			
4. Wait for the preparation of documents.	4.1 The Municipal Civil Registrar will process the petition and prepare necessary forms 3 copies each, 1 copy for the petitioner, 1 copy for the PSA-Legal Division, and 1 copy to be retained in the MCR's Office.	None	20 days	Mun. Civil Registrar
5. Petitioner will sign the documents.	5.1 After its preparations, the MCR requires the petitioner to sign the petition and other related documents.	None		Mun. Civil Registrar
6. The Petitioner receives its petition copy	6.1 After the prescribed 20-day period, the copy for the PSA Legal Division shall be transmitted by any fastest means of courier services for an affirmation of the said petition.	Payment of courier services may vary, as follows: LBC-JRS-Post Office from Pagadian City to Quizon City Or From Buug, Zambo Sibugay to PSA-Quezon City	3 hours	<i>Optional: It may either be transmitted:</i> ○ By the Petitioner ○ By the Office Staff
7. The Petitioner to wait the petition from PSA Legal Division Quezon City.	7.1 The MCR advised the petitioner to wait the decision of the petition from PSA Legal Division, Quezon City. It may either Affirmation on the petition or, it may either impugned for some valid grounds.	None	3 minutes	Mun. Civil Registrar
	7.2 Once the petition is affirmed by PSA, then a Certificate of Finality shall be	None	More than a month upon receipt by the PSA	Mun. Civil Registrar



	issued by the Municipal Civil Registrar and prepare annotated birth certificate and other documents to be forwarded to the PSA- Regional Office for DECAP for issuance of SECPA with corresponding corrections.		Regional Office, Zamboanga City	
	7.3 Once the petition is impugned, then the MCR will inform the petitioner to file a motion for reconsideration with additional supporting documents for justification and resubmit to the PSA Legal for action.	LBC-JRS- Post Office		<i>Optional: It may either be transmitted:</i> 1. <i>By the Petitioner</i> 2. <i>By the Office Staff</i>
	Total	P3,000.00	1 month 3 hours and 14 minutes	

#### 45. Petition for Clerical Errors Pursuant to RA No. 9048

This Law is intended to correct Clerical or Typographical errors reflected on the birth, marriage and death certificates of a person. This is limited to those mistakes committed in the performance of clerical work in writing, copying, transcribing or typing an entry in the civil register that are harmless and innocuous, which are visible to the eyes or obvious to the understanding, and can be corrected or changed only by reference to other existing record or records. Those errors that involve the change of nationality, age, status of the petitioner are excluded from the coverage of this new law. Thus, any petition to correct error that would subsequently change the nationality, age, status of a person shall be filed with the proper court, and not with any LCRO.

<b>Office or Division:</b>	Municipal Civil Registrar
<b>Classification:</b>	Complex / Highly Complex
<b>Type of Transaction:</b>	G2C Government-to-Citizens
<b>Who may avail:</b>	Document-Owner/Parents/brothers/sisters/guardian/ and any person who is duly authorized by the document-owner.
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE (Specific Office/Division/Desk)</b>



1. Birth Certificate of a petitioner (both LCRO Copy and SECPA)	Personal file or Municipal Civil Registrar's Office/PSA
2. Marriage Certificate (if married)	Personal file or Municipal Civil Registrar's Office/PSA
3. School Records (Elementary Dep-Ed Form 137-E)	School attended
4. Baptismal Certificate	Church where the child-petitioner was baptized
5. Police Clearance	Police Station
6. Any additional documents that the MCR may requires so to justify corrections. At least three (3) among the above-listed supporting documents would suffice for its petition processing.	MCR's description

Note: (Requirements are essential to justify, reconcile and harmonize entries to avoid errors).

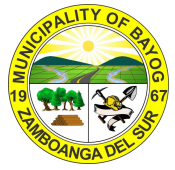
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Information sheet with checklist of requirements	1.1 Issues the checklist of requirements	None	3 minutes	Municipal Civil Registrar
2. Client is advised to secure documents required by the MCR that tend to justify the correction of the document subject of the petition, as the case may be.	2.1 The Municipal Civil Registrar will examine, validate the supporting documents submitted by the client if it gives merit to the petition under RA 9048.  2.2 Once the MCR convinced the submitted documents, then, the petitioner is advised to pay its corresponding fees to the Municipal Treasurer's designated window.	None	5 minutes	Municipal Civil Registrar  Municipal Civil Registrar
3. Proceed to the Municipal Treasurer's designated window for payment of fees.	3.1 Receive the Payment  3.2 Issue Official Receipt	P1,000.00	3 minutes	Collection Clerk (MTO)



	3.3 The MCR Advise the petitioner to wait the subject petition for the duration of fifteen (15) calendar days, which is: 10 days Publication period and 5 days for the MCR's duration for appropriate action and approval.			
4. Wait for the preparation of documents.	4.1 The Municipal Civil Registrar will process the petition and prepare necessary forms 3 copies each, 1 copy for the petitioner, 1 copy for the PSA-Legal Division, and 1 copy to be retained in the MCR's Office.	None	20 days	Mun. Civil Registrar
5. Petitioner will sign the documents.	5.1 After its preparations, the MCR requires the petitioner to sign the petition and other related documents.	None		Mun. Civil Registrar
6. The Petitioner receives its petition copy	6.1 After the prescribed 15-day period, the copy for the PSA Legal Division shall be transmitted by any fastest means of courier services for an affirmation of the said petition.	Payment of courier services may vary, as follows: LBC-JRS-Post Office from Pagadian City to Quizon City Or From Buug, Zambo Sibugay to PSA-Quezon City	3 hours	<i>Optional: It may either be transmitted:</i> ○ <i>By the Petitioner</i> ○ <i>By the Office Staff</i>
7. The Petitioner to wait the petition from PSA Legal Division Quezon City.	7.1 The MCR advised the petitioner to wait the decision of the petition from PSA Legal Division, Quezon City. It may either Affirmation on the petition or, it may	None	3 minutes	Mun. Civil Registrar



	<p>either impugned for some valid grounds.</p> <p>7.2 Once the petition is affirmed by PSA, then a Certificate of Finality shall be issued by the Municipal Civil Registrar and prepare annotated birth certificate and other documents to be forwarded to the PSA- Regional Office for DECAP for issuance of SECPA with corresponding corrections.</p> <p>7.3 Once the petition is impugned, then the MCR will inform the petitioner to file a motion for reconsideration with additional supporting documents for justification and resubmit to the PSA Legal for action.</p>	<p>None</p> <p>LBC-JRS-Post Office</p>	<p>More than a month upon receipt by the PSA Regional Office, Zamboang a City</p>	<p>Mun. Civil Registrar</p> <p><i>Optional: It may either be transmitted:</i></p> <p>3. <i>By the Petitioner</i></p> <p>4. <i>By the Office Staff</i></p>
	Total	P1,000.00	1 month 3 hours and 14 minutes	



## **G. Office of the Municipal Budget Officer Internal Services**



## 46. Processing of Obligation Request: Purchase Request, Payroll and Payment Voucher

<b>Office or Division:</b>	Budget Operation Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G - Government to Government
<b>Who may avail:</b>	Respective Departments of the Municipal Government of Bayog
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE (Specific Office/Division/Desk)</b>	
<b>1. ObRs with Purchase Request</b> <ul style="list-style-type: none"> <li>✓ Obligation Request signed by Head of Requesting Unit (4 original copies)</li> <li>✓ Purchase Request (4 original copies)</li> <li>✓ Approved Project Procurement Management Plan (PPMP)</li> </ul>	Department Concerned
<b>2. Payment of Salaries, Allowances and Other Forms of Compensation</b> <ul style="list-style-type: none"> <li>✓ Obligation Request duly approved by Head of Requesting Unit (4 original copies)</li> <li>✓ Disbursement Voucher (DV) or Approved Payroll/List of Employees</li> <li>✓ Daily Time Record (If applicable)</li> <li>✓ Accomplishment Report</li> </ul>	Department Concerned  Department Concerned or Human Resource Management Office
<b>3. Cash Advances</b> <u>Foreign and Local Travels</u> <ul style="list-style-type: none"> <li>✓ Obligation Request signed by Head of Requesting Unit (4 original copies)</li> <li>✓ Disbursement Voucher (DV) Form</li> <li>✓ Travel Order / Travel Authority</li> <li>✓ Approved Itinerary of Travel</li> <li>✓ Certificate that the previous cash advance has been liquidated</li> </ul>	Department Concerned  Department Concerned Department Head or Mayor Department Concerned Office of the Municipal Accountant
<b>4. Obligation Request with Voucher</b> <ul style="list-style-type: none"> <li>✓ Statement of Account</li> <li>✓ Official Receipts (Original)</li> <li>✓ Additional Documents are required on a case-to-case basis of transaction</li> </ul>	Department Concerned



<b>5.Payment Voucher</b> <ul style="list-style-type: none"> <li>✓ Approved ObRs</li> <li>✓ Approved PR</li> <li>✓ Purchase Orders (original)</li> <li>✓ Notice to Proceeds / Notice of Awards / Contracts / Memorandum of Agreement</li> <li>✓ Certificate of Completion/ Acceptance</li> <li>✓ Accomplishment Reports</li> <li>✓ Billing Statements, Delivery Receipt</li> <li>✓ BAC Resolution (if applicable)</li> <li>✓ Additional Documents are required on a case to case basis of transaction</li> </ul>		Department Concerned  GSO Office of the Municipal Mayor  Bids and Awards Committee Department Head Concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit to the receiving personnel all the documentary requirements  2. Receive the receiving copy.	1.1 Receive and check the completeness of the documentary requirements.	None	3 mins.	<i>Admin. Aide III (MBO)</i>
	2.1 If found to be in order and complete number will be assigned and will be received and recorded to the logbook. Incomplete and/or inaccurate documentation shall be returned accordingly to personnel concerned and/or requesting unit.		5 mins.	<i>Admin. Officer IV (MBO)</i>
	2.2 Analyze and classify the ObRs for Obligation. Verify the availability of allotment based on Registry of Allotments, Obligations and Balances.  2.3 Type and/or indicate in the ObRs the following:  a. ObR No. and Date b. Program, Activity and Project (PAP) c. Allotment Class d. Account Code (Object of Expenditures)		5 mins.	<i>Admin. Aide III (MBO)</i>



	2.4 Review and validate ObRs then affix initials		10 mins.	<i>Admin. Asst. IV (MBO)</i>
	2.5 Record the Obligation Requests on RAAO		3 mins.	<i>Admin. Aide (MBO)</i>
	2.6 Approve and/or sign ObRs, certifying the availability of allotment and appropriation and the amount obligated.		5 mins.	Mun. Budget Officer
	2.7 Release the documents after recording to the releasing logbook and forward to the Office of the Municipal Accountant/ Office of the Municipal Treasurer.		5 mins	<i>Admin. Aide III (MBO)</i>
	Total	None	36 minutes	



## 47. Review of Barangay Budgets: Annual, Supplemental Budget and Re-programming

<b>Office or Division:</b>	Barangay Budget Operation Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	Barangays in the Municipality of Bayog
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE (Specific Office/Division/Desk)	
<b>1. Barangay Annual Budget: Original Copy of the following:</b> <ul style="list-style-type: none"> <li>✓ Transmittal</li> <li>✓ Appropriation Ordinance</li> <li>✓ Budget Message</li> <li>✓ Budget of Expenditures and Sources of Financing (BBP Form No. 1)</li> <li>✓ PPA Expenses Class/Object of Expenditures and (BBP Form No. 2)</li> <li>✓ Plantilla of Personnel (Brgy. Budget Prep. Form 3)</li> <li>✓ Statement of Indebtedness (BBP Form No. 4)</li> <li>✓ AIP</li> <li>✓ List of Project chargeable to 20% Development Fund with attached BDC Resolution and Sanggunian Resolution</li> <li>✓ BDRRM Plan with Resolution</li> <li>✓ GAD Plan with SB Resolution and attached DILG Endorsement</li> <li>✓ Annual Procurement Plan</li> <li>✓ Brgy. Nutrition Action Plan</li> <li>✓ Other documents/plans as may be required and/or deemed necessary</li> </ul>	Concerned Barangay
<b>2. SK Annual Budget</b> <ul style="list-style-type: none"> <li>✓ Budget Message</li> <li>✓ Budget of Expenditures and Sources of Financing</li> <li>✓ SK Resolution Approving SK Budget</li> <li>✓ Annual Barangay Youth Investment Plan duly approved</li> <li>✓ Annual Procurement Plan</li> <li>✓ Other documents/plans as may be required and/or deemed necessary</li> </ul>	Sanggunian Kabataan concerned



<b>3. Supplemental Budget</b> <ul style="list-style-type: none"> <li>✓ Transmittal</li> <li>✓ Budget Message</li> <li>✓ Appropriation Ordinance</li> <li>✓ Barangay Supplemental Budget Form</li> <li>✓ Proposed Itemized of Expenditures</li> <li>✓ Resolutions for Supplemental Budget</li> <li>✓ Certification of Availability Fund (CAF)</li> <li>✓ Other documents/plans as may be required and/or deemed necessary</li> </ul>		Concerned Barangay  Office of the Municipal Accountant		
<b>4. Reprogramming</b> <ul style="list-style-type: none"> <li>✓ Resolution of Reprogramming</li> <li>✓ Old Itemized of Expenditure</li> <li>✓ Old Investment Plan</li> <li>✓ New Investment Plan</li> </ul>		Concerned Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to the receiving personnel all the documentary requirements	1.1 Receive and check the completeness of the documentary requirements.	None	5 mins.	<i>Admin. Aide III</i>
2. Receive the receiving copy.	2.1 If found to be in order and complete number will be assigned and will be received and recorded to the logbook. Incomplete and/or inaccurate documentation shall be returned accordingly to personnel concerned and/or requesting unit.			
	2.2 Receiving copy will be given to the client and distribute it to the concern officer for appropriate action.			
	2.3 Review barangay budget and its supporting documents to ensure compliance with		1 day	<i>Admin. Asst. II</i>

	<p>budgetary requirements and limitations provided in the Local Code including computations. Prepare review letter.</p> <p>2.4 Initial/sign on the review letter.</p> <p>2.5 Forward the barangay budget and other documents together with the review letter to the Sangguniang Bayan for final review, to ensure the provision of RA 7160 are complied with and declare operative</p> <p>2.6 Return to the Budget Office the original documents and the Resolution declaring the barangay budgets operative.</p> <p>2.7 Return to the barangay chairman or to his/her representative the original copy of the budget together with a copy of resolution.</p>			<p>Mun. Budget Officer</p>     <p>Admin. Aide III</p>     <p>Office of the Sanggunian Bayan</p>     <p>Admin. Aide III</p>
	Total		2 days & 5 minutes	



## **H. Office of the Municipal Accountant Internal Services**



## 48.Processing, Recording and Issuance from the Accountant

<b>Office or Division:</b>	MUNICIPAL ACCOUNTING OFFICE			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	Govt.-to-Citizens, Govt.-to-Govt., Govt.-to-Business			
<b>Who may avail:</b>	Municipal Government Offices of Bayog & other Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE (Specific Office/Division/Desk)		
Disbursement Voucher's		MUNICIPAL ACCOUNTING DIVISION		
Payroll				
Other Related Documents				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Processing of disbursement vouchers and payroll indorse from the Budget Office	1.1 Received and record in the logbook	None	3 Minutes per DV's & Payrolls	<i>Admin Aide 1</i> (Mun. Accountant)
	1.2 Conduct review/pre-audit on the completeness of DV's & Payrolls chargeable under the account of Gen. Fund Proper and record to the GL/SL	None	5 Minutes per Dv's & Payroll	<i>Admin Officer V</i> (Mun. Accountant)
	1.3 Conduct review/pre-audit on the completeness of DV's & Payrolls chargeable under the account of SEF, Trust Fund and Special Projects and record to the GL/SL	None	5 Minutes per Dv's & Payroll	<i>Accountant II</i> (Mun. Accountant)
	1.4 Conduct final review and certify and signed as to the completeness of attached documents of all DV's and Payroll	None	5 Minutes per Dv's & Payroll	<i>Municipal Accountant</i>
	1.5 Released and record in the logbook	None	3 Minutes per DV's & Payrolls	<i>Admin Aide 1</i> (Mun. Accountant)



2. Issuance of Accountant Advice on all Check Disbursements of LGU	2.1 Received the DV's together with the duly signed checks for advice from Treas Office	None	30 sec to 1 Minute per DV	<i>Admin Aide IV (Mun. Accountant)</i>
	2.2 Encode to the System	None	30 sec to 1 Minute per DV	-do-
	2.3 Print the Accountant Advice	None	1 Minute per Batch	-do-
	2.4 Signed the Accountant Advice	None	1 Minute per Batch	<i>Mun. Accountant</i>
3. Recording and safe keeping of paid disbursements vouchers, payrolls and other related documents	3.1 Encode to the JEV Accounting System all the transaction details of all paid payrolls, DV's and other related documents	None	2 Minutes per DV's, Payroll and other related documents	<i>Admin Aide 2 Encoder Designate</i>
	3.2 Review and Approve the Accounting Entry at JEV System	None	1 Minute per DV's, Payroll and other related documents	<i>Municipal Accountant</i>
	3.3 Segregation of DV's for safe keeping	None	2 Minutes per DV's, Payroll and other related documents	<i>Admin Aide 2 Encoder Designate</i>
	TOTAL	None	30 minutes	



## 49. Recording and safekeeping of Barangay Financial Documents

<b>Office or Division:</b>		MUNICIPAL ACCOUNTING OFFICE		
<b>Classification:</b>		SIMPLE		
<b>Type of Transaction:</b>		Govt.-to-Govt		
<b>Who may avail:</b>		Barangay Local Government of Bayog		
<b>1. CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE (Specific Office/Division/Desk)</b>		
Barangay Financial Documents		BARANGAY ACCOUNTING DIVISION		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Barangay submit all their financial records and other related documents monthly to the accounting office for bookkeeping	1.1 Received, check and record to the logbook	None	1 minute per documents	<i>Admin Aide</i> (Mun. Accountant)
	1.2 Conduct review on the completeness of financial documents and post it into the GL/SL	None	2 Minutes per DV's, Payroll and other related documents	<i>Admin Asst II</i> (Mun. Accountant)
	1.3 Encode to the JEV Accounting System	None	2 Minutes per DV's, Payroll and other related documents	-do-
	1.4 Review and approve the Accounting Entries	None	1 Minute per DV's, Payroll and other related documents	<i>Mun. Accountant</i>
	1.5 Segregation of financial documents for safekeeping	None	2 Minutes per DV's, Payroll and other related documents	<i>Admin Aide</i> (Mun. Accountant)
	Total	None	8 minutes	



## **I. Office of the Municipal Treasurer**

### **External Services**



## 50. Payment of Business Tax

Payment of corresponding business tax, fees and charges are based on the approved Local Revenue Code/Municipal Ordinance.

<b>Office or Division:</b>	Municipal Treasurer's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens			
<b>Who may avail:</b>	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE (Specific Office/Division/Desk)		
For Business Permit: 1. Approved Business Application Form and Tax Order of Payment (TOP)		Office of the Municipal Mayor/BPLO		
For Other Transactions: 1. Routing/Order Slip		Different Offices/Department concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present and submit Approved Business Application Form and Tax Order of Payment (requirements)  For other transactions: Submit Routing/Order Slip	1.1 Issue Official Receipt  Note: Distributed to different Collecting Officers	Based on Approve Revenue Code	2 minutes	Local Rev. Coll Off. (MTO) Rev. Coll. Clerk III (MTO) Rev. Coll. Clerk II (MTO) Rev. Coll. Clerk III (MTO) Admin Asst. II (MTO) Admin Aide II (RCC Des) (MTO)
2. Receives documents.	2.1 Record and Release	None	3 minutes	Local Rev. Coll Off. (MTO) Rev. Coll. Clerk III (MTO) Rev. Coll. Clerk II (MTO) Admin Asst. II (MTO) Admin Aide II (RCC Des) (MTO) Rev. Coll. Clerk III (MTO)
	Total	None	5 minutes	



## 51. Payment of Real Property Tax

It is an annual tax payment of real properties like land, buildings, machineries and other improvements.

<b>Office or Division:</b>		Municipal Treasurer's Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government-to-Citizens		
<b>Who may avail:</b>		All concerned taxpayers		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE (Specific Office/Division/Desk)</b>		
1. Tax Declaration Copy		Office of the Municipal Assessor		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present copy of Tax Declaration	1.1 Verify tax record of the real property owner	None	3 minutes	Local Rev. Coll Off. II (MTO)
2. Pay the corresponding tax.	2.1 Receives Payment	Based on the Approved Revenue Code	2 minutes	Rev. Coll. Clerk II (MTO)
3. Receive the Official Receipt	3.1 Release Official Receipt	None	2 minutes	Rev. Coll. Clerk II (MTO)
Total			7 minutes	

## 52. Issuance of Tax Clearance

It certifies that the real property has been fully paid up to the current year.

<b>Office or Division:</b>		Municipal Treasurer's Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government-to-Citizens		
<b>Who may avail:</b>		All concerned taxpayers		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE (Specific Office/Division/Desk)</b>		
1. Official Receipt of Tax		Office of the Municipal Treasurer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the OR of Tax and get the Real Property Tax Account Register (RPTAR)	1.1 Receive the OR of Tax  1.2 Release the Document (Real Property Tax Account Register (RPTAR))	None	3 minutes	LRCO II (MTO)  Rev. Coll. Clerk II (MTO)



2. Pay the corresponding fees for the Tax Clearance Certificate and wait as the MTO Personnel process the document	2.1 Receives Payment	Based on the Approved Revenue Code	2 minutes	Rev. Coll. Clerk II (MTO)
	2.2 Prepare the Tax Clearance		3 minutes	LRCO II (MTO)
	2.3 Municipal Treasurer Signs the Clearance		2 minutes	Municipal Treasurer
3. Receive the Official Receipt	3.1 Release Official Receipt	None	2 minutes	Rev. Coll. Clerk II (MTO)
4. Receive the Tax Clearance	4.1 Record and Release the Tax Clearance Certificate	None	2 minutes	Local Rev. Coll. Off. II (MTO) Rev. Coll. Clerk II (MTO)
Total			14 minutes	

### 53. Issuance of Community Tax Certificate

CTC or BIR Form 0016 is commonly known as Cedula (Spanish term) issued by cities and municipalities to all persons who have reached the age of majority as one of the legal identities.

<b>Office or Division:</b>		Municipal Treasurer's Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government-to-Citizens		
<b>Who may avail:</b>		All residents in the municipality who are of legal age.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE (Specific Office/Division/Desk)		
1. None		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Asks the front desk where to get Community Tax Certificate	1.1 Interviews the Client	None	3 minutes	Rev. Coll. Clerk II (MTO) Rev. Coll. Clerk III (MTO)
2. Pay the corresponding tax.	2.1 Receives Payment	Based on the Approved Revenue Code	2 minutes	Rev. Coll. Clerk II (MTO) Rev. Coll. Clerk III (MTO)
3. Receive the Community Tax Certificate	3.1 Release the Community Tax Certificate	None	1 minute	Rev. Coll. Clerk II (MTO) Rev. Coll. Clerk III (MTO)
Total			6 minutes	



## 54. Issuance of Accountable Forms to a Deputized Barangay Treasurer

Accountable Forms are issued to all Barangay Treasurers deputized by the Municipal Treasurer to collect.

<b>Office or Division:</b>		Municipal Treasurer's Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government-to-Government		
<b>Who may avail:</b>		All Deputized Barangay Treasurers (28 Barangays of Bayog).		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE (Specific Office/Division/Desk)</b>		
A. For New Barangay Treasurer: 1. Authenticated Copy of Appointment 2. Fidelity Bond 3. Requisition Issuance Slip		Barangays concerned		
B. For Old Treasurers: 1. Requisition Issuance Slip 2. Report of Collection and Deposit		Barangays concerned		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. For New Barangay Treasurer, Submit the (A) Requirements	1.1 Receive copies of the documents  1.2 Conduct Briefing on how to issue the CTC and the preparation of Report of Collection and Deposit	None	10 minutes	Admin Aide II (MTO)  LTOO IV (MTO)  Municipal Treasurer
For Old Barangay Treasurer, Submit the (B) requirements	1.3 Receive Copies of RIS & RCD  1.4 Approve the Requisition Issuance Slip	None	2 minutes	Admin Aide II (MTO)  LTOO IV (MTO)  Municipal Treasurer
2. Pay the corresponding fees and charges.	2.1 Receives Payment and Issue Official Receipt	Based on Actual Cost and 10% cost of Freight and Handling	2 minutes	LRCO II (MTO) Rev. Coll. Clerk III (MTO) Rev. Coll. Clerk II (MTO) Admin Asst II (MTO)



				<i>RCC Designate (MTO)</i> <i>Admin Aide II (MTO)</i>
3. Receive the Stub of Accountable Forms	3.1 Release the Stub of Accountable Forms	None	2 minutes	<i>RCC Designate (MTO)</i> <i>Admin Aide II (MTO)</i>
	Total	None	16 minutes	



## **I. Office of the Municipal Treasurer**

### **Internal Services**



## 55. Disbursement

Payment of all government transaction for all funds.

<b>Office or Division:</b>		Municipal Treasurer's Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government-to-Government		
<b>Who may avail:</b>		All payees of approved Disbursing Vouchers and Payrolls		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE (Specific Office/Division/Desk)</b>		
Approved Disbursement Vouchers and Payrolls (with complete necessary attachments)		Different Offices/Departments concerned		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Approved Disbursement Vouchers and Payrolls	1.1 Receive and record DVs and Payrolls for signature of the Municipal Treasurer	None	2 minutes	<i>Admin Aide (MTO)</i>
Client will wait for the processing of DVs and Payrolls	1.2 Clients are advised to wait for the processing of Disbursement Vouchers and payrolls and will come back later when the documents are approved and ready for payment.	None		<i>Admin Aide (MTO)</i>
	1.3 Municipal Treasurer signs the DVs and Payrolls	None	2 minutes	Municipal Treasurer
	1.4 Forward DVs and Payrolls for Approval of the Municipal Mayor	None	2 minutes	<i>Internal Audit Division (OMM)</i>
	1.5 Receive & record approved DVs and Payrolls	None	2 minutes	<i>Admin Aide (MTO)</i>



	for issuance of check			
	1.6 Prepares Statement of Cash Advance	None	2 minutes	<i>LCRO I/DO Designate (MTO)</i>
	1.7 Forward Statement of Cash Advance to the Municipal Accounting Office (return after the approval)	None	2 minutes	<i>Municipal Accounting Office</i>
	1.8 Prepare Check and RCI	None	3 minutes	<i>RCC III (MTO)</i>
	1.9 Municipal Treasurer will sign the Check	None	2 minutes	Municipal Treasurer
	1.10 Forward the Check for signature of the Municipal Mayor and the Accounting Office for Accountant's Advice	None	3 minutes	<i>Internal Audit Division (OMM)</i> Municipal Accountant's Office
2. Receive Cash/Check for Payment	2.1 Record and Release Cash/Check	None	2 minutes	<i>LCRO I/DO Designate (MTO)</i>
3. Sign the Record of Check Issued (RCI)	3.1 Record paid vouchers and Payrolls	None	2 minutes	<i>Admin Officer III (MTO)</i>
	Total	None	24 minutes	



## **J. Office of the Municipal Assessor External Services**



## 56. Issuance of Certified True Copy/Photocopy of Tax Declaration

<b>Office or Division:</b>		Administrative & Record Management Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Govt.-to-Citizens, Govt.-to-Govt., Govt.-to-Business		
<b>Who may avail:</b>		Real Property Owners		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE (Specific Office/Division/Desk)		
1 Copy of Tax Declaration		Owner's Copy issued by Assessor's Office		
2 Title, if any		Register of Deeds		
3 Letter request, if necessary		Owner or authorized representative		
4 Valid ID		Owner or authorized representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up and submit request slip and tax declaration to be certified	1.1 Check owner's copy of tax declaration/s	None	3 minutes	<i>Admin Officer II</i> (Municipal Assessor)  <i>Admin Aide II</i> (Municipal Assessor)
	1.2 Forward the documents to the Record Division for verification, print out from eRPT System or photocopy tax declaration/s with initial and date	None	6 minutes	<i>Admin Aide II</i> (Municipal Assessor)  <i>Admin Aide</i> (Municipal Assessor)
2. Pay CTC/CPC fee	2.1 Issue official receipt and affix office seal and date	P75.00 per certification	3 minutes	<i>Admin Officer II</i> (Municipal Assessor)
	2.2 Certified the tax declaration	None	3 minutes	<i>OIC-MUN. ASSESSOR</i>
3. Release CTC/CPC of tax declaration	3.1 Issue the CTC to the client and file request slip	None	3 minutes	<i>Admin Officer II</i> (Municipal Assessor)
Total		P 75.00	18 minutes	



## 57. Issuance of Certification (Total Landholding, No Landholding, with Encumbrance, Non-Encumbrance, with improvement and No-existing improvement)

<b>Office or Division:</b>		Administrative & Record Management Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Govt.-to-Citizens, Govt.-to-Govt., Govt.-to-Business		
<b>Who may avail:</b>		Real Property owners and Non-real property owner		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE (Specific Office/Division/Desk)		
1 Copy of Tax Declaration		Owner's Copy issued by Assessor's Office		
2 Title, if any		Register of Deeds		
3 Affidavit of Total Land Holding, Non-existing, Improvement, With Improvement, No Real Property		Notary Public or any agency issuing affidavit		
4 Letter request, if necessary		Owner or authorized representative		
5 Valid ID		Owner or authorized representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up and submit request slip and affidavit duly Notarized	1.1 Check the documents submitted	None	3 minutes	<i>Admin Officer II</i> (Municipal Assessor)  <i>Admin Aide II</i> (Municipal Assessor)
	1.2 Forward the documents to the Records Division for the preparation of certification/s with initial and date	None	6 minutes	<i>Admin Aide II</i> (Municipal Assessor)  <i>Admin Aide</i> (Municipal Assessor)
2. Pay Certification Fee	2.1 Issue official receipt and affix office seal and date	P75.00 per certification	3 minutes	<i>Admin Officer II</i> (Municipal Assessor)
	2.2 Affix signature on the certification	None	2 minutes	<i>OIC-MUN. ASSESSOR</i>
3. Release Certification	3.1 Issue certification to the client and file the Affidavit & request slip	None	3 minutes	<i>TITA A. ENCA</i> <i>Admin Officer II</i>
Total		P75.00	17 minutes	



## 58. Tax Declaration, Revision and Transfer of Tax Declaration

<b>Office or Division:</b>		Appraisal & Assessment Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Govt.-to-Citizens, Govt.-to-Govt., Govt.-to-Business		
<b>Who may avail:</b>		Real Property owners		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE (Specific Office/Division/Desk)		
1 Letter request		From Owner or authorized representative		
2 Approved Survey Plan/ Subdivision Map		DENR/CENRO, Surveyor		
3 Free Patent, Homestead or Miscellaneous Sales Application		DENR/PENRO		
4 Deed of Conveyance (Sale/donation/partition agreement/adjudication among heirs)		Notary Public		
5 TCT / OCT Title		Register of Deeds		
6 BIR-Certificate Authorizing Registration		BIR		
7 Other documents if necessary				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up and submit request slip and affidavit duly Notarized	1.1 Check owner's Tax Declaration and other documents. Fill up control slip	None	5 minutes	<i>Admin Officer II</i> (Municipal Assessor)
	1.2 Forward the documents to the Municipal Assessor for review and approval of the request	None	5 minutes	<i>Admin Aide II</i> (Municipal Assessor)
2. Pay revision fee or transfer fee	2.1 Issue official receipt and affix office seal and date	60% of 1% of Market Value, whichever is higher	3 minutes	<i>Admin Officer II</i> (Municipal Assessor)
	2.3 Forward the documents to the Tax Mapping Division for the identification and verification of the real property location in the tax maps. Prepare land and building sketch on the FAAS	None	10 minutes (Simple Transaction)	<i>Admin Officer II</i> (Municipal Assessor)
			2 days (Complicated Transaction)	<i>Admin Aide II</i> (Municipal Assessor)



3. Release Certification	3.1 Finalize Field Appraisal and Assessment Sheet and prepare	None	25 minutes	<i>Admin Officer II</i> (Municipal Assessor)  <i>Admin Aide II</i> (Municipal Assessor)
	3.2 Review and Recommend for the approval of FAAS and Tax Declaration	None	10 minutes	OIC-MUN. ASSESSOR
	3.3 Prepare endorsement for the approval of the Provincial Assessor	None	10 minutes	OIC-MUN. ASSESSOR
	Total	60% of 1% of Market Value, whichever is higher	1 hour, & 8 min	

### 59. Field Inspection/Verification (Building and Lands) / appraisal

<b>Office or Division:</b>	Appraisal & Assessment Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Govt.-to-Citizens, Govt.-to-Govt., Govt.-to-Business			
<b>Who may avail:</b>	Real Property owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE (Specific Office/Division/Desk)		
1 Letter request		From Owner or authorized representative		
2 Approved Survey Plan/ Subdivision Map		DENR/CENRO, Surveyor		
3 TCT / OCT Title		Register of Deeds		
4 BL V-37		Notary Public		
5 Building Permit		Municipal Engineer's Office		
6 Building Plan / Occupancy Permit		Municipal Engineer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up and submit request slip and affidavit duly Notarized	1.1 Record document for cancellation. Pulls out Tax Declaration	None	5 minutes	<i>Admin Officer II</i> (Municipal Assessor)  <i>Admin Aide II</i> (Municipal Assessor)
	1.2 Forward the document /documents for review and approval of the request and set the date for inspection	None	10 minutes	OIC-MUN. ASSESSOR
2. Pay inspection fee	2.1 Issue official receipt	P100.00 per tax dec	3 minutes	<i>Admin Officer II</i> (Municipal Assessor)



	2.2 Forward the request to the Appraisal and Assessment Division for inspection Prepare land and building sketch on the FAAS		2 hours (may vary, depending on the location, area of property)	<i>Admin Aide II</i> (Municipal Assessor)  <i>Admin Aide</i> (Municipal Assessor)
3. Release Certification	3.1 Finalize Field Appraisal and Assessment Sheet and prepare		20 minutes	<i>Admin Officer II</i> (Municipal Assessor)  <i>Admin Aide II</i> (Municipal Assessor)
	3.2 Review and Recommend for the approval of FAAS and Tax Declaration		5 minutes	OIC-MUN. ASSESSOR
	3.3 Prepare endorsement for the approval of the Provincial Assessor		10 minutes ( <i>Simple Transaction</i> )	OIC-MUN. ASSESSOR
	Total	P100.00	2 hours & 53 minutes	



## **K. Office of the Municipal Agriculturist**

### **External Services**



## 60. Crops Development Services

The Municipality of Bayog has vast fertile land where the major crop raised like Rice, Corn, Root Crops, and Vegetables, High value crops such as coconut, rubber, banana, abaca, coffee, and cacao. These commodities will serve their main source of living of the farmers.

<b>Office or Division:</b>		Office of the Municipal Agriculturist		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government-to-Citizens		
<b>Who may avail:</b>		Citizen/Farmers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE (Specific Office/Division/Desk)		
1. Registry System for Basic Sector in Agriculture (RSBSA)		Municipal Agriculturist' Office		
2. Farmer's Association Member		Resident of Barangay in Bayog		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach officer of the day	1.1 Ask the client what he/she needs	None	2 minutes	<i>Agricultural Technician</i> (Mun. Agriculture Office)
2. Follow-up/Get information from the Municipal Agriculturist/ATs Production Technician and Officer of the day	2.1 Give what the clients/farmers needs	None	1 minute	MUNICIPAL AGRICULTURIST
3. Receives the inquiry and provides information on agricultural services and crop production.	3.1 Explain to the clients the information on how to solve his/her problem on crop production	None	2 minutes	<i>Agricultural Technician</i> (Mun. Agriculture Office)
4. Fill-up client's satisfaction form and affix signature.	4.1 Inform the farmer/clients all the needed requirements for office files	None	5 minutes	MUNICIPAL AGRICULTURIST
5. Release of Agricultural items.	5.1 Farmer/client must sign the documents proven that they receive the agricultural items.	None	3 minutes	<i>Agricultural Technician</i> (Mun. Agriculture Office)
Total		None	13 minutes	



## 61. Livestock Services

This service creates a favorable policy and legal framework for the sustainable development of the livestock industry and to provide support services including technical assistance, vaccination, deworming, and treatments that helps increased livestock productivity, value addition and market access for the sub-sector products.

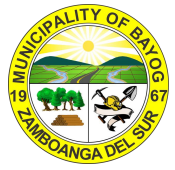
<b>Office or Division:</b>	Office of the Municipal Agriculturist			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens			
<b>Who may avail:</b>	Citizen/Farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE (Specific Office/Division/Desk)		
1. Registry System for Basic Sector in Agriculture (RSBSA)		Municipal Agriculturist' Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach officer of the day	1.1 Ask the client what he/she needs	None	2 minutes	<i>Agricultural Technician</i> (Mun. Agriculture Office)
2. Receives the inquiry and provides information on livestock and poultry.	2.1 Explain to the clients the information on how to solve his/her problem on crop production	None	1 minute	MUNICIPAL AGRICULTURIST
3. Fill-up client's satisfaction form and affix signature.	3.1 Inform the farmer/clients all the needed requirements for his/her documents	None	5 minutes	MUNICIPAL AGRICULTURIST
Total		None	8 minutes	



## 62. Organizations and Training Division

Municipality of Bayog had organized associations that geared towards Agricultural development. The office of the Municipal Agriculturist had organized 32 Farmers Association, 31 Rural Improvement Club, 28 4-H Clubs and 16 Farmers Cooperative.

<b>Office or Division:</b>		Office of the Municipal Agriculturist		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government-to-Citizens		
<b>Who may avail:</b>		Citizen/Farmers		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE (Specific Office/Division/Desk)</b>		
A. Registry System for Basic Sector in Agriculture (RSBSA)		Municipal Agriculturist' Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach officer of the day. Sign the client logbook (print name and address legibly/clearly)	1.1 Ask the client what he/she needs	None	5 minutes	<i>Agricultural Technician</i> (Mun. Agriculture Office)
2. Follow-up/get information form the Municipal Agriculturist/ATs officer of the day	2.1 Give what the clients/farmers needs	None	2 minutes	MUNICIPAL AGRICULTURIST
3. Receives the inquiry and provides information on agricultural services on organizations and trainings.	3.1 Explain to the clients the information on how to solve his/her problem on crop production	None	5 minutes	<i>Agricultural Technician</i> (Mun. Agriculture Office)
4. Fill up client's satisfaction form and affix signature.	4.1 Inform the farmer/clients all the needed requirements for his/her documents	None	2 minutes	<i>Agricultural Technician</i> (Mun. Agriculture Office)
Total		None	14 minutes	



**L. Office of the Municipal Social Welfare and  
Development Officer  
External Services**



### 63.AICS, Burial and Shelter Assistance

Any indigent Individual/Family who are in Crisis Situation such as illness of the Family member/Family head, Bereaved family, Victims of Natural or, Manmade Calamities, Victims of violence against person, and Children in conflict with the law.

<b>Office or Division:</b>		Municipal Social Welfare and Development Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C-Government to Citizen		
<b>Who may avail:</b>		Indigent individual/family in emergency situation		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE (Specific Office/Division/Desk)</b>		
1 Certificate of Indigency 2 Referral letter (AICS/Medical) 3 Death Certificate (Burial Assistance) 4 Extract Blotter		Barangay LGU Municipal Health Office Municipal Civil Registrar Municipal Police Station		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquiries	1.1 Greetings/ Give chair 1.2 Conduct interview and take necessary counseling on the problem presented	None	10 Minutes	Admin Aide
2. Provide necessary data	2.1 Social Worker prepares Social Case Study Report	None	20 Minutes	SWO-II  MSWDO  All Municipal Link
3. Client receive financial Assistance	3.1 Assist client And conduct counseling  3.2 Inform client for his/her eligibility for the services and recommends the same to LCE and other agencies for the approval of the services	None  None	10 Minutes	Any MSWDO personnel who are available to accompany with or preferably the front desk.



	being sought. Client is being facilitate or assisted by any personnel from this office to MTO in receiving his/her financial assistance			
	Total	None	40 minutes	

## 64. WOMEN AND CHILD WELFARE/SERVICES FOR VAW-C victims

Any woman/children who are victims of any act of gender –based violence that results in, or likely to result in physical, sexual or mental harm or suffering to women and children including threats of such acts, coercion or arbitrary deprivation of liberty, whether occurring in public or in private life.

<b>Office or Division:</b>	Municipal Social Welfare and Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	Any woman/children who are victims of any violence under RA 9262			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE (Specific Office/Division/Desk)</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. Inquiries	1.1 Greetings /Give chair  1.2 Conduct interview and refer to MSWDO for further assessment of the problem.	None	5 Minutes	Admin Aide  SWO-II  MSWDO
2. Profiling of Data	2.1 Assist client on data gathering	None	3 Minutes	SWO II/ CAO I/ Admin Aide
3. Cooperate and provide necessary details	3.1 If police Summon/invitatio	None	25 Minutes	MSWDO SWO II CAO I



	n needed, assist client to WCPD			(3) WCPD (Mun. Police Station)
	3.2 Take necessary counseling on the problem presented.	None	2 hours	MSWDO SWO II CAO I
	3.2. Amicable settlement for client and husband.	None		(3) WCPD (Mun. Police Station)
	3.3 If disagreement occurred, proceed to legal procedure.	None		
	3.4 If problem presented is physical/sexual/ Psychological abuses refer to PNP/WCPD for request of medico legal.	None		
	3.5 Facilitate client for the conduct of medical examination to MHO/ZDSMC	None		
4. If a client files a case	4.1 Assist client on filing a case	None	1 Hours	MSWDO SWO-II WCPD
5. Cooperate with the authorities and provide necessary details	5.1 Assist client for court hearing	None	8 Hours including travel time	MSWDO SWO-II
	Total	None	1 day, 3hrs & 33 min	



## 65. Services for Children in Conflict with the Law (CICL)

Program and Services to child who is alleged or found to have committed an offense and has not completed eighteen years of age on the date of commission of such offense. To provide child-appropriate proceedings, including programs and services for crime prevention, diversion, rehabilitation, re-integration and aftercare to ensure the normal growth and development of the child in conflict with the law.

<b>Office or Division:</b>		Municipal Social Welfare and Development Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C-Government to Citizen		
<b>Who may avail:</b>		A child who commits an offense and below eighteen years old but not less than fifteen (15) years and one (1) day old.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE (Specific Office/Division/Desk)		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiries	1.1 Greetings / Give chair  1.2 Conduct interview and refer to MSWDO for further assessment of the problem.	None	10 Minutes	Admin Aide (MSWDO)  Admin Aide (MSWDO)  MSWDO SWO-II (MSWDO)
2. Provide details and data	2.1 Profiling of Data  2.2 Invitation of parent and child for assessment and counseling.	None	3 Minutes	MSWDO  SWO-II (MSWDO)  WCPD
3. Cooperate with the authorities and provide necessary details	3.1 Conduct counselling to the child and parent.  3.2 Turn-over the client to the BCPC for diversion program.	None	30 Minutes	MSWDO  SWO-II (MSWDO)  WCPD (Mun. Police Station)
4. If committed heinous crime, a	4.1 Assist client on filing a case	None	1 hour	MSWDO  SWO-II (MSWDO)



case file at the court				WCPD (Mun. Police Station)
5. Cooperate with the authorities and provide necessary details	5.1 Assist client to attend the court hearing	None	8 Hours including travel time	MSWDO  SWO-II (MSWDO)
6. Turn-over to Rehabilitation Center	6.1 Assist Child's Turnover at Rehabilitation Center	None	8 Hours including travel time	MSWDO  SWO-II (MSWDO)
	Total		2 days, 1 hr & 43 mins	

## 66.FAMILY AND CHILD WELFARE/ DAY CARE SERVICES

All Filipino Children ages 0-4 years old, ensuring that the child have a strong knowledge foundation and monitoring child's developmental domains.

<b>Office or Division:</b>	Municipal Social Welfare and Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	Children ages 0-4 years old			
<b>2. CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE (Specific Office/Division/Desk)</b>		
1. Fill-in of Enrollment form 2. Photocopy of Child's Birth certificate, 3. Receipt of parent's participation (Treasurer's Office), 4. Health Record of Child (if there is any allergy).		NCDC Personal Copy/Mun. Civil Registrar Municipal Treasurer's Office  Personal Copy/Municipal Health Center		
5. Data Profiling, 6. Intake form, 7. Height and weight monitoring, 8. Anecdotal record, written to a child with special needs (if there is any) and white card.		NCDC,MHO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Inquiries	1.1 Greetings/ Give chair	None	5 Minutes	DCW-II  Admin Aide



	1.2 Conduct interview to parents of children.			
2.Fill-in enrollment form	2.1 Assist parent on filling-in the enrollment form	80/per year	10 Minutes	DCW-II Admin Aide
3. Weighing and Height measurement for Child nutritional status.	3.Assist parents on child nutritional status	None	3 Minutes	DCW-II Admin Aide
4. Registration for K1 and K2	4.Assist parents on registration of their children	None	1 Minute	DCW-II Admin Aide
5. Cooperates and asked relevant questions	5.1 Assist parents on scheduling sessions.	None	2 Minutes	DCW-II Admin Aide
	5.2 Conduct parent's orientation on session, parent's obligation, house rules and Parent effectiveness Services.	None	2 Hours during enrollment only	DCW-II Admin Aide
	5.3 Conduct checklist assessment to each learner	None	20 Minutes	DCW-II Admin Aide
	5.4 Manage Day Care Services	None	Every Day/2 Batches AM and PM	DCW-II Admin Aide
6. Parent Assist learner for the Supplementary Feeding Program (SFP)	6.1 Conduct Supplementary Feeding Program (SFP) to the learner	None	Every Session	DCW-II Admin Aide
7. Parent Received child's performance status	7.1 Report to parent on child's development	None	Quarterly	DCW-II Admin Aide
	Total		2 hrs & 41 mins	



## 67.Services for Senior Citizen

Implement programs and services for the elderly for their self-enhance and to sustain their need of foods and medicines.

<b>Office or Division:</b>	Municipal Social Welfare and Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	Senior Citizen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE (Specific Office/Division/Desk)		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Inquiries	1.1 Greetings/ Give chair  1.2 Conduct interview fill-up application form (GIS), Phil health member Registration form (PMRF).	None	10 Minutes	CCA II Admin Aide  CCA II Admin Aide
2. Acquire Medical Certificate at MHO	2.Assist senior citizen to acquire medical certificate	None	17 Minutes	CCA II Admin Aide
3. Provide necessary data	3.1 Conduct data gathering on Senior Citizens.  3.2 OSCA ID processing and lamination.	None	5 Minutes	CCA II Admin Aide  CCA II Admin Aide
4.Cooperate with the orientation and ask relevant questions	4.1 Orientation on Senior Citizen rights and privileges	None	1 Minute	CCA II Admin Aide
5.Registered and receive PWD ID and Booklet	5.1 Logbook and release of OSCA ID Card, Booklet for Groceries and prime commodities and medicine booklet.	None	3 Minutes	Admin Aide
Total		None	36 min.	



## 68. Services for Person with Disability (PWD)

Implement Programs and Services for the Persons with Disability (PWD) to rehabilitate and enhance their capacities.

<b>Office or Division:</b>		Municipal Social Welfare and Development Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C-Government to Citizen		
<b>Who may avail:</b>		Any Person with Disabilities (PWD) member/individual who seek for identification card and booklets for them to avail their privilege and benefits.		
<b>1. CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE (Specific Office/Division/Desk)</b>		
1. Medical Certificate		Municipal Health Office/Any Hospital		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquiries	1.1 Greetings/Give chair 1.2 Conduct interview fill-up application form (GIS) PMRF and capture form for PWD.	None	20 Minutes	CAA-II (MSWDO/PDAO)  Admin Aide (MSWDO)
2. Acquiring Medical Certificate at MHO	2.1 Assist client to acquire medical certificate	None	10 Minutes	CAA-II (MSWDO/PDAO)  Admin Aide (MSWDO)
3. Provide necessary data for the PWD ID CARD	3.1 Laminating PWD ID Card and printing of purchase/medicine booklets	None	5 Minutes	CAA-II (MSWDO/PDAO)  Admin Aide (MSWDO)
4. Cooperate with the orientation and ask relevant questions	4.1 Orientation on PWD rights and privileges	None	5 Minutes	CAO-I (MSWDO)  Admin Aide (MSWDO)
5. Registered and receive PWD ID	5. Briefing of PWD on the provision of assistive devices a. Wheelchair b. Adjustable Cane c. Adjustable Crutches d. Hearing Aide	None	5 Minutes	CAO-I (MSWDO)  Admin Aide (MSWDO)
Total		None	45 minutes	



## 69.Pre-Marriage Counseling services to Would Be Couple

Implement Pre-marriage counseling can help couple ensure to have a strong, healthy relationship giving a better chance for a stable and satisfying marriage.

<b>Office or Division:</b>		Municipal Social Welfare and Development Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C-Government to Citizen		
<b>Who may avail:</b>		Any couple or would be couple enter into marriage		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE (Specific Office/Division/Desk)		
1. Official Receipt-Special Family Planning Seminar (Pre-Marriage Counseling Seminar)		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Inquiries & submit OR for Pre-Marriage Counseling)	1.1 Greetings/ Give chair 1.2 Conduct interview fill-up pre-marriage counseling participant's profile.	Php 200.00	20 Minutes	SWO-II (MSWDO)  CAO-I (MSWDO)
2. Provide details and necessary data	2.1 Conducts of Pre-marriage orientation and counseling to couple or would be couple	None	1 Hours	MSWDO CAO-I (MSWDO) SWAIDE (MSWDO) Midwife III (MHO)
3. Receive Pre-marriage counselling	3.1 Issuance of Pre-marriage certificate to the couple or would be couple	None	3 Minutes	MSWDO CAO-I (MSWDO) MIDWIFE III (MHO) PopCom Officer
Total		Php 200.00	1 hour and 23 mins	



# **M. Office of the Municipal Health Officer – Rural Health Unit External Services**



## 70. Consultation

The PRIMARY purpose is to diagnose and treat illnesses and give appropriate medical services. Service is available to any person/individual who needs medical assistance.

<b>Office or Division:</b>	Primary Health Care Division; Out-patient Services Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens			
<b>Who may avail:</b>	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE (Specific Office/Division/Desk)		
Senior Citizen ID (If patient is a Senior Citizen) (if available)		Client's own		
CCT – if patient is 4Ps Member (if available)		Client's own		
PhilHEALTH ID (if available)		Client's own		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration	1.1 Health Personnel-on-Duty (HPOD) 1.2 Asks client reason for consultation and 1.3 Writes client's data on the Individual Treatment Record Form (ITR).	P22.00 (non-CCT, non-PHIC)  P50.00 (non-office hours)	2 minutes	NURSE/ MIDWIFE/ AIDE ON DUTY
2. Assessment of Patient	2.1 HPOD takes medical history of patient. 2.2 Gets vital signs (VS) of and records in ITR. 2.3 Then, the patient is referred to the physician on duty.		5 minutes	NURSE/ MIDWIFE/ AIDE ON DUTY
3. Examination and Treatment	Physician on Duty: 3.1 Examines patient 3.2 Requests for laboratory 3.3 Prescribes appropriate medicine and gives medical advice 3.4 Refers patient to assigned personnel for issuance of medicine		30 minutes	PHYSICIAN
4. Referral (if required)	4.1 If hospitalization is required, fill-up referral form 4.2 Transfer facilitated for referral to higher level health facility or hospital of choice.		10 minutes	NURSE/ MIDWIFE/ AIDE ON DUTY
Total		P22.00 P50.00	47 minutes	



## 71. Immunization

The purpose of this service is to immunize children 0 to 15 months old from various vaccine-preventable diseases.

Immunization is also provided to pregnant mothers for Tetanus Toxoid (TT), to children 9-14 years old for HPV shots, and the rest of the adult population for TT, *Pneumococcal*, and *Influenza* vaccinations.

<b>Office or Division:</b>		Primary Health Care Division; Preventive Services Section		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government-to-Citizens		
<b>Who may avail:</b>		Citizen/client		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE (Specific Office/Division/Desk)</b>		
1. Vaccination Card (if available)		Midwife/Nurse at the Barangay Health Center		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Registration	1.1 HPOD asks data of child, pregnant mother, or client to be immunized.  1.2 Checks for immunization record, asks for vaccination card.	None for NIP vaccines;  P150-200 for ATS	2 minutes	NURSE/ MIDWIFE/ AIDE ON DUTY
2. Assessment	2.1 HPOD takes vital signs and assess for client status and other health related problems before immunization.  2.2 Patient is referred to PHYSICIAN, as needed.		5 minutes	NURSE/ MIDWIFE/ AIDE ON DUTY  PHYSICIAN
3. Vaccination	3.1 Client proceeds to vaccination area, where vaccinator gives the specified vaccine for inoculation.		2 minutes	VACCINATOR
4. Post-Immunization Observation and Instructions	4.1 While under observation, client is given post-immunization instructions by HPOD and informs about the schedule of the next round of immunization and patient follow up.		30 minutes	NURSE/ MIDWIFE
	Total	P150-200 for ATS	39 minutes	



## 72. Minor Surgical and Medical Emergency Cases

Being the sole health facility in the area, the municipal health office functions as a primary health care unit, an innovation for extended health and emergency services (minor medical and surgical cases).

Major surgical and medical are referred to higher level health facility or secondary and tertiary hospitals such as the Zamboanga del Sur Medical Center (ZDSMC)—a provincial government-operated hospital, Margosatubig Regional Hospital (MRH), and other private hospitals within the nearest city (Pagadian).

<b>Office or Division:</b>	Primary Health Care Division; Preventive Services Section	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	Government-to-Citizens	
<b>Who may avail:</b>	Citizen/client	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE (Specific Office/Division/Desk)
Senior Citizen ID (If patient is a Senior Citizen) (if available)		Client's own
CCT – if patient is 4Ps Member (if available)		Client's own
PhilHEALTH ID (if available)		Client's own
Senior Citizen ID (If patient is a Senior Citizen) (if available)		Client's own
Referral Slip		Barangay Health Center c/o Midwife/ Nurse
<b>Fees:</b>		
<b>Consultation</b> (SC, CCT/PHIC Members – free)		
• Within OPD time		P 22.00
• 5pm and beyond; holidays		50.00
<b>ER/Admission</b>		
• Within Office hours (OPD)		55.00
• Non-OPD hours, holidays		110.00
<b>Laboratory</b>		
• Urinalysis		55.00
• Fecalalysis		55.00
• Urine Dipstick		55.00
• Random Blood Sugar/ FBS		100.00
• Hemoglobin		55.00
• WBC and differential count		110.00
• Platelet count		55.00
• Reticulocyte count		55.00
• Clotting Time/ Bleeding Time		55.00
• Complete Blood Count		110.00
• Blood Typing		55.00



- Rh Typing 55.00
- Sputum Examination 55.00
- Blood Smear/ Malaria Detection 55.00
- Acid Fast Bacilli Smear 25.00
- BUA 110.00
- Cholesterol 110.00

#### Minor Surgeries

- Excision (small-medium sized mass) P500.00 (absorbable suture)  
250.00 (non-absorbable suture)
- Incision and Drainage 150.00
- Suturing (depending on type and size of wound) 55.00 (3cm and >, + P50.00/bite for larger  
▪ wounds)
- Bandaging 55.00
- Debridement 110.00
- Circumcision 275.00, chromic; 220.00, silk
- Urinary Catheter insertion 110.00
- Nebulization 22.00 (excluding meds)
- De-ungulation 110.00
- Ingrown toenail removal 110.00
- Subdermal/ IM Injection 25.00
- Foreign Body Extraction 110.00
- Visual Inspection by Acetic Acid 110.00
- Dressing (depending on size)
- - basic wound dressing 22.00, small wounds; 55.00, medium-sized;  
110.00, large-sized wounds

#### Other Fees

- Oxygen Tank P110.00/hour
- IV Line Insertion 55.00 (exclud. meds and fluids)
- Ambulance P500, within the province; P1500, outside  
Province, within the region; 2500 outside region;  
fuel expense c/o patient

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration, ER Admission, Initial Assessment	<p>1.1 HPOD asks patient's reason(s) for admission, 1.2 writes client's general data, 1.3 takes medical history, 1.4 gets vital signs and records on the ITR.</p> <p>Assessment of manageable cases are initially done by the HPOD and endorsed to physician-on-duty.</p> <p>1.5 Patient is referred to PHYSICIAN, as needed.</p>	Varies (refer to list above)	5 minutes	NURSE/ MIDWIFE/ AIDE ON DUTY



2. Final Disposition, Diagnostics, and Management	Physician on Duty: 2.1 Examines patient 2.2 Requests for laboratory (as needed) 2.3 Prescribes appropriate medicine and gives medical advice 2.4 Manages patient accordingly 2.5 Refers patient to assigned personnel for dispensing of medicine or issuance of prescription		10-30 minutes	PHYSICIAN  MEDTECH
3. Referral (If hospitalization is required)	3.1 If hospitalization is required, HPOD fills up referral form and facilitates transfer to higher level health facility or hospital of choice.		5-10 minutes	NURSE/ MIDWIFE/ AIDE ON DUTY
	Total		45 minutes	

### 73. Maternal and Newborn Care Services

The Municipal Health Office, or Bayog Health Unit (BRHU) implements a comprehensive maternal and newborn care program for newborn babies, and pregnant and lactating mothers.

As an accredited BeMONC (Basic Emergency Maternal Obstetrics and Newborn Care) birthing facility, BRHU gives basic emergency maternal and neonatal care services, including spontaneous vaginal deliveries, newborn care, and post-natal care services.

Office or Division:	Maternal and Neonatal Division; BEmONC and Newborn Section			
Classification:	Complex			
Type of Transaction:	Government-to-Citizens			
Who may avail:	Pregnant mother and newborn			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE (Specific Office/Division/Desk)		
Home-Based Maternity Record (HBMR) card CCT or PHIC ID (if available) MDR (for PHIC Members)		Midwife/Nurse at the Barangay Health Center		
Fees:				
Normal Spontaneous Delivery (NSD) P1,500.00 (non-CCT/ non-PHIC members) Newborn Care included in NSD Expanded Newborn Screening P1,750.00				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Registration and Admission	<p>1.1 HPOD asks for client's general data, takes medical history, gets vital signs and records on the ITR.</p> <p>1.2 HPOD checks client's HMBR, and evaluates patient if she is in labor.</p> <p>1.3 HPOD admits patient who is in true labor and fills up the partograph.</p> <p>1.4 Secures consent for care and management.</p>	Refer to list posted above	10 minutes	MIDWIFE/ AIDE ON DUTY
2. On Labor Room	<p>2.1 HPOD transfers patient to the labor room where she stays until cervix is fully dilated; by then she is transferred to the delivery room.</p> <p>2.2 While on labor, check maternal vital signs, fetal movement, fetal heart tones, and uterine contractions are duly monitored.</p>		Variable	MIDWIFE/ AIDE ON DUTY
3. On Delivery Room	3.1 HPOD goes on labor watch, until delivery of the baby and expulsion of the products of conception are completed.		Variable	NURSE/ MIDWIFE
4. Newborn and Post-partum Care	<p>4.1 Application of EINC, routine newborn care, and initiation of breastfeeding.</p> <p>4.2 Monitoring of VS for both mother and baby.</p>		15-30 minutes	NURSE/ MIDWIFE
5. On Recovery Room	<p>5.1 Mother is transferred to the recovery room where baby is latched into the mother's bosom to initiate/continue breastfeeding.</p> <p>5.2 Monitoring of VS continues. Due medications to be given.</p> <p>5.3 IEC, FP counselling, schedule of post-natal and post-partum follow up and further instructions to be discussed by HPOD</p>		Variable	NURSE/ MIDWIFE
6. Newborn Screening	6.1 Done 24-48 hours after birth, prior to discharge of mother and baby.		20 minutes	NURSE/ MIDWIFE
Total			1 hour	



## 74. Family Planning Services

Family Planning services are offered to couples and women of reproductive age who wants birth spacing and control child bearing potential according to family plans. Family planning increases contraceptive prevalence rate, indirectly decreasing maternal death and therefore improves overall maternal health.

The program covers the following services:

1. Basic Family Planning Education
2. Information on Family Planning Methods
3. Provision of Family Planning Methods and Commodities
4. Health Education (especially regarding examinations/tests needed by clients relative to the family planning method chosen; and medical management of problems resulting from the method used)

Office or Division:	Maternal Health Division; Reproductive Services Section			
Classification:	Simple			
Type of Transaction:	Government-to-Citizens			
Who may avail:	Women of reproductive age (WRA)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE (Specific Office/Division/Desk)		
CCT or PHIC ID (if available)		Client's own		
Family Planning Methods and Services Available:				
Pills (Combined Oral and Progestin Only) Condon Interval IUD and Post-partum IUD Insertion and Removal Medroxyprogesterone Acetate (DMPA) Injection Progestin Subdermal Implant Insertion and Removal Bilateral Tubal Ligation (BTL) – outsourced				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration	1.1 HPOD takes general data, medical history, vital signs and records on the ITR and 1.2 Evaluates client for family planning.	None  None	5 minutes	NURSE/ MIDWIFE
2. Evaluation	2.1 HPOD checks client's family planning status 2.2 Performs medical, obstetrical, and gynecological evaluation to determine contraindications and other health related concerns.	None  None	5 minutes	NURSE/ MIDWIFE



	2.3 HPOD gives basic family planning information and education.	None	10 minutes	
3. Service Provision and Issuance of Commodities/ Supplies	3.1 Informed consent for FP method of choice signed by client prior to conduct of services.	None	30 minutes	NURSE/ MIDWIFE
	3.2 FP commodities given with instructions and schedule of follow up.	None		
	3.3 Register in FP logbook.	None		
	Total	None	50 minutes	

## 75. TB Directly Observed Treatment Short Course (TB-DOTS)

In line with the National TB Control Program (NTP), TB-DOTS aims to reduce mortality and incidence of tuberculosis in the country, reduce catastrophic costs and provide patient-responsive health services. It is also a patient-centered approach to TB care where patient's rights and values are recognized and respected.

Who may avail? Any person, 10 years old and above, who displays the following symptoms may have tuberculosis:

- persistent coughing for 2 weeks or more
- fever
- progressive weight loss
- chest or back pains
- hemoptysis or recurrent blood streak sputum
- loss of appetite
- tiredness/night sweating

Drugs and medicine are provided for free (c/o DOH-NTP).

<b>Office or Division:</b>	Primary Health Care Division; Preventive Services Section			
<b>Classification:</b>	Highly Complex			
<b>Type of Transaction:</b>	Government-to-Citizens			
<b>Who may avail:</b>	Citizen/client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE (Specific Office/Division/Desk)		
CCT or PHIC ID (if available) MDR (for PHC Members)		Client's own		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration	1.1 HPOD takes general data, medical history, vital signs and records on the ITR and	None	5 minutes	NURSE/ MIDWIFE/



	1.2 Evaluates client for any symptoms of TB.	None		AIDE ON DUTY
2. Collection and Submission of Sputum Specimen	2.1 MedTech gives instruction to client for proper sputum collection. MedTech may ask for 3 or more samples, depending on specimen quality submitted. Early morning sputum is preferred.	None	5 minutes	MEDTECH
	2.2 If result is positive, another sputum sample will be submitted by client for MDR-TB GenExpert Test (submitted by MedTech to TB-RAIDERS).	None		
	2.3 Patient is referred to PHYSICIAN once result becomes available.	None		PHYSICIAN
3. Assessment and Diagnosis	3.1 Physician assesses patient for other health related conditions	None	10minutes	PHYSICIAN
	3.2 Gives the final diagnosis based on laboratory results and clinical findings.	None		
4. Enrollment of Patient to TB Registry and Initiation of Treatment	4.1 TB Coordinator logs patient to registry based on ITR and issues NTP ID.	None	5 minutes	NTP Nurse Coordinator
	4.2 Patient is given IEC about TB Disease and Control, the importance of the TB-DOTS together with his/her treatment partner, schedule of follow-up sputum examination, and other related instructions before initiating TB treatment.	None	10 minutes	NURSE/ MIDWIFE/ MEDTECH
5. Monitoring and Follow Up	5.1 TB patient is endorsed to NURSE- or MIDWIFE-in-charge for monitoring,	None	6 months	NURSE/ MIDWIFE
	5.2 follow up and tracing of household members and other close contacts for possible enrollment to TB Preventive Treatment (TPT).	None		
	Total	None	6 months and 35 minutes	



## 76. Availing Health/Medical or Medico-legal Certificate

Health Certificates are required for personal, employment, school, legal and other purposes.

Office or Division:	Ancillary Division			
Classification:	Simple			
Type of Transaction:	Government-to-Citizens			
Who may avail:	Citizen/client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE (Specific Office/Division/Desk)		
Laboratory results (if available)		Any Health Facility		
Police report (if applicable)		Mun. Police Station / Client		
Barangay Certification		Barangay concerned		
<b>Fees:</b>				
Health Certificate Card		P110.00		
Medical Certificate		110.00		
Medico-legal Certificate		110.00		
Dental Certificate		110.00		
Midwife/Nurse/Doctor Certification		110.00		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration	1.1 HPOD takes general data, medical history, vital signs and records on the ITR  1.2 Evaluates completeness of client for certification.  1.3 HPOD accomplishes certificate forms and refers to physician-on-duty (POD)	Posted above	5 minutes	NURSE/ MIDWIFE/ AIDE ON DUTY
2. Evaluation and Assessment	2.1 POD examines client, evaluates results and gives assessment or diagnosis for each case before signing the certificate.		10 minutes	PHYSICIAN
3. Receive Certificate	3.1 Release of certificate to clients once payment is done.  3.2 Photocopy of certificate maybe asked from client as needed.		2 minutes	PERSONNEL -IN-CHARGE
	Total	P110.00	17 minutes	



## 77. Securing a Sanitary Permit and Health Cards

THE MUNICIPAL HEALTH Office issues Sanitary Permits, as one of the requirements for business establishments to operate.

Health cards are issued to business operators and their employees after securing health certificates (for individual employees and service providers) and after attending the Food Handlers Class.

<b>Office or Division:</b>	Ancillary Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens			
<b>Who may avail:</b>	Citizen/client			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE (Specific Office/Division/Desk)</b>		
Laboratory results (if available) Official Receipts		Any Health Facilities/Client Counter		
<b>Fees:</b>				
Health Certificate Card		P110.00		
Sanitary Permit		110.00		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Registration - look for sanitary inspector (SI)	1.1 SI registers client and purpose of issuance.  1.2 Gives client instruction and requirements to accomplish.	Posted above	2 minutes	SANITARY INSPECTOR
2. Application – present requirements	2.1 Once accomplished, SI evaluates completeness of requirements for application.		1 minute	SANITARY INSPECTOR
3. Inspection (for business establishments)	3.1 SI schedules for inspection of business establishment if compliant to DOH standards.		5 minutes	SANITARY INSPECTOR
4. Issuance of Certificate – present Official Receipt	4.1 SI accomplishes health certificate form/ sanitary permit form for signature.		2 minutes	PERSONNEL -IN-CHARGE
5. Receive the Certificate	5.1 Release of certificate to clients once payment is done.			
	Total	P110.00	10 minutes	



## 78. Pre-Marriage Counselling

Pre-Marriage Counseling (PMC) Seminars are conducted in the office to would-be couples, as a prerequisite in securing a marriage license.

PMC Seminars are held every Thursdays, specific time to be scheduled by the midwife-in-charge. The PMC Certificate is awarded to participants right after the activity.

<b>Office or Division:</b>		Ancillary Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government-to-Citizens		
<b>Who may avail:</b>		Pre-Marriage Couples		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE (Specific Office/Division/Desk)		
None		NA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration – from MSWDO	1.1 From MSWDO the couple proceeds to the MHO to register.	None	2 minutes	NURSE/ MIDWIFE
	1.2 HPOD gets data and record in the logbook.	None		
2. Conduct of Seminar	2.1 HPOD directs the couples to the PMC Room where Pre-Marriage Counseling Seminars are held.	None	30 minutes	NURSE/ MIDWIFE
	2.2 In addition, HPOD gives basic family planning information and education.	None		
3. Awarding of Certificate	3.1 PMC Certificates are given right after the seminar.	None	30 minutes	NURSE/ MIDWIFE
Total		None	1 hour and 2 minutes	



## 79. Smoking Cessation Program

The program aims to provide support for smokers in order to improve their ability to become and stay nicotine-free. The general objective of the program is to generate awareness of and promote the early prevention of respiratory and other related diseases through counseling, interview and treatment of smokers.

Specific objectives:

- To provide counseling to smokers
- To develop and utilize evaluation tools to assess the effectiveness of the program
- To help formulate lecture materials on how to give up smoking for distribution to the public

Counseling is scheduled every Thursday of the week.

<b>Office or Division:</b>		Primary Care Division; Preventive Health Services Section		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government-to-Citizens		
<b>Who may avail:</b>		People who smoke/Smokers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE (Specific Office/Division/Desk)		
None		NA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration	1.1 HPOD gets data and record in the logbook.	None	2 minutes	NURSE/ MIDWIFE
2. Evaluation and Assessment	2.1 Client is referred to POD for assessment of smoking dependence and	None	10 minutes	PHYSICIAN
	2.2 Evaluation of other health related conditions.	None		
3. Conduct of Counselling	3. HPOD directs the couples to the Counselling Room.	None	10 minutes	NURSE/ MIDWIFE/ PHYSICIAN
4. Monitoring and Follow Up	4. Client is endorsed to Health worker-in-charge for monitoring of progress and follow up counseling sessions as scheduled.	None	20 minutes	NURSE/ MIDWIFE
Total		None	42 minutes	



## **N. Office of the Municipal Engineer External Services**



## 80. Issuance of Building Permit

A Building Permit is required prior to construction, erection, alterations, major repair, or renovation or conversion of any buildings/structure owned by government or private entities. The permit becomes null and void if work does not commence within 1 year from the date of such permit, or if the building or work is suspended or abandoned at any time after it has been commenced for a period of 120 days.

<b>Office or Division:</b>	Office of the Municipal Engineer
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Government-to-Citizens
<b>Who may avail:</b>	Building Owners
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE (Specific Office/Division/Desk)
<ol style="list-style-type: none"> <li>5 Copies of Lot Plan with Certification of Geodetic Engineer (GE) that the proposed building will not encroach on adjoining properties</li> <li>5 Copies Site Development Plan indicating the setback/yard distances at the front, side, and back with perspective</li> <li>5 sets building plans Architectural Structural, Sanitary, Plumbing, Electrical, Mechanical</li> <li>5 Copies Bill of Materials &amp; Cost Estimates</li> <li>5 Copies Specification</li> <li>5 Copies Certificate of Title (Transfer Certificate of Title)</li> <li>5 Copies Deed of Sale/Lease Contract Sell, if the CTC is not in the name of owner/applicant</li> <li>5 Copies of Latest Tax declaration and certificate of real property tax Payment</li> <li>1 Piece Construction Log Book</li> <li>Application form (Building, Sanitary/Plumbing, Electrical, Mechanical)</li> <li>2 Copies Structural Design Computation with Seismic analysis which conform to the latest NSCP for Two stories and above or 1 Stories and above or one storey with attic/mezzanine/roof deck/penthouse</li> </ol>	<p>OFFICE OF THE BUILDING OFFICIAL/MUNICIPAL ENGINEER</p>



12.2 Copies previous approved plan or permit in case of addition, alteration and renovation 13.2 Copies Certification regarding structural stability of existing foundation in case of addition 14.2 Copies Plate load Test Analysis – 3 storeys or 2 storeys with attic/mezzanine /roof deck/penthouse 15.2 Copies Soil Boring test Result – for 4 storeys and above or 3 storeys and above with attic/mezzanine/roof deck penthouse 16.2 Copies from other government agencies exercising regulatory functions such as 17. Housing and Land Use Regulatory Board – for zoning and land use of all types of building/structure 18. Bureau of Fire Protection – for all types of Building/structure 19. Environment and Natural Resources Office/Department of Environment and Natural Resources – for all Commercial and Industrial buildings 20. Department of Labor and Employment – for Industrial Building 21. Department of Health – for Health hazard related building/structure 22. Air Transportation office - for Building/Structure exceeding 45.0 meters in height 23. Philippine Tourism Authority – for Tourist oriented projects 24. Department Education – for educational buildings 25. Energy Regulatory Board – for Gas Station				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>1. Secure Building Permit Forms</b> Ask for building permit application forms with the list of requirements	1.1 Print the Application Forms and Release	Building, Sanitary/Plumbing, Electrical, Mechanical Permits (depends	5 minutes	<i>Draftsman I (MEO)</i>



2. Submit Requirements	2.1 Review the Plans and the required supporting documents and clearances in the receiving section in his/her absence, the other members of the building staff will take charge	on Floor Area Computation)	15 minutes	<i>Draftsman I</i> (MEO)
	2.2 <b>Line and Grade Verification.</b>  Technical Staff in-charge will conduct site inspection to the establish and determine setbacks and grades in the relation to road lots, property lines, street or highways whether existing or proposed, including road widening and construction of various public utilities and other infrastructure projects		25 minutes	<i>Engineer II</i> (MEO)  MUNICIPAL ENGINEER
	2.3 <b>Evaluation and Assessment</b>  Building official evaluates and assessed line & grade, Structural plans and related documents. The Sanitary/Master Plumber evaluates and assessed the plumbing/sanitary plans and related documents		60 minutes	MUNICIPAL ENGINEER  <i>Draftsman I</i> (MEO)  <i>Mun. Electrician</i> (MEO)
3. Inquiry of the Status of Application	3.1 Inquire about the result of evaluation and assessment of the application.		10 minutes	<i>Engineer II</i> (MEO)



	3.2 Inform Client if their and lacking documents and if there are Correction of the Plans			
<b>4. Submit Lacking Documents/Corrected Plans</b>	4.1 Review the lacking documents/ corrected plans to any member of the building Staff for review		10 minutes	<i>Engineer II</i> (MEO)
	4.2 <b>Review of Plan Plans/Documents</b>  The technical staff reviews the submitted corrected plans the completeness of documents for processing		15 minutes	<i>Draftsman I</i> (MEO)  MUNICIPAL ENGINEER
5. Receive the order of payment	5.1 <b>Issuance of order of payments</b> if the application is found to be complete and in order		10 minutes	MUNICIPAL ENGINEER
6. Submit Official Receipt Go back to the building official and submit the official receipt	6.1 The building official will receive the official receipt  6.2 Building Official approve the building permit		5 minutes  5 minutes	<i>Engr. Asst.</i> (MEO)  MUNICIPAL ENGINEER
7. Receive the approved permit after one 1 day from submission of the official Receipt	7.1 <b>Release of Approved Permits</b> After one 1 day from submission of the official Receipt		5 minutes	<i>Engr. Asst.</i> (MEO)
	Total		2 hours and 45 mins	



## **O. Office of the Municipal Economic Enterprises Office External Services**



The MEEEO is responsible in running and managing, the LGU's local enterprises in order to serve its constituents and generate income, which will redound to better public services and employment opportunities among others. Its general administration and supervision are focus on how the local enterprises intertwine its capability in responding the needs of the populace and generate income to make its operation self-liquidating and further bring in money to the coffer of the LGU instead of being subsidized.

## 81. Operation of Public Market

All businesses enterprises engaged in the municipal public market premises are generally covered any documentary requirements from processing of Business Permits and Licenses for appropriate approval and clearances.

<b>Office or Division:</b>	Municipal Economic Enterprise Office (MEEEO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Govt.-to-Govt., Govt.-to-Business			
<b>Who may avail:</b>	General Public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE (Specific Office/Division/Desk)</b>		
1. Barangay Clearance		➤ Respective Barangay		
2. Fill-up Business Application		➤ Business Permit & Licensing Office (BPLO)		
3. Assessment Form				
4. Official Receipt of Payment		➤ Municipal Treasurer's Office (MTO)		
5. Zoning – if necessary		➤ Municipal Planning Dev't. Office (MPDO)		
6. Sanitary		➤ Municipal Health Office (MHO)		
7. Police Clearance		➤ Bayog MPS		
8. Solid Waste/Environmental Certificate		➤ Mun. Env't. & Natural Resources Office (MENRO)		
9. Fire Clearance		➤ Bayog MFS		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. All clients submit requirements.	1.1 Receive and record all business applications for reference and control.	None	5 minutes	OIC-MEEEO
	1.2 Issuance of Lease Contract both new and renewal business permits.	None		
2. Verification / validation of documents and arrears.	2.1 Check and scrutinize the completeness of necessary documents.	None	5 minutes	Admin. Assistant IV (MEEEO)



3. Payment of fees.	3.1 Collect arrears, stall rentals, and other services.	Php 1.00 per Square Meter/daily (Mun. Ord. 12-175-15, Chapter V Article P, Sec. 5Q-01 'Market Rental Fee')	5 minutes	Admin Aide (MEE0)
4. Endorsement and approval.	4.1 Signing of documents	None	4 minutes	OIC-MEE0
5. Receives the documents	5.1 Release of documents for BPLO approval.		1 minute	Admin. Assistant IV (MEE0)
Total		Php 1.00	20 mins.	

## 82. Operation of Waterworks System

The waterworks system is responsible for the delivery of potable water supply for the populace covered by its operation. Any household, commercial, industrial, institution, corporation and/or company desires to avail water services shall secure permission and fill-up application for water connection. Pay the imposed fees and comply all the necessary requirements as quantified in the Municipal Ordinance.

<b>Office or Division:</b>	Municipal Economic Enterprise Office (MEE0)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Gov't.-to-Citizen, Gov't.-to-Gov't., Gov't.-to-Business			
<b>Who may avail:</b>	All citizens of Bayog			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE (Specific Office/Division/Desk)		
1. Barangay Clearance		➤ Respective Barangay		
2. Fill-up Application for Water Connection		➤ Waterworks Connection Section		
3. Fill-up Applicant Profile Form				
4. Undergo Brief Orientation		➤ Waterworks Mgt. & Regulation Section		
5. Other documents – if necessary				
6. Official Receipt of Installation Fee		➤ Waterworks Collection Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and submit application for water connection.	1.1 Receive and record all applications for water meter connections for office use & reference.	None	10 minutes	LRCO-I (MEE0)
2. Verification and validation of	2.1 Check and scrutinize the completeness of	None	5 minutes	Meter Reader I (MEE0)



application for water connection.	application and other needed documents.			
3. Water meter registration.	3.1 Register the client water meter and do necessary water meter calibration and recording of serial number.	None	15 minutes	Plumbers / Meter Readers Personnel
4. Payment of fees.	<b>4.1 Collect fees:</b> <ul style="list-style-type: none"> <li>○ Application Fee</li> <li>○ Inspection &amp; installation</li> <li>○ Connection &amp; reconnection</li> <li>○ Plumbing services</li> <li>○ Monthly water bill</li> <li>4.6 Other services</li> </ul>	100.00 250.00 50.00  It depends upon the bill & services based on the Mun. Ordinance	5 minutes	LRCO-I (MEE0)
5. Scheduling of installation and approval.	5.1 Conduct site inspection, installation of water meter, and plumbing services.	None	5 minutes	Plumbers / Meter Readers Personnel
	Total	Php 100.00 Php 250.00 Php 50.00	40 minutes	



### 83. Operation of Slaughterhouse

The slaughterhouse is responsible for the better delivery and provision of commercial and private meat consumption in accordance to the policy of the National Meat Inspection Services. Ensuring that the slaughtered animals is free for diseases and safe for human consumption.

<b>Office or Division:</b>	Municipal Economic Enterprise Office (MEEEO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Gov't.-to-Citizens, Gov't.-to-Gov't., Gov't.-to-Business			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE (Specific Office/Division/Desk)		
➤ Proof of Ownership		➤ Slaughterhouse Mgt. & Regulation Section		
➤ Slaughter Permit & Clearance				
➤ Other documents – if necessary		➤ Slaughterhouse Collection Section		
➤ Official Receipt of Payment				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Livestock Registration.	1.1 Receive and register all livestock for the necessary slaughter permit and clearance.	None	5 min	Admin. Aide II / Meat Inspector Designate (MEEEO)
2. Inspection and observation	2.1 Conduct animal inspection and observation (Ante Mortem / Animal Corral).	None	10 min	
3. Slaughtering	<b>3.1 Slaughtering of animals:</b> <ul style="list-style-type: none"><li>○ Large Cattle</li><li>○ Hog / Goat / Sheep</li><li>○ Others</li></ul>	None	3 hours 1 ½ hours 1 hour	Assigned Butchers
4. Meat inspection and branding	4.1 Conduct inspection of animal carcass (Post Mortem).	None	5-10 min	Admin. Aide II / Meat Inspector Designate (MEEEO)
5. Weighing	5.1 Weighing of dressed meat for data recording.	None	5 min	
6. Payment of fees.	<b>6.1 Collect fees:</b> <ul style="list-style-type: none"><li>○ Corral fee</li><li>○ Permit fee</li><li>○ Slaughter fee</li></ul>	Depends upon the animal to be slaughtered (Mun. Ord. 12-175-15, Chapter V Article H Sec. 5H. 01-04)	5 min	



	<b>Total</b>	Mun. Ord. 12-175-15, Chapter V Article H Sec. 5H. 01-04	1 hour and 35 minutes	
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## 84. Operation of Public Terminal

All transport operators who may engaged business in the municipality in the form of public utility vehicles are generally covered any documentary requirements from processing of Business Permits and Licenses including Franchise for appropriate approval and clearances.

Office or Division:	Municipal Economic Enterprise Office (MEEEO)			
Classification:	Simple			
Type of Transaction:	Gov't.-to-Citizens, Gov't.-to-Business			
Who may avail:	General Public, Transport Operator			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE (Specific Office/Division/Desk)		
1. Barangay Clearance		➤ Respective Barangay		
2. Fill-up Business Application		➤ Business Permit & Licensing Office (BPLO)		
3. Assessment Form				
4. Official Receipt of Payment		➤ Municipal Treasurer's Office (MTO)		
5. Zoning – if necessary		➤ Municipal Planning Dev't. Office (MPDO)		
6. Sanitary – if necessary		➤ Municipal Health Office (MHO)		
7. Police Clearance		➤ Bayog MPS		
8. Solid Waste/Environmental Certificate		➤ Mun. Env't. & Natural Resources Office (MENRO)		
9. Fire Clearance – if necessary		➤ Bayog MFS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. All clients submit requirements.	1.1 Receive and record all business applications both new & renewal business permits for reference and control.	None	5 minutes	OIC-MEEEO
2. Verification / validation of documents and payments from MTO.	2.1 Check and scrutinize the completeness of necessary documents.	None	10 minutes	
3. Payment of fees.	3.1 Collect Public Transport Terminal Membership Fee for all	(Mun. Ord. 12-175-15, Chapter V Article C	5 minutes	Admin. Assistant IV (MEEEO)



	transport operators engaged business in the municipality. 1. Bus, Van, PUJ & Mini Bus 2. Motorized Tricycle 3. Single Motorized 4. Trisikad	Sec. 5C.01-01)  Php 5,000.00 Php 500.00 Php 500.00 Php 200.00		LRCO-I (MEE0)
4. Endorsement and approval.	4.1 Signing and release of documents for BPLO approval.	None	5 minutes	OIC-MEE0  Admin. Assistant IV (MEE0)
	Total		25 minutes	

## 85. Operation of Community E-Center

The Community E-Center is responsible for the better delivery of ICT services and maintain of such computer and internet services to cater the needs of the populace in terms of information technology and others.

<b>Office or Division:</b>	Municipal Economic Enterprise Office (MEE0)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Gov't.-to-Citizens, Gov't.-to-Gov't., Gov't.-to-Business			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE (Specific Office/Division/Desk)		
1. Present Identification Card/or any Valid Document for verification		➤ Personal Concern of the Client		
2. Fill-up Admission Slip		➤ CeC Management Desk		
3. Logbook for COVID-19 Data Tracking				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Admit and accommodate client.	1.1 Admit client and advocate information about CeC through ICT, internet & other services.	None	5 minutes	Admin. Aide II (MEE0)
2. Accept and offer services.	2.1 <b>Introduce CeC Services:</b> a. Computer and Internet Services b. Computer Lay-outing and Design c. ID Printing, Photo ID & Lamination d. Encoding, Printing & Binding	None	It depends upon the time consumed of job request by the clients	CeC In-Charge Admin. Aide III / RCC Designate  Admin. Aide II (MEE0)



	<ul style="list-style-type: none"> <li>e. Scanning, Heat Press Printing</li> <li>f. Computer Repair &amp; Installation of Software &amp; Hardware</li> <li>g. BREQS-PSA Services for (SECPA)</li> <li>h. Other Computer Works &amp; Services</li> </ul>			
3. Payment of fees.	<b>3.1 Collect fees:</b> <ul style="list-style-type: none"> <li>a. PSA (SECPA) <ul style="list-style-type: none"> <li>i. Birth Certificate</li> <li>ii. Marriage Certificate</li> <li>iii. Death Certificate</li> <li>iv. CENOMAR)</li> </ul> </li> <li>b. Internet and Computer Services or <b>(CeC Services)</b></li> </ul>	<ul style="list-style-type: none"> <li>Php 330.00</li> <li>Php 330.00</li> <li>Php 330.00</li> <li>Php 330.00</li> </ul> <p>It depends upon the services rendered</p> <p>(Mun. Ord. 12-175-15, Chapter IV, Article J, Sec. 4J.01-02)</p>	5 minutes	CeC In-Charge Admin. Aide III / RCC Designate
	<b>Total</b>	P330.00	10 mins	



**P. Office of the Municipal Disaster Risk  
Reduction & Management Office  
External Services**



## 86. Orientation on Disaster Preparedness Discussion of Local Initiatives and Programs in DRRM

Schedule of Availability of Service: Monday – Friday, 8:00 AM - 5:00 PM without noon break

<b>Office or Division:</b>	INFORMATION & TRAINING DIVISION			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens			
<b>Who may avail:</b>	Residents of Bayog, Zamboanga del Sur Other interested Requesting Party			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE (Specific Office/Division/Desk)		
Letter Request (@ least 2 copies) <ul style="list-style-type: none"> <li>- Must indicate the proposed schedule, type of orientation, and program flow.</li> <li>- Must include contact details of the requesting party.</li> <li>- Must be submitted at least three (3) days before the event.</li> </ul>		➤ Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request letter at MDRRMO Building 3rd Floor or send it thru; email mddrmo2016@gmail.com	1.1 Accept and records the letter.	None	3 minutes	Clerk (MDRRMO)
	1.2 Approves and endorses the client's request to the Information and Training Division Chief.	None	3 minutes	MDRRMO
	1.3 Checks schedule and availability of the speaker.	None	5 minutes	Info. and Training Division Chief (MDRRMO)
	1.4 If the schedule and the speaker are both available, the client will be informed through phone call, text message, or face-to-face meeting.	None	2 minutes	Clerk (MDRRMO)
	1.5 If the indicated schedule is not available and there are	None	2 minutes	Clerk (MDRRMO)



	no available speakers at the proposed time, the office will inform the requesting party. The parties will then agree on a new schedule.			
2. Attend the seminar/orientation as indicated on the letter of request.	2.1 Conducts orientation/seminar.	None	Varies, depending on the planned activity	<i>Assigned Trainer</i>
	Total	None	15 mins	

## 87. Earthquake Evacuation Drill

Schedule of Availability of Service: Monday – Friday, 8:00 AM - 5:00 PM without noon break

<b>Office or Division:</b>	Information and Training Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizen			
<b>Who may avail:</b>	Residents of Bayog, Zamboanga del Sur Other interested Requesting Party			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE (Specific Office/Division/Desk)		
1. Letter Request (@ least 2 copies) <ul style="list-style-type: none"> <li>- Must indicate the proposed schedule, type of orientation, and program flow.</li> <li>- Must include contact details of the requesting party.</li> <li>- Must be submitted at least three (3) days before the event.</li> </ul>		➤ Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request letter at MDRRMO Building 3rd Floor or send it thru; email mddrmo2016@gmail.com	1.1 Accept and records the letter.	None	2 minutes	Clerk (MDRRMO)
	1.2 Checks schedule and availability of the evaluator.	None	2 minutes	Information and Training Division Chief (MDRRMO)
	1.3 Approves and endorses the client's request to the Information and Training Division Chief.	None	2 minutes	MDRRMO



	1.4 If the schedule and the speaker are both available, the client will be informed through phone call, text message, or face-to-face meeting.	None	4 minutes	Clerk (MDRRMO)
	1.5 If the indicated schedule is not available and there are no available speakers at the proposed time, the office will inform the requesting party. The parties will then agree on a new schedule.	None	2 minutes	Clerk (MDRRMO)
2. Attend the seminar/orientation as indicated on the letter of request.	2.1 Conducts orientation/seminar.	None	Varies, depending on the planned activity	Assigned Trainer
	Total	None	17 mins	

## 88. Basic First Aid and Basic Life Support Training, Community-Based Disaster Risk Reduction & Management Training, Earthquake & Landslide Search & Rescue Operation Course, Basic Boat Handling / Water Search & Rescue, and Other Training & Services Related To DRRM

<b>Office or Division:</b>	Information and Training Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Government-to-Citizen
<b>Who may avail:</b>	Residents of Bayog, Zamboanga del Sur Other interested Requesting Party
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE (Specific Office/Division/Desk)
1. Letter Request (@ least 2 copies) <ul style="list-style-type: none"> <li>- Must indicate the proposed schedule, type of orientation, and program flow.</li> <li>- Must include contact details of the requesting party.</li> <li>- Must be submitted at least three (3) days before the event.</li> </ul>	➤ Client



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request letter at MDRRMO Building 3rd Floor or send it thru; email mddrmo2016@gmail.com	1.1 Accept and records the letter.	None	2 minutes	Clerk (MDRRMO)
	1.2 Approves and endorses the client's request to the Information and Training Division Chief.	None	3 minutes	MDRRMO
	1.3 Checks schedule and availability of the evaluator.	None	3 minutes	Information and Training Division Chief (MDRRMO)
	1.4 If the schedule and the speaker are both available, the client will be informed through phone call, text message, or face-to-face meeting.	None	2 minutes	Clerk (MDRRMO)
	1.5 If the indicated schedule is not available and there are no available speakers at the proposed time, the office will inform the requesting party. The parties will then agree on a new schedule.	None	2 minutes	Clerk (MDRRMO)
2. If deemed necessary, you may request for a coordination meeting. If not, proceed to Step 6	2.1 Meets with the requestor to coordinate program flow and other logistical requirements.	None	1 hour	Assigned Trainer
3. Attend the training as indicated on the letter of request	3.1 Conducts training.	None	Varies, depending on the planned training	Assigned Trainer
	Total	None	1 hr & 12 mins	



## 89. AMBULANCE CONDUCTION / TRANSFER

Schedule of Availability of Service: 24/7 Available, including holidays

<b>Office or Division:</b>	Operation and Warning Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizen			
<b>Who may avail:</b>	Residents of Bayog, Zamboanga del Sur Other interested Requesting Party			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE (Specific Office/Division/Desk)		
1. Letter Request (@ least 2 copies) - Must indicate the proposed schedule, type of orientation, and program flow. - Must include contact details of the requesting party.		➤ Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request letter at MDRRMO Building 3rd Floor or send it thru; email mddrmo2016@gmail.com	1.1 Accept and records the letter.	None	5 minutes	Clerk (MDRRMO)
	1.2 Approves and endorses the client's request to the Operations & Warning Division Chief.	None	5 minutes	MDRRMO
2. Coordinate with hospital to assure the patient's condition is fit for travel.	2.1 Dispatch Emergency Medical Services (EMS) Team/SAR Team	None	5 minutes	Operations & Warning Division Chief, and Consultant for EMS, Auxiliary Nurse
	Total	None	15 mins	



## 90. AMBULANCE FOR STANDBY

Schedule of Availability of Service: 24/7 Available, including holidays

<b>Office or Division:</b>	Operation and Warning Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizen			
<b>Who may avail:</b>	Residents of Bayog, Zamboanga del Sur Other interested Requesting Party			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE (Specific Office/Division/Desk)		
1. Letter Request (@ least 2 copies) <ul style="list-style-type: none"> <li>- Must indicate the proposed schedule, type of orientation, and program flow.</li> <li>- Must include contact details of the requesting party.</li> </ul>		➤ Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request letter at MDRMO Building 3rd Floor or send it thru; email mddrmo2016@gmail.com	1.1 Accept and records the letter.	None	3 minutes	Clerk (MDRRMO)
	1.2 Approves and endorses the client's request to the Operations & Warning Division Chief.	None	5 minutes	MDRRMO Operations & Warning Division Chief, and Consultant for EMS, Auxiliary Nurse/Deputy for operations
2. Receives services	2.1 Dispatch ambulance and EMS crew	None	Varies, depending on location	Deputy for Operations
Total		None	8 minutes	



## 91. EMERGENCY MEDICAL SERVICES / SEARCH AND RESCUE SERVICES

Schedule of Availability of Service: 24/7 Available, including holidays

<b>Office or Division:</b>	Operation and Warning Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizen			
<b>Who may avail:</b>	Residents of Bayog, Zamboanga del Sur Other interested Requesting Party			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE (Specific Office/Division/Desk)		
1. Clear Identity of the Caller		➤ Client		
2. Information on the Exact Location		➤ Client		
MDRRM Emergency Hotline Number: 0909-227-0843				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSI NG TIME	PERSON RESPONSIBLE
1. Calls emergency hotlines.	1.1 Accepts and records the phone call conversation	None	3 minutes (depend on the urgency of the situation)	<i>Communication officer (MDRRMO)</i>
2. Discusses incident situation, including patient's status & information (if available)	2.1 Dispatch Emergency Medical Services (EMS) Search and Rescue Services (SAR) Team.	None	3 minutes	<i>Deputy for Operations</i>
Total		None	6 minutes	



## Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Communicate with clients as to degree of satisfaction/quality of services rendered through interview or questionnaire.
How feedbacks are processed	Consolidate feedbacks and discuss with concerned employee for change or adjustment in treatment of client.
How to file a complaint	<p>a. Complaints maybe filed to the Municipal Administrator through email (<a href="mailto:eavirzamora@gmail.com">eavirzamora@gmail.com</a>) or social media (private message).</p> <p>b. They can also contact the ARTA thru email (<a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>), the Presidential Complaints Center (PCC) thru email (<a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a>), and the CSC Contact Center ng Bayan thru email (<a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a>).</p>
How complaints are processed	All complaints/feedback will be accommodated, verified and investigated. The same maybe settled face-to-face (complaint & respondent) with the Department Head as mediator. If the complainant is not satisfied, may file administrative case to the Municipal Mayor.
Contact Information of the Municipality of Bayog	<p>Email Address: <a href="mailto:lgubayogzds1967@gmail.com">lgubayogzds1967@gmail.com</a></p> <p>LGU Website: <a href="http://bayogzds.gov.ph">bayogzds.gov.ph</a></p> <p>Mobile Numbers: 09173197672 / 09177034252</p>



## List of Offices

Office	Address	Contact Information
Office of the Municipal Mayor	2 <sup>nd</sup> Floor, Mun. Govt. Center Pob., Bayog, ZdS	0917-319-7672
Office of the Municipal Vice Mayor	2 <sup>nd</sup> Floor, Mun. Govt. Center Pob., Bayog, ZdS	0917-125-4204
Office of the Secretary to the Sangguniang Bayan	2 <sup>nd</sup> Floor, Mun. Govt. Center Pob., Bayog, ZdS	0906-584-6439
Office of the Municipal Administrator	2 <sup>nd</sup> Floor, Mun. Govt. Center Pob., Bayog, ZdS	0917-703-4252
Office of the Municipal Planning & Development Coordinator	Ground Floor, Mun. Govt. Center Pob., Bayog, ZdS	0917-305-1672
Office of the Municipal Civil Registrar	Ground Floor, Mun. Govt. Center Pob., Bayog, ZdS	0917-554-5644
Office of the Municipal Budget Officer	Ground Floor, Mun. Govt. Center Pob., Bayog, ZdS	0917-126-6462
Office of the Municipal Accountant	Ground Floor, Mun. Govt. Center Pob., Bayog, ZdS	0917-628-0979
Office of the Municipal Treasurer	Ground Floor, Mun. Govt. Center Pob., Bayog, ZdS	0917-622-5635
Office of the Municipal Assessor	Ground Floor, Mun. Govt. Center Pob., Bayog, ZdS	0917-113-7377
Office of the Municipal Agriculturist	Ground Floor, Mun. Govt. Center Pob., Bayog, ZdS	0935-611-4760
Office of the Municipal Social Welfare & Development Officer	Ground Floor, Mun. Govt. Center Pob., Bayog, ZdS	0917-721-9784
Office of the Municipal Health Officer	Kahayagan, Bayog, ZdS	0917-325-9863
Office of the Municipal Engineer	Ground Floor, Mun. Govt. Center Pob., Bayog, ZdS	0917-721-6929
Office of the Municipal Economic Enterprise Officer	3 <sup>rd</sup> Floor, Mun. Govt. Center Pob., Bayog, ZdS	0936-307-9777
Office of the Municipal Disaster Risk Reduction & Management Officer	3 <sup>rd</sup> Floor, Mun. Govt. Center Pob., Bayog, ZdS	0916-352-1629
Liga ng Mga Barangay	Mun. Government Center, Pob., Bayog, Zamboanga del Sur	0955-051-1776

