

2.0 LIST OF PUBLIC SERVICES, LOCATION OF OFFICES, REDRESS AND FEEDBACK MECHANISM AND ALLOWABLE PERIOD FOR EXTENSION

2.1 HOW TO USE THE CITIZEN'S CHARTER:

Persons interested in or who must avail of the service of the Municipal Government is requested to follow the suggested steps indicated herein:

- 1. Secure a copy of the Citizen's Transaction guide from the Public Assistance and/or Complaint Desk (PACD).
- Refer to List of Public Services, Locations of Offices and Redress and Feedback Mechanism. Look for the Office/Department offering the particular service of interest. Verify location of office(s) providing the service. Applicant may wish to call the concerned office/department for further information before proceeding to the concerned office/department.
- Take note of the qualifications, requirements, steps in obtaining the service and the
 expected duration of the transaction. Please ensure that all requirements are met before
 proceeding to the concerned office/department to avoid unnecessary delays in the
 transaction.
- 4. Prepare the necessary fees, if any, for the service.
- 5. Proceed to the concerned office/department.
- 6. Follow the prescribed steps. If in doubt, please request assistance or further information from office staff or simply to clarify matters.

The service processes are classified into the following major services:

- 3.1 Agriculture Services
- 3.2 Buildings and Structures Services
- 3.3 Business Permits and Licensing Services*
- 3.4 Tourism Services
- 3.5 Civil Registration Services
- 3.6 Health Services
- 3.7 Information
- 3.8 Jobs and Employment
- 3.9 Economic Enterprises
- 3.10 Real Property Tax Assessment
- 3.11 Social Welfare Services
- 3.12 Disaster Risk Management
- 3.13 Taxes, Fees and Charges
- 3.14 Disbursements



DEFINITION OF TERMS:

- SERVICE TITLE Indicate the number of the service and title of the service that office is providing.
- SERVICE DESCRIPTION States the rationale of the service and provides a short description. It provides an estimate of the total process time.
- WHO MUST AVAIL OF THE SERVICE Specifies which particular customer/client/group/s must avail of the service.
- REQUIREMENTS States the documents which have to be submitted and/or presented before the procedure of availing the service can be started.
- SCHEDULE OF THE AVAILABILITY OF SERVICE Identifies the days and time by which customer/client could go to the office to avail of the service.
- FEES Indicates the charges that the customer/client will have to pay in availing of the service.
- HOW TO AVAIL OF THE SERVICE Contains the procedures in availing of the service.
- STEP Identifies the step number. Only those steps which involve an action required of the client have step number.
- CUSTOMER ACTION State the action the customer/client has to make.
- OFFICE ACTION Identifies the action/s which the specific office in the Municipal Government will have to take.
- PERSON RESPONSIBLE Indicate the name and/or position of the person responsible for ensuring that the activity is undertaken.
- LOCATION Place/Office where the activity is to be undertaken or processed.
- DURATION States the estimated time that the activity can be undertaken once the assigned person starts undertaking it. This does not include queuing time.



2.2 PUBLIC SERVICES OF DEPARTMENTS/OFFICES/SECTIONS:

| DEPARTMENT/OFFICE/ SECTION | FRONTLINE SERVICES |
|---|---|
| 1. EXECUTIVE - MAYOR'S OFFICE | a. Securing Mayor's Clearance/ Certification/ Endorsement/ Recommendationb. Solemnizing a Civil Wedding |
| 2. LEGISLATIVE - SANGGUNIANG BAYAN OFFICE | a. Securing Certified Copy of Ordinances, Resolutions and other Data from SB b. Filing of Administrative Case/Complaint c. Issuance of Motorized Tricycle Operator's Franchise (MTOF) or Operators of Motorcycle for Hire(MCH) |
| 3. MUNICIPAL PLANNING AND DEVELOPMENT OFFICE (MPDO) | a. Securing Data such as Maps, Banaue Profile and other Datab. Zoning Clearance |
| 4. MUNICIPAL ASSESSOR'S OFFICE | a. Issuance of True Copy of Assessment Records b. Annotation and/or Cancellation of Encumbrances/ (Mortgaged Properties and Bail Bond) c. Issuance of New Tax Declaration of Real Property/ies d. Processing Transfer of Ownership of Real Property/ies e. Provision of Appraisal/Assessment of Undeclared Real Property Units including Machineries for Purposes. |
| 5. MUNICIPAL CIVIL REGISTRY OFFICE | a. Issuance of Certified True Copy (CTC) of Birth, Death and Marriage Certificates b. Current and Late Registration of Birth, Death and Marriage Certificates c. Application of Marriage License and Securing Marriage License d. Registration of Court Orders and Legal Instruments and Annotation of the Affected Documents e. Granting of Petition For Change of First Name (CFN) Or Correction Of Clerical Errors (CCE) Under R.A. 9048 and RA10172 |
| 6. MUNICIPAL HEALTH OFFICE (MHO) | a. Provision of Out Patient Consultation b. Expanded Program on Immunization c. Integrated Management of Childhood Illnesses (IMCI) d. Control Diarrheal Disease e. Pre-natal services |



| | f. Maternal and child Package(MCP) for Maternal Lying |
|---|--|
| | clinic g. Provision of Family Planning Program Services h. Implementation of National Tuberculosis Program i. Clinical Laboratory j. Issuance of Health/Medical Certificate k. Issuance of Sanitary Permit l. Provision of Medico-Legal Examination Services m. Provision of Sexually/ Reproductive tract transmitted (STI) Infections HIV- AIDS Prevention and Management Services n. Provision of Ambulance Services |
| 7. MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE (MSWDO) | a. Preparation of Social Case Study for Assistance b. Provision of Assistance to Victims of Violence and Abuses c. Provision of Assistance for Children in Conflict with the Law d. Issuance of Identification Cards (IDs) to persons with disability and Solo Parents e. Provision of Emergency Assistance to Victims of Calamity/Disadvantaged Persons f. Pre-marriage counseling g. Provision of Day Care Services. |
| 8. MUNICIPAL NUTRITION COUNCIL | a. Food Supplementation Program |
| 9. OFFICE OF THE SENIOR CITIZEN'S AFFAIRS (OSCA) | a. Issuance of Senior Citizen's ID |
| 10. MUNICIPAL DISASTER RISK REDUCTION AND MANAGEMENT OFFICE (MDRRMO) | a. Provision of Assistance on Calamities b. Provision of Assistance during Emergency/ Accident/Disaster c. Provision of Training d. Provision of Information Education Campaign e. Provision of Assistance during Sport Activities. f. Provision of Assistance to search missing Individuals. |
| 11. POPULATION OFFICE | a. Provision of Pre- Marriage Counseling Services |
| 12. MUNICIPAL AGRICULTURAL OFFICE | a. Provision of Tilapia Fingerlings Dispersal and Fish Facilities b. Provision of Vaccination, Castration and Treatment of sick animals c. Provision of Seeds and seedlings d. Provision of Technical Assistance on Agriculture |



| | MCE OF W |
|--|--|
| | e. Provision of Capability Building Services |
| | |
| 13. MUNICIPAL TOURISM OFFICE | a. Provision of Technical Assistance to Filming, Documentary and Research Tourism Projects. b. Provision of Technical Assistance to Applicant for Local Tour Guide License and DOT Accreditation c. Provision of Tourism Information and Tour Dissemination and Arrangement d. Provision of Information and Tourism Statistics Data |
| | a. Granting of a New and Renewal of Existing Business |
| 14. MUNICIPAL BUSINESS PERMIT AND LICENSING OFFICE (MBPLO) | Permits b. Granting of a Motorized Tricycle for Hire (MCH) at the SB Office |
| | c. Issuance of Certificate of Closure for Business |
| 15. PUBLIC EMPLOYEMENT SERVICE OFFICE (PESO) | a. Provision of the Special Program for Employment of the Students (SPES)b. Provision of the Employment Facilitation Services to Overseas Employers |
| 16. MUNICIPAL ENGINEERING OFFICE (MEO) | a. Securing Program of Work for Proposed Infrastructure Support Project funded Under Calamity Fund b. Provision of engineering activities on Proposed Infrastructure Support Projects funded under the 20% Development Fund and Special Funds c. Securing a Building Permit |
| 17. MUNICIPAL ACCOUNTING OFFICE | a. Checking/Ensuring completeness of Attachments of Vouchers b. Issuance of Certificate of Remittances d. Provision of Fair, Accurate financial information to users particularly oversight agencies, creditors, officials and employees, taxpayers, donors and public. |
| 18. MUNICIPAL BUDGET OFFICE (MBO) | a. Technical assistance in Preliminary Review of Barangay Budget b. Technical assistance in Barangay Budget Preparation |
| 19. MUNICIPAL TREASURY OFFICE | a. Collection of Real Property Tax/es b. Issuance of Tax Clearance c. Collection of Transfer Fee d. Securing Community Tax Certificate e. Collection of Business Tax/es, Fees, and other Charges f. Payment of Approved Vouchers. |
| 20. BIDS AND AWARDS COMMITTEE (BAC) | a. Bidding of Goods, Infrastructure and Consulting Services |



21. MUNICIPAL HUMAN RESOURCE MANAGEMENT OFFICE (MHRMO)

- a. Manpower pooling programs
- b. Issuance of Service Record, Certificate of Employment and 201 documents
- c. Issuance of Appointment Papers of newly Hired and Promoted Employees

2.3 REDRESS AND FEEDBACK MECHANISM:

In the course of securing any particular service, a customer/client/applicant may feel that the service provider or office personnel are providing the expected courtesy, transparency, honesty and efficiency. In such cases, the customer/client/applicant is strongly encouraged to call the attention of the office concerned. The head of office will call the concerned staff and discuss the matter in the presence of the customer. The customer may also choose to personally bring the matter to the Public Assistance/Complaint Desk Officer (PACD) or the Chairman of the Grievance Machinery of the LGU or call the telephone number (074)-386-4052.

All Offices/Departments are provided with Community Response and Customer Feedback Form (see Annex E) or Complaint Form (see Annex F). Please take time to fill-up the form and submit the same to the Municipal PACD Officer or Chairman of the Grievance Machinery. Customer/Clients/Applicants are also encouraged to suggest ways and processes to improve the quality of service. A suggestion box is strategically placed at the Public Assistance/Complaint Desk Area. Suggestions will be taken up by the concerned offices. Simple offenses will be resolved after five (5) working days and ten (10) days for complex offenses.

2.4 ALLOWABLE PERIOD FOR EXTENSION:

An extension of two (2) days is allowed in the completion of the service in all the concerned offices due to unusual circumstances such as: unavailable pre-requisites, absence of signatories and other fortuitous events.



3.0 SERVICES OF THE MUNICIPAL GOVERNMENT:

3.1 MAYOR'S OFFICE SERVICES

3.1.1 ISSUANCE OF MAYOR'S CLEARANCE/OTHER CERTIFICATIONS

WIND MUST AVAIL OF THE SERVICE:

1. Any resident/person within the Municipality with no Criminal Records

REQUIREMENTS:

- 1. Barangay Clearance from respective Barangay
- 2. Police Clearance
- 2. Community Tax Certificate (Cedula)
- 3. Official Receipt issued by the Municipal Treasury Office
- SCHEDULE OF SERVICES: Monday Friday 8:00 A.M.-5:00 P.M.
- **P FEES**: Php 115.00
- **MAXIMUM DURATION OF SERVICE:** 15 minutes
- **PROOF THE SERVICE:**

| Step | Customer Action | Office Action | Person Responsible | Office Location | Duration |
|------|--|--|---|----------------------------------|--------------|
| 1 | Proceed to the Mayor's Office to inquire requirements needed | ✓ Provide the client a short briefing on the service and its requirements | Mayor's Staff | Mayor's Office | 5 minutes |
| | | ✓ Advice client to proceed to Treasury Office for payment of fees | | | |
| 2 | Payment of Fees | ✓ Issue Official Receipt | Treasury Staff | Treasury Office (Basement) | 5 minutes |
| 3 | Proceed to the Mayor's Office | ✓ Preparation, signing and released approved Mayor's Clearance | Mayor's Staff Hon. Jerry U. Dalipog | Mayor's Office | 5 minutes |

3.1.2 SOLEMNIZING A CIVIL WEDDING

ABOUT THE SERVICE:



Solemnizing a civil wedding rite of a couple who wishes to get married in the Office of the Municipal Mayor.

WHO MAY AVAIL OF THE SERVICE: Any interested person

REQUIREMENTS: Marriage License

SCHEDULE OF AVAILIBILITY OF SERVICE: Monday – Friday, 8:00 A.M – 5:00 P.M.

P FEES: P500.00

MAXIMUM DURATION OF PROCESS: 1 hour

PACE OF THE SERVICE:

| Step | Customer Action | Office Action | Person Responsible | Location | Duration |
|------|--|---|---|--------------------|--------------|
| 1 | Log-in and request schedule of wedding | ✓ Schedule date when Mayor is available | Mayor's Staff Hon. Jerry U. Dalipog | Mayor's Office | 10 minutes |
| 2 | Pay solemnization Fee of P500.00 at the Treasury Office before the wedding rites | ✓ Issue Official Receipt | Martha Ballangi Mun. Treasurer And Staff | Treasury office | 5 minutes |
| 3 | Present Official Receipt and list of witnesses at the Office of the Mun. Civil Registrar for the preparation of the Marriage Certificate | ✓ Prepare marriage certificate | Imelda Benoyaco | MCRO | 15 minutes |
| 4 | Present yourself in formal/semi-formal attire with at least 2 witnesses | ✓ Conduct civil wedding rites on scheduled date and time | Mayor Dalipog and Staff | Mayor's Office | 1-2 hours |
| | | ✓ Couple, Mayor and witnesses sign Marriage Certificate | Mayor's staff | | |
| | | ✓ Marriage Certificate sealed | G. Daguio/ I.Benoyaco | | |



| | | with the municipal dry seal ✓ Picture taking (optional) ✓ Register marriage certificate at MCRO | | | 10 minute s |
|---|--|---|----------------|------|-------------------|
| 5 | Get original copy of Marriage Certificate | ✓ Issue duly registered Marriage Certificate | Jocelyn Martin | MCRO | 5 minutes |

3.2 SANGGUNIANG BAYAN OFFICE'S SERVICES

3.2.1 SECURING CERTIFIED COPY OF ORDINANCES, RESOLUTIONS AND OTHER DATA FROM SB

ABOUT THE SERVICE:

Certified copies of Ordinances, Resolutions and other documents may be obtained from the Office of the Sangguniang Bayan Secretary/ staff.

WHO MAY AVAIL OF THE SERVICE: Any interested person

REQUIREMENTS: None

SCHEDULE OF AVAILIBILITY OF SERVICE: Monday - Friday, 8:00 A.M - 5:00 P.M.

P FEES: P500.00

MAXIMUM DURATION OF PROCESS: 1 hour

HOW TO AVAIL OF THE SERVICE:

| Step | Customer Action | Office Action | Person Responsible | Location | Duration |
|------|---|---------------------------------|---|-----------|------------|
| 1 | Log-in in the Logbook stating the particular Municipal Ordinance or Resolution needed | Staff to retrieve files/records | SB Secretary Ferdinand Daguio Veronica Ngipol/ Shirley Buccahan | SB Office | 20 minutes |



| 2 | Pay Secretary's Fee at the Treasury Office | √ | Issue Official Receipt | Martha Ballangi Mun. Treasurer And Staff | Treasury office | 10 minutes |
|---|--|----------|---|---|--------------------|------------|
| 3 | Present Official Receipt and claim needed document | √ | Issue Municipal Ordinance or Resolution | SB Secretary Ferdinand Daguio Veronica Ngipol/ Shirley Buccahan | SB Office | 5 minutes |

3.2.2 FILING OF ADMINISTRATIVE CASE/COMPLAINT

ABOUT THE SERVICE:

Certified copies of Ordinances, Resolutions and other documents may be obtained from the Office of the Sangguniang Bayan Secretary/ staff.

WHO MAY AVAIL OF THE SERVICE: Any interested person

REQUIREMENTS: None

SCHEDULE OF AVAILIBILITY OF SERVICE: Monday - Friday, 8:00 A.M - 5:00 P.M

P FEES: P500.00

MAXIMUM DURATION OF PROCESS: 1 hour

PHOW TO AVAIL OF THE SERVICE:

| Step | Customer Action | Office Action | Person Responsible | Location | Duration |
|------|---|---------------------------------|---|--------------------|------------|
| 1 | Log-in in the Logbook stating the particular Municipal Ordinance or Resolution needed | Staff to retrieve files/records | SB Secretary Ferdinand Daguio Veronica Ngipol/ Shirley Buccahan | SB Office | 20 minutes |
| 2 | Pay Secretary's Fee at the Treasury Office | ✓ Issue Official Receipt | Martha Ballangi Mun. Treasurer And Staff | Treasury office | 10 minutes |



| 3 | Present Official | ✓ Issue Municipal | SB Secretary | SB Office | 5 minutes | |
|---|-------------------|-------------------|-----------------|-----------|-----------|--|
| | Receipt and claim | Ordinance or | Ferdinand | | | |
| | needed document | Resolution | Daguio | | | |
| | | | Veronica | | | |
| | | | Ngipol/ Shirley | | | |
| | | | Buccahan | | | |

3.2.3 ISSUANCE OF MOTORIZED TRICYCLE OPERATOR'S FRANCHISE (MTOF) OR OPERATORS OF MOTORCYCLE FOR HIRE (MCH)

ABOUT THE SERVICE:

All operators of motorcycle for hire are required to renew their franchise in order to operate tricycle for hire in specified zones within the Municipality of Banaue.

WHO MUST AVAIL OF SERVICE:

- 1. Tricycle Owners
- 2. Operator/Drivers operating within the Municipality

REQUIREMENTS FOR TRICYCLE PERMIT (NEW APPLICANTS):

- 1. Secure Barangay Clearance
- 2. Secure Motorized Tricycle Operators issued at the Sangguniang Bayan (SB) Office
- 3. Secure Fire Safety Inspection Certificate at the Bureau of Fire Protection (BFP)
- 4. Photocopy of renewed Official Receipt of Certificate of Registration (from LTO)
- 5. Original/Photocopy of waiver of rights/Deed of Sale
- 6. I.D. picture (1x1/2x2 white/blue background)
- 7. Certificate/Confirmation of Membership of the Organization/Association (route)
- 8. Secure Sanitary Permit issued by the Municipal Health Office
- 9. Photocopy of Driver's License
- 10. Photocopy Insurance Policy/Authorization
- 11. Photocopy Certificate of Emission Compliance (LTO)
- 12. Spittoon Box

FOR RENEWAL OF TRICYCLE PERMIT:

- 1. Barangay Clearance
- 2. Motorized Tricycle Operators issued from the Sangguniang Bayan Office (SB)
- 3. Fire Safety Inspection Certificate (FSIC) from the Bureau of Fire Protection (BFP)

- 4. Official Receipt from LTO
- 5. Sanitary Permit issued by the Municipal Health Office
- 6. Certificate of Membership to the Organization (route)
- 7. Driver's License (if expired)
- SCHEDULE OF SERVICE: Monday to Friday 8:00AM 5:00PM
- **P FEES:** As computed depending on the unit/s



| Step | Customer Step | Agency Action | Person | Location | Duration |
|------|--|---|---|----------------------------------|---------------|
| - | • | | Responsible | | |
| 1 | Proceed to the Mayor's Office to | ✓ Provide the client a short briefing on | Maricel Dagoh | Mayor's Office | 15 minutes |
| | secure and fill up unified application | the list of requirements to be | Daisy Duntugan | | |
| | form w/ attached required documents and assessment of fees, charges and business taxes | accomplished ✓ Advice client to proceed to the Treasury Office for payment of Fees | Elma Sanchez | | |
| 2 | Payment of fees, Charges and Taxes | ✓ Issue Official Receipts | Helen Gelman, Grace Francisco Merlyn Abluyen | Treasury Office (Basement) | 5 minutes |
| 3 | Proceed to Mayor's Office | ✓ Preparation, signing & release of approved Mayor's permit | Maricel Dagoh Daisy Duntugan Hon. Jerry U. Dalipog | Mayor's Office | 10 minutes |

MAXIMUM DURATION OF SERVICE: 30 minutes

Note: Business One Stop Shop (BOSS) during January at the Municipal Treasury Office

PROOF TO AVAIL OF THE SERVICE:



3.3 MUNICIPAL PLANNING AND DEVELOPMENT SERVICES

3.3.1 SECURING DATA: MAPS, BANAUE PROFILE AND OTHER DATA

ABOUT THE SERVICE:

Copies of cadastral, topographic site, thematic and other maps are available upon request. The Municipal Planning and Development Office (MPDO) maintain maps and socio-economic data which are available at cost.

WHO MAY AVAIL OF THE SERVICE: Any interested person

REQUIREMENTS: Research Letter/ID of researcher

SCHEDULE OF AVAILIBILITY OF SERVICE: Monday – Friday, 8:00 A.M – 5:00 P.M.

P FEES: P300.00 + P15.00 CDS

MAXIMUM DURATION OF PROCESS: 40 minutes

HOW TO AVAIL OF THE SERVICE:

| Step | Customer Action | Office Action | Person Responsible | Location | Duration |
|------|---|--|---|--------------------|--------------|
| 1 | Register in the Logbook | ✓ Receive request/research | Mayor's Staff | Mayor's Office | 5 minutes |
| | Submit research letter request to the Mayor's Office for approval | letter approved by the LCE. | Hon. Jerry U. Dalipog,LCE | | |
| 2 | Proceed to the Treasury Office for payment of fees and present O.R. to MPDO | ✓ Issue Official Receipt | Martha Ballangi Mun. Treasurer And Staff | Treasury office | 5 minutes |
| 3 | Submit letter request approved by the LCE. | ✓ Provide documents needed | Vacant (MPDC) MPDO Staff | MPDO | 5 minutes |
| 4 | Return documents borrowed | ✓ Receive and inspect completeness of document(s) returned | Vacant Dulnuan (MPDC) | MPDO | 5 minutes |

3.3.2 ZONING CLEARANCE



WHO MUST AVAIL TO THE SERVICE: Any interested person

REQUIREMENTS:

- 1. Notarized Application Form (2 copies)- Get form from MPDO Office
- 2. Tax Declaration/Title
- 3. Site Development Plan
- 4. Vicinity Map
- 5. Program of Work with plans and specifications
- 6. Notarized Affidavit get form from MPDO Office
- 7. SPA if not owned by applicant
- SCHEDULE OF THE SERVICE: Monday- Friday 8:00 A.M 5:00 P.M.
- P FEES: Depends upon the schedule of fees provided by Resolution No. 760
- MAXIMUM DURATION OF SERVICE: 20 minutes
- HOW TO AVAIL OF THE SERVICE

| Step | Customer Action | Office Action | Person Responsible | Location | Duration |
|------|--|--------------------------------------|--|--------------------|------------|
| 1 | Submit requirements to the MPDO Office | ✓ Check the requirements if complete | Vacant MPDC | MPDO Office | 10 minutes |
| 2 | Proceed to the Treasury office for payment of fees | ✓ Issue Official Receipt | Martha Ballangi, Mun. Treasurer And staff | Treasury Office | 5 minutes |
| 3 | Back to MPDO and present official receipt | ✓ Issue Zoning Clearance | Vacant | MPDO Office | 5 minutes |

3.4 MUNICPAL ASSESSOR'S SERVICES

3.4.1 ISSUANCE OF TRUE COPY OF ASSESSMENT RECORDS

ABOUT THE SERVICE:

The Municipal Assessor's Office issue Certified True Copy of all Real Properties.

- **WHO MAY AVAIL OF THE SERVICE:** All real property owners/declarants
- REQUIREMENTS:
 - 1. Filled up and duly signed request
 - 2. Official Receipt
- SCHEDULE OF AVAILIBILITY OF SERVICE: Monday Friday, 8:00 A.M 5:00 P.M.
- P FEES: P95.00 inclusive of Documentary Stamp Tax (DST)
- MAXIMUM DURATION OF PROCESS: 20 minutes



PACE : HOW TO AVAIL OF THE SERVICE:

| Step | Customer Action | Office Action | Person Responsible | Location | Duration |
|------|-----------------------------|------------------|-----------------------|------------|-----------|
| 1 | Proceed to the Municipal | ✓ Accept request | | Mun. | 10 |
| | Assessor's Office and | ✓ Check | Naziwarren | Assessor's | minutes |
| | show request for true | available tax | Baguilat | Office | |
| | copy of Tax Declaration | Declaration | | | |
| | (Verbal or Written), If not | ✓ Advice | Bonifacia Piog | | |
| | owner of TD present | customer to | | | |
| | authorization letter from | pay Fee | | | |
| | owner of the property. | | | | |
| 2 | Proceed to Treasury | √ Issue official | Martha Ballangi- | Municipal | 5 minutes |
| | Office to pay fee | receipt | Municipal | Treasury | |
| | | | Treasuer | Basement | |
| | | | Treasury Staff | | |
| 3 | Proceed back to | ✓ Prepare and | Naziwarren | Municipal | 5 minutes |
| | Assessor's Office and | issue certified | Baguilat | Assessor's | |
| | show official | true copy/ies | | Office | |
| | | | Bonificia Piog | | |
| | Receive certified true | | | | |
| | copy/ies | | | | |

3.4.2 ANNOTATION AND/OR CANCELLATION OF ENCUMBRANCES (MORTGAGED PROPERTIES AND BAIL BOND)

ABOUT THE SERVICE:

The Municipal Assessor's Office provides Annotation (Real Estate Mortgage and Bail Bond) Service.

WHO MAY AVAIL OF THE SERVICE: All real property owners/ mortgagors

REQUIREMENTS:

- 1. Duly notarized real estate Mortgage
- 2. Court Order
- SCHEDULE OF AVAILIBILITY OF SERVICE: Monday Friday, 8:00 A.M 5:00 P.M.
- P FEES: P80.00 (No Constructive Documentary Stamp)
- MAXIMUM DURATION OF PROCESS: 25 minutes
- **PROOF TO AVAIL OF THE SERVICE:**

| Step Customer Action Office Action | Person Responsible | Location | Duration | |
|------------------------------------|-----------------------|----------|----------|--|
|------------------------------------|-----------------------|----------|----------|--|



| 1 | Proceed to the Municipal Assessor's Office and show duly notarized Real Estate Mortgage (REM) and Court Order with attached Tax Declaration Sheet (TDS) | ✓ Validate/Chec k file of Tax Declaration (Soft and Hard Copy) | Municipal Assesor's Staff: Naziwarren Baguilat Bonifacia Piog | Mun. Assessor' s Office | 10 minutes |
|---|---|--|---|--------------------------------------|---------------|
| 2 | Pay Annotation Fee | ✓ Issue Official Receipt | Municipal Treasurer: Martha Ballangi or RCC's Helen Gelman Grace Francisco Ben Dalipe | Treasury Office (Basemen t) | 5 minutes |
| 3 | Show Official Receipt | ✓ Annotate file of Tax Declaration Sheet soft and hard copy | Bonifacia Piog Assesor's Staff | Mun. Assessor' s Office | 10 minutes |

3.4.3 ISSUANCE OF NEW TAX DECLARATION OF REAL PROPERTY/IES

3.4.4 PROCESSING TRANSFER OF OWNERSHIP OF REAL PROPERTY/IES

ABOUT THE SERVICE:

The Municipal Assessor's Office provides the Transfer of Ownership of all Real Property Service.

WHO MAY AVAIL OF THE SERVICE: All real property owners

REQUIREMENTS:

1. Transfer documents (Deed of Donation, Deed of Sale, and Extra-Judicial Settlement of Estate)

- 2. Official Receipt (RPT and Transfer fee)
- SCHEDULE OF AVAILIBILITY OF SERVICE: Monday Friday, 8:00 A.M 5:00 P.M.
- P FEES: Transfer Fee (Based on market value)

With market Value of

1. Below P10,000.00 pesos

P200.00



2. P10,000.00 to 100,000.00 pesos - P400.00 3. P100,000.00 to 500,000.00 pesos - P500.00

4. P500,000.00 and above - P1000.00

MAXIMUM DURATION OF PROCESS: 5 days

PROOF THE SERVICE:

| Step | Customer Action | Office Action | Person Responsible | Location | Duration |
|------|--|--|--|---|------------|
| | Proceed to the Municipal Assessor's Office and present revised tax declaration/s sheet and transfer document/s | ✓ Check files ✓ Validate document ✓ Encode data on Field Appraisal and Assessment Sheets | Naziwarren P. Baguilat BonifaciaPiog | Mun. Assessor's Office | 20 minutes |
| 2 | Proceed to the Municipal Treasury Office and pay tax due and transfer fee | ✓ Issue Official Receipt | Martha Ballangi Helen Gelman Grace Francisco | Treasury office (Basement) | 10 minutes |
| 3 | Proceed to BIR, Lagawe and pay documentary stamp tax, Donor's, capital gain tax | ✓ Check/validate transfer documents✓ Issue official receipt | BIR, Lagawe, Ifugao | 2 nd floor JDT Building, Lagawe Ifugao | 1 day |
| 4 | Pay transfer tax at the Provincial Treasury | ✓ Issue Official receipt | Provincial Treasury staff | 1 st floor Provincial Capitol Lagawe | 5 minutes |
| 5 | Proceed to register of Deeds and present complete requirements/ documents for registration. | ✓ Check as to completeness of transfer documents ✓ Register deeds of Conveyances | Register of deeds staff | 2 nd floor, Lamut Trading, Building, Lamut Ifugao | 1 day |
| 6 | Proceed to the Municipal Assessor's Office and present Field Appraisal and Assessment Sheet/ tax declaration for recommendation of | ✓ Check as to completeness of documentary requirements ✓ Sign FAAS/TD' S ✓ Recommend approval of Provincial Assessor | Peter A. Udan Municipal Assessor Naziwarren Baguilat | Municipal Assesor's Office 1st floor | 20 minutes |



| | the Municipal Assessor. | | | | |
|---|---|---|--|--|-------|
| 7 | Bring documents to the Provincial Assessor's Office for final approval Wait for the result and or owner's copy | ✓ Check as to the completeness of required transfer documents ✓ Sign FAAS/TDS ✓ Issue Owner's Copy with Attachments | Provincial Assessor's Office Staff Provincial Assessor- Pedro K. Namingit | 2 nd floor Provincial Capitol Lagawe | 1 day |

3.4.5 PROVISION OF APPRAISAL/ASSESSMENT OF UNDECLARED REAL PROPERTY UNITS INCLUDING MACHINERIES FOR TAXATION PURPOSES

ABOUT THE SERVICE:

The Municipal Assessor's Office provides Appraisal/Assessment of Undeclared Real Property Units including Machineries for Taxation Purposes Service.

WHO MAY AVAIL OF THE SERVICE: All real property owners/declarants

REQUIREMENTS:

- 1. Survey Plan
- 2. Official receipt of current and back taxes
- 3. Barangay Clearance
- 4. NCIP clearance
- SCHEDULE OF AVAILIBILITY OF SERVICE: Monday Friday, 8:00 A.M 5:00 P.M.
- P FEES: None
- MAXIMUM DURATION OF PROCESS: 5 days
- PHOW TO AVAIL OF THE SERVICE:

| Step | Customer Action | Office Action | Person Responsible | Location | Duration |
|------|---|--------------------------------|-----------------------|---|---|
| 1 | Secure Barangay Certification from Punong Barangay concerned (for land only) | | | | 2 days (For far flung barangays) |
| 2 | Secure certification from NCIP (Incase of lands of the Public domain occupied and possessed by | ✓ Sign/ Issue Certification | NCIP Staff | NCIP Office, Capitol Compound Lagawe, Ifugao | 1 day |



| | | VICE OF I | | | |
|---|----------------------|-------------------|-----------------|-----------------------|---|
| | National Cultural | | | | |
| | Communities prior | | | | |
| | to July 4, 1955) | | | | |
| | | | | | |
| 3 | Proceed to | ✓ Check tie point | Naziwarren | Municipal | 1 hour |
| | Municipal | and plot | Baguilat | Assessor's | |
| | Assessor's Office | survey plan | | Office | |
| | and present survey | ✓ Encode data | Bonifacia Piog | | |
| | Plan, Building Plan, | on Field | · · | | |
| | Barangay | Appraisal | | | |
| | Certification and | Assessment | | | |
| | NCIP Certification) | Sheets | | | |
| 4 | Proceed to | ✓ Issue official | Engr. Nazi | Mun. | 10 minutes |
| | Municipal Treasury | receipts of | Warren | Assessor's | |
| | Office and Pay | Real Property | Baguilat | Office | |
| | current and Back | Tax (RPT) | 2 agamat | 000 | |
| | taxes | ι αλ (ι ι ι) | | | |
| 5 | Proceed back to | ✓ Sign Field | Naziwarren | Municipal | 10 minutes |
| | Municipal | Appraisal and | Baguilat | Assessor's | 10 111111111111111111111111111111111111 |
| | Assessor's Office | Assessment | Daganat | Office | |
| | and show official | Sheets and | | Onice | |
| | receipt | Tax | | | |
| | receipt | Declarations | | | |
| | | ✓ Endorse to | | | |
| | | | | | |
| | | Provincial | | | |
| | | Assessor for | | | |
| | Due consider | Final Approval | Duardaalal | Ond flagge | 4 -1 |
| 6 | Proceed to | ✓ Review for | Provincial | 2 nd floor | 1 day |
| | Provincial | completeness | Assessor's | Capitol | |
| | Assessor's Office | of | Office Staff | Lagawe | |
| | and Present RPT | documentary | D 1 17 | | |
| | Official receipt, | requirements | Pedro K. | | |
| | FAAS/TDs endorsed | and approve | Namingit- | | |
| | by Municipal | ✓ Issue Owner's | Prov'l Assessor | | |
| | Assessor for final | copy/ies | | | |
| | Approval | | | | |
| | Wait for the result | | | | |

3.5 MUNICIPAL CIVIL REGISTRY SERVICES

3.5.1 ISSUANCE OF CERTIFIED TRUE COPY (CTC) OF BIRTH, DEATH AND MARRIAGE CERTIFICATES



ABOUT THE SERVICE:

Certified copies/transcripts of Civil Registry Records such as Birth, Death and Marriage Certificates may be availed at the Municipal Civil Registry Office.

WHO MUST AVAIL OF THE SERVICE:

- 1. Parents
- 2. Persons Concerned/owner
- 3. Authorized Representative
- 4. Courts and Other Public Offices

REQUIREMENTS:

- 1. Any valid ID with picture and signature such as driver's license, school, office, GSIS and SSS, Voter's, Postal, Senior Citizen's
- 2. Authorization letter for person representing owner.
- 3. Letter from a public office requesting copy for administrative purposes.
- SCHEDULE OF SERVICES: Monday-Friday 8:00 A.M.-5:00 P.M.

P FEES:

*Certified copy 95.00 per copy inclusive of DST

*Other certifications 115.00 inclusive of DST Note: Fees above subject to revision of Local Tax Ordinance

MAXIMUM DURATION OF SERVICE: 20 Minutes

PARTY HOW TO AVAIL OF THE SERVICE:

| Step | Customer Action | Office Action | Person Responsible | Location | Duration |
|------|--|---|---|--|---------------|
| 1 | Fill up request slip at the transaction window and wait for the verification result. | ✓ Receiving staff to search request in the CRIS database ✓ Print document ✓ Sign document | Jocelyn Martin Gertrude Daguio / Imelda Benoyaco | MCRO Second Floor | 10 minutes |
| 2 | Pay the required fee/s at the Treasury Office. | ✓ Issue Official Receipt | Revenue Collectors | Treasury Office- Ground Floor | 5 minutes |
| 3 | Present official receipt and get copy/ies of the document. | ✓ Release copy(ies) | Jocelyn Martin | MCRO Second Floor | 3 min utes |

3.5.2 CURRENT AND LATE REGISTRATION OF BIRTH, DEATH AND MARRIAGE CERTIFICATES



3.5.2.1 REGISTRATION OF BIRTH

ABOUT THE SERVICE:

Children have the right to a name and identify and should be registered within 30 days after birth as evidenced by the Certificate of Live Birth (COLB) at the Office of the Municipal Civil Registrar where the birth occurred.

WITH WHO MUST AVAIL OF THE SERVICE:

- 1. Informant-client (mother/father/guardian) or their authorized representative.
- 2. Attendant-at-birth or hospital liaison officer if the child is born in a maternity clinic/hospital.
- SCHEDULE OF SERVICES: Monday-Friday 8:00 A.M.-5:00 P.M.
- **PFEES**: Registration is free, if not late. Php 300.00 for delayed registration
- **MAXIMUM DURATION OF SERVICE:** 45 Minutes

3.5.2.1.1 ON-TIME REGISTRATION

REQUIREMENTS:

Accomplished Data Information Sheet and Accomplished Certificate of Live Birth Form (Municipal Form 102) prepared by the Barangay Secretary, Attendant, Barangay Registration Agent or Parents

PROOF TO AVAIL OF THE SERVICE:

| Step | Customer Action | Office Action | Person Responsible | Location | Duration |
|------|--|---|--|----------------------------|--------------|
| 1 | Secure Data Information Sheet and Certificate of Live Birth Form and make clarificatory inquiries. | ✓ Answer inquiries from the applicant | Jocelyn Martin | MCR Office | 10 minutes |
| 2 | Fill up the data information sheet completely and all signatories to sign (Attendant at Birth and Informant) in Birth Certificate Form | ✓ Validate information as to correctness and completeness of information ✓ Encode data in PhilCRIS database and print in Form 102 ✓ Record the document in the Register of Birth ✓ Sign Document | Jocelyn Martin Imelda Benoyaco G. Daguio | MCR Office 2nd Floor | 30 minutes |
| 3 | Receive original copy of the Birth Certificate and sign logbook | ✓ Release the copy(ies) | Jocelyn Martin | | 4 minutes |



3.5.2.1.2 BORN AT RHU/HOSPITAL (THE CLIENT IN THE SERVICE PROCESS IS THE RHU/HOSPITAL'S AUTHORIZED REPRESENTATIVE OR LIASON)

REQUIREMENTS:

Birth Registration Form 102 filled up by authorized informant



PROOF THE SERVICE:



RURAL HEALTH UNIT

| Step | Customer Action | Office Action | Person Responsible | Location | Duration |
|------|---|---|--|----------------------------|---------------|
| 1 | Brief the client - mother/father/guardian or their authorized representative on the requirement and release schedule. | | RHU personnel | GNC&H | |
| 2 | RHU personnel to submit duly accomplished Information Data Sheet and Birth Certificate Form | ✓ Validate information as to correctness and completeness of information ✓ Record the document in the Register of Birth | Jocelyn Martin Imelda Benoyaco | MCR Office 2nd Floor | 20 Minutes |
| 3 | Receive owner's copy of the registered birth certificate and sign receipt logbook | ✓ Release two copies to owner and hospital staff | Gertrude Daguio Imelda Benoyaco Jocelyn Martin | MCR Office 2nd Floor | 5 Minutes |

| 4 | Proceed to Local Civil | ✓ Inform client of | Gertrude Daguio | MCR | 5 Minutes |
|---|------------------------|--------------------|-----------------|------------|-----------|
| | Registrar's office to | the availability | Imelda Benoyaco | Office 2nd | |
| | inquire on the | of the COLB. If | Jocelyn Martin | Floor | |
| | availability of the | not available, | | | |
| | COLB | advise client to | | | |
| | | go to hospital | | | |
| | | and follow up | | | |
| | | COLB. | | | |



| 5 | If available, sign | ✓ | Release COLB | Gertrude Daguio | MCR | 5 |
|---|---------------------|---|--------------|-----------------|------------|---------|
| | receipt logbook and | | | Imelda Benoyaco | Office 2nd | Minutes |
| | receive COLB | | | Jocelyn Martin | Floor | |

3.5.2.1.3 DELAYED REGISTRATION OF BIRTH

WITH WHO MUST AVAIL OF THE SERVICE:

- 1. Parent(s) of the child
- 2. Person himself/herself who is at least 18 years old.
- 3. Authorized representative.

REQUIREMENTS:

- 1. Report/request made at least thirty (30) days after birth
- 2. Certification of "No Record" issued by the Philippines Statistics Authority (PSA)
- 3. At least two (2) of the following documents as evidence showing the child's birth date, place of birth and parents, such as:
- a. Baptismal Certificate/ Certificate of Confirmation/ Dedication
- b. Medical Certificate / ECCD Card / Yellow Card
- c. Permanent School Record-Form 137
- d. Insurance Policy
- e. Others (Voter's Registration Record, Service Record)
- 4. Marriage contract, if applicant is married
- 5. Affidavit for delayed registration with Corroboration by two (2) witnesses.

ADDITIONAL REQUIREMENTS:

- If Born at Home- Barangay Secretary's or Rural Health Midwife's Certification attesting to the facts and circumstances of birth.
- If born at the Hospital or Maternity Clinic-duly accomplished birth certificate prepared by the hospital/clinic records personnel.
 - P FEES: P300.00 inclusive of Documentary Stamp Tax
- MAXIMUM DURATION OF SERVICE: 11 days inclusive of the ten (10) days posting period.

| Step | Customer Action | | Office Action | Person Responsible | Location | Duration |
|------|-------------------|---|----------------------|-----------------------|----------|----------|
| 1 | Secure | ✓ | Provide the | MCR Gertrude | MCR | 10 |
| | requirements from | | client/informant and | Daguio | Office | minutes |
| | the Office of the | | a short briefing on | Imelda | | |
| | Municipal Civil | | the requirements | Benoyaco | | |
| | Registrar | | | Jocelyn Martin | | |



| 2 Submit requirements and fill up the data information sheet completely and all signatories to sign (Attendant at Birth and Informant) in Form 102 ✓ Validate information as to correctness and completeness of information ✓ Encode data and print in Form 102 ✓ Record the document in the Register of Birth after the 10 day posting ✓ Validate information as to correctness and completeness of information ✓ Encode data and print in Form 102 ✓ Record the document in the Register of Birth after the 10 day posting | tes | | | | | |
|--|-------|--|--|--|--|--|
| | | | | | | |
| 3 Proceed to Treasury Office for payment of fees. ✓ Issue Official receipt Ballangi or RCCs: Elma Sanchez Helen Gelman Ben Dalipe Grace Francisco | nutes | | | | | |
| 4 Proceed to MCRO and show official receipt. ✓ Accept the receipt and write on the claim stub and inform the client when to return and get birth certificate ✓ Accept the receipt and write on the Daguio Imelda Benoyaco Jocelyn Martin | nutes | | | | | |
| Return to Civil Registrar's Office on agreed date and time shown on the stub; Receive copy(ies) and sign the logbook and surrender claim stub Return to Civil Registrar's Office on upon presentation of claim stub and record release Release the copy(ies) Upon presentation of claim stub and record release MCR Gertrude Daguio Imelda Benoyaco Jocelyn Martin | nutes | | | | | |
| Total response Time: 45 minutes exclusive of the 10 days posting period Note: Late Registration has a posting period of not less than 10 days. | | | | | | |



3.5.2.2 REGISTRATION OF DEATH

3.5.2.2.1 ON-TIME REGISTRATION

ABOUT THE SERVICE:

Death is a permanent disappearance of all evidence of life at any time after live birth has taken place.

WHO MUST AVAIL OF THE SERVICE:

1. Family members of the deceased or nearest kin (death in hospital, home or on the way to the hospital, Dead on Arrival (DOA).

REQUIREMENTS:

- 1. Four (4) copies of duly accomplished Certificate of Death(COD)
 - SCHEDULE OF AVAILABILITY OF SERVICES: Monday-Friday 8:00 5:00 PM
 - P FEES: none
 - **MAXIMUM DURATION OF SERVICES:** 50 minutes
 - **HOW TO AVAIL OF THE SERVICES:**

| Step | Customer Action | | Office Action | Person Responsible | Location | Duration |
|------|---|----------|---|------------------------|-------------------------------------|------------|
| 1 | Secure Data Information Sheet and Death Certificate (Form 103) and make Clarificatory Inquiries | ✓ | Interview to fill up data and determine the cause of death | Jocelyn Martin | MCR Office 1 st Floor | 10 minutes |
| | , | ✓ | Refer it to the MHO for review, coding (ICD 10) and affix signature | Dr. Lorna Baga- MHO | Rural Health Unit | 15 minutes |
| | | ✓ | Encode and print death certificate in the PhilCRIS data base, Assign registry number and record | Imelda Benoyaco | MCR Office | 20 minutes |
| | | ✓ | Review correctness and affix signature | MCR Gertrude Daguio | MCR Office | 3 minutes |
| 2 | Receive Death Certificate and sign Receipt logbook | ✓ | Segregate copies and release owner's copy | Jocelyn Martin | MCR Office | 2 minutes |

Note: Release is subject to availability of the Municipal Health Officer



3.5.2.2.2 DELAYED REGISTRATION

WITH WHO MUST AVAIL OF THE SERVICE:

1. Family members of the deceased or nearest kin

REQUIREMENTS:

- 1. Four copies of duly accomplished Certificate of Death (COD)
- 2. Barangay Certification bearing the dead person's name, age, date and place of death.
- 3. Affidavit for delayed registration which shall be executed by the hospital administrator, If the person died in the hospital or similar institution or if the person died elsewhere, the attendant at death. In default thereof, the nearest relative of the deceased or by any person legally in charge of him when he/she was alive. The affidavit shall state the name of the deceased, the facts of his death, the date and

and place of burial and the reason why the death was not reported for registration within 30 days.

- **MAXIMUM DURATION OF THE SERVICE:**11 days
- P FEES: P300.00 inclusive of DST
- **HOW TO AVAIL OF THE SERVICE:**

| Step | Customer | Office Action | Person | Location | Duration |
|------|--|---|------------------------------------|--------------------|---------------|
| - | Action | | Responsible | | |
| 1 | Secure requirements from the Municipal Civil Registry Office | ✓ Provide the client on the requirements for delayed registration | Jocelyn Martin | MCR Office | 10 minutes |
| 2 | Submit requirements and submit to interview | ✓ Review completeness of requirements and interview to fill up data and cause of death. Encode entries in the PhilCRIS database and print death certificate | Jocelyn Martin Imelda Benoyaco | MCR Office | 15 minutes |
| | | ✓ Refer to the MHO for review and coding (ICD 10) | Dr. Lorna Baga | MHO Office | 15 minutes |
| 3. | Pay filing fee at the Treasury Office | ✓ Issue official Receipt | Helen Gelman Grace Francisco | Treasury Office | 5 minutes |



| | | | | | Elma Sanchez | | |
|---------|--|----------|--|-------------------|----------------------------------|---------------|-----------|
| 4 | Return to Civil Registrar's Office on the 11 th day to claim copy(ies) of registered death certificate; Sign the logbook as | ✓ | presentation claim stub release ow | upon of and | MCR Gertrude Daguio Imelda | MCR Office | 5 minutes |
| Note: I | proof of receipt Late registration has | ar | ostina period | of not | less than 10 days | <u> </u> | |

3.5.3 APPLICATION OF MARRIAGE LICENSE AND SECURING MARRIAGE LICENSE

3.5.3.1 APPLICATION OF MARRIAGE

ABOUT THE SERVICE:

A marriage license is required before the solemnization of marriage except those marriages exempted from license requirement under Articles 27 - 34 of the Family Code of the Philippines (Executive Order No. 209).

WITH WHO MUST AVAIL OF THE SERVICE:

- Male and female persons desirous of getting married who are both 18 years old and above.
- 2. Either one of the contracting parties is a resident for at least six (6) months in this municipality.

REQUIREMENTS:

- 1. Personal appearance of both applicants
- 2. Birth Certificate of both Parties
- 3. Certificate of No Marriage (CENOMAR) from PSA
- 4. For widow/widower- Death Certificate of spouse
- 5. For divorcees- Divorce Decree
- 6. For Foreigners- Certificate of Legal Capacity to marry issued by Consular Office in the Philippines and Passport

- 7. Parents' Consent for 18-20 years old; Parents' advice for 21 24 years old
- 8. Pre-marriage Counseling Certificate (PMC) from Municipal PMC Team (PMC schedule is every 2nd and 4th Monday of the Month)
- 9. Community Tax Certificate (Cedula) of both parties
- SCHEDULE OF SERVICES: Monday-Friday 8:00 A.M.-5:00 P.M.
- **P FEES**: P300.00 and P100.00 license fee
- MAXIMUM DURATION OF SERVICE: 11 days



PACE : HOW TO AVAIL OF THE SERVICE:

| Step | Customer Step | Office Action | Person Responsible | Duration |
|------|--|---|---|------------|
| 1 | Secure application form and other requirements and make inquiries at MCRO. | ✓ Answer inquiries from the applicant(s) | Jocelyn Martin | 10 minutes |
| 2 | Present required documents. | ✓ Verify qualifications and documents; inform applicant if qualified. | Jocelyn Martin | 5 minutes |
| 3 | Accomplish and sign application for marriage license form | ✓ Type application✓ Review and subscribe application | Imelda Benoyaco MCR Gertrude Daguio | 15 minutes |
| 4 | Proceed to Municipal Treasurer's Office and pay the required fee | ✓ Issue official receipt. | Elma Sanchez Helen Gelman Grace Francisco | 5 minutes |
| 5 | Go back to MCRO and present the official receipt | ✓ Inform applicant when to return and get license. | Imelda Benoyaco Jocelyn Martin | 5 minutes |
| 6 | Receive marriage license on the 11 th day | Issue Marriage License | MCR Gertrude Daguio/ Imelda Benoyaco | 5minutes |

3.5.3.2 REGISTRATION OF MARRIAGE

ABOUT THE SERVICE:

Marriage is a special contract of permanent union between a man and a woman entered into in accordance with law for the establishment of a conjugal and family life. It is the foundation of the family and an inviolable social institution whose nature, consequences, and incidents are governed by law, and not subject to stipulation.

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

3.5.3.2.1 ON-TIME REGISTRATION

WHO MUST AVAIL OF THE SERVICE:



- 1. Solemnizing Officer/ Office staff
- 2. Contracting Parties
- REQUIREMENTS:
- 1. Four (4) copies of duly accomplished Certificate of Marriage (Municipal Form 97)
- SCHEDULE OF SERVICES: Monday- Friday 8:00 5:00 PM
- P FEES: None
- **MAXIMUM DURATION OF SERVICE:** 25 minutes
- **PARTY HOW TO AVAIL OF THE SERVICES:**

| Step | Customer Action | Office Action | Person Responsible | Location | Duration |
|------|---|--|---------------------------------------|--|------------|
| 1 | Submit four copies of duly accomplished Certificate of Marriage. (Form 97) | ✓ Review entries made as to completeness and consistency. Indicate the date of receipt and affix signature | MCR- Gertrude Daguio | MCR Office 1 st Floor | 15 minutes |
| 2 | Receive original and duplicate copy of Certificate of Marriage. If client is solemnizing officer or his/her authorized representative, release the original and duplicate copies to the registrant. | ✓ Record and segregate copies of the marriage certificate. Release original and duplicate | Imelda Benoyaco/ Jocelyn Martin | MCR Office 1 st Floor | 10 minutes |

3.5.3.2.2 DELAYED REGISTRATION OF MARRIAGE

WITH WHO MUST AVAIL OF THE SERVICE:

- 1. Solemnization Officer/Office Staff
- 2. Contracting Parties

REQUIREMENTS:

- 1. Duly accomplished marriage certificate (Form 97) Four (4) copies
- 2. Application for marriage license (certified by the MCR)
- Marriage license (certified by the MCR), except for marriage exempt from a marriage license.
- 4. Where the original or duplicate copy of the certificate of marriage (form 97) cannot be presented either because it was burned, lost or destroyed, a certification issued in lieu thereof by the church or solemnizing officer indicating date of said marriage based on their record or logbook.
- Notarized affidavit of delayed registration executed by the solemnizing officer or couple stating the exact place and date of marriage, facts and circumstances surrounding the marriage and reason or cause of the delay.
- 6. Certification from PSA that marriage record not found or not available.



- 7. If requirement nos. 1 and 4 are not available, a certification from the solemnizing officer stating that no record is available in his office file and a joint affidavit executed by both contracting parties with corroboration from two (2) witnesses.
 - SCHEDULE OF SERVICES: Monday- Friday 8:00 5:00 PM
 - **P FEES: P**300.00
 - MAXIMUM DURATION OF SERVICE: 11 days
 - **PHOW TO AVAIL OF THE SERVICES:**

| Step | Customer Action | Office Action | Person Responsible | Location | Duration |
|------|---|--|--|--|------------|
| 1 | Proceed to the MCRO for the requirements and make clarificatory inquiries | ✓ Answer inquiries from the applicant | Jocelyn Martin | MCR Office 2nd floor | 15 minutes |
| 2 | Submit copies of the duly accomplished certificate of marriage (Form 97)/ Affidavit of marriage | ✓ Review the supporting documents and the Certificate of Marriage for consistency, completeness and receive. Advise the applicant on payment of fees | MCR Getrude Daguio Imelda Benoyaco | MCR Office, 2nd Floor | 10 minutes |
| 3 | Proceed to Treasury Office to pay fees. | ✓ Issue Official Receipt | Helen Gelman Elma Sanchez Grace Francisco | Treasury Office, 1 st Floor | 5 minutes |
| 4 | Go back to MCRO and present the official receipt | ✓ Attach O.R. to the document. Advise the applicant to come on the 11 th day to claim owner's copy | Imelda Benoyaco Jocelyn Martin | MCR Office | 3 minutes |
| | | ✓ Prepare and post the notice of application on the bulletin board | Imelda Benoyaco | MCR Office | 10 days |
| | | Assign date and registry number. | Imelda Benoyaco | MCR Office | 5 minutes |
| | | ✓ Approve the registration and affix signature | MCR Gertrude Daguio | MCR Office | 2 minutes |



| 5 | Proceed to the | ✓ | Release | owner's | Jocelyn Martin | MCR | 5 minutes |
|---|------------------------------|---|-------------|----------|----------------|--------|-----------|
| | MCRO on the 11 th | | copy of | marriage | | Office | |
| | day, receive the | | certificate |) | | | |
| | registered | | | | | | |
| | certificate of | | | | | | |
| | marriage and sign | | | | | | |
| | logbook as proof | | | | | | |
| | of receipt | | | | | | |

3.5.4 REGISTRATION OF COURT ORDERS AND LEGAL INSTRUMENTS AND ANNOTATION OF THE AFFECTED DOCUMENTS

3.5.5 GRANTING OF PETITION FOR CHANGE OF FIRST NAME (CFN) OR CORRECTION OF CLERICAL ERRORS (CCE) UNDER R.A. 9048 AND R.A. 10172

ABOUT THE SERVICE:

R.A. 9048/ R.A. 10172 (Correction of Clerical Error Laws) authorize the Local Civil Registrar and the Consular Offices to accept petitions for correction of clerical errors and change of first name in the Civil Registry record.

WHO MUST AVAIL OF THE SERVICE: Any of the following:

- 1. Applicant/Petitioner if 18 years old and above
- 2. Parent(s)of applicant\petitioner
- 3. Brother\Sister with written authorization
- 4. Attorney-in-fact for absentee applicant\petitioner
- 5. Migrant Petition, if the record to be corrected and or changed is registered at the Local Civil Registry Office of a Local Government Units other than Banaue, Ifugao.

REQUIREMENTS:

CORRECTION OF CLERICAL ERROR (CCE):

- 1. Two (2) certified machine copies of the record to be changed/corrected such as: Certificate of Live Birth (COLB)/Certificate of Marriage (COM)/Certificate of Death (COD).
- 2. Documentary Evidence, such as: Baptismal Certificate, School Records, Identification Cards, Passport, Visa, Land Title, Insurance Policies.
- 3. If the entry/ies to be corrected pertains to last names or middle names.
 - a. Civil registry record of ascendants
 - b. Birth Certificate of brothers/sisters
 - c. Marriage Certificate of Parents
 - d. Birth Certificate of either mother or father
- 4. Other documentary evidences



FOR CHANGE OF FIRST NAME (CFN) IN THE CERTIFICATE OF LIVE BIRTH (COLB):

- 1. Two (2) certified machine copies of the Certificate of Live Birth (COLB)
- 2. Documentary Evidences, such as: Baptismal Certificate, School Records, Identification Cards, Passport, Visa, Land Titles, Insurance Policies
- 3. NBI Clearance
- 4. Police Clearance
- 5. If employed, Employment Clearance- no pending administrative and criminal case on file; Affidavit of Unemployment, if not employed.
- 6. Accomplish the Petition for Correction Forms available at LCR Office

SCHEDULE OF SERVICE: Monday-Friday 8:00 am-5:00 pm

P FEES:

Correction of Clerical Error (CCE) Change of First Name (CFN) P1,000.00
 P3,000.00

3. Additional Service Fee for Migrant Petition- P500.00 for CCE

P1, 000.00 for CFN

MAXIMUM DURATION OF SERVICE: 3-4 Months

HOW TO AVAIL OF THE SERVICE:

| Step | Customer Action | Office Action | Person Responsible | Duration |
|------|---|---|--|------------|
| 1 | Present Problem: Approach Municipal Civil Registrar and inform her about the problems in your registry record | ✓ Present and discuss remedies. Provide client with check list of requirements and specific petition, LCRO form and specific fees | MCR Gertrude Daguio | 10 minutes |
| 2 | Submit requirements | ✓ Accept petition and review documentary evidences. Inform client to pay fees. | MCR Gertrude Daguio | 20 minutes |
| 3 | Proceed to Treasurer's Office to pay fees. | ✓ Issue Official Receipt | MT Martha Ballangi or RCCs: Elma Sanchez Helen Gelman | 5 minutes |
| 4 | Go back to LCRO and present official receipt | ✓ Prepare record sheet, notice of publication and notice of posting. Inform CFN applicant to arrange for publication. | MCR Gertrude Daguio | 5 minutes |



| | _ | MCE OF IF | 1 | |
|---|---|--|------------------------|--|
| 5 | Arrange for publication in newspapers. Undertake Publication for two (2) consecutive weeks at any. Local and Provincial newspaper of weekly publication | ✓ Post notice of publication, ✓ Notice of petition at the LCR bulletin board. | MCR Gertrude Daguio | consecutive weeks 10 days posting |
| 6 | Submit Editor's Affidavit of Publication with newspaper clippings. | ✓ Receive editor's affidavit of publication and record receipt. | MCR Gertrude Daguio | 5 minutes |
| | | ✓ Prepare certificate of posting and Approval/Decision of petition. | MCR Gertrude Daguio | Within 5 days after the 10 days' notice of publication |
| | | ✓ Prepare transmittal of decided petition to Office of the Civil Registrar General (OCRG)-Philippines Statistics Authority (PSA)-East Avenue, Quezon City. Prepare Transmittal to concerned LCRO-for Migrant petition. | MCR Gertrude Daguio | 2 days after decision is rendered |
| | | ✓ Wait for PSA to affirm or impugn petition. | | 2 months |
| 7 | Migrant Petitioner follow- up concerned MCRO if no advice/reply received after two months | ✓ Prepare and issue Certificate of Finality on petitions acted/or affirmed by PSA- OCRG. Annotate Document to be corrected. | MCR Gertrude Daguio | 5 minutes |
| | | ✓ Transmit to PSA certificate of Finality with affirmed petition and annotated document. ✓ PSA to annotate file | MCR Gertrude Daguio | 30 minutes 2 months |
| | | ✓ Verify thru the OnDDot query service of PSA if the annotated document is ready for release. | | 2 months |



| | ✓ Inform client thru | |
|--------------------------|----------------------|--|
| | text/call for the | |
| | availability of the | |
| | document at PSA. | |
| Total Response Time: 3-4 | Months | |

3.6 MUNICIPAL HEALTH SERVICES

3.6.1 PROVISION OF OUT PATIENT CONSULTATION

ABOUT THE SERVICE:

The Municipal Health Office offers free Medical Consultation Services and appropriate medicines for families in need of medical services.

WHO MAY AVAIL OF THE SERVICE:

Patients who are in need of medical consultation

- REQUIREMENTS: ECCD Card (Early Childhood Care and Development) for children 0-5 years old only
- SCHEDULE OF AVAILABILITY OF SERVICE: Monday –Friday, 8:00 A.M.-5:00 P.M.
- P FEES: None
- **MAXIMUM DURATION OF PROCESS:** 35 minutes
- **PROOF TO AVAIL OF THE SERVICE:**

| Step | Customer Action | Office Action | Person Responsible | Location | Duration |
|------|---|--|--------------------------------|--|-----------|
| 1 | Proceed to OPD registration area and give information to health worker | ✓ Receive the patient ✓ For follow-up of old patients, retrieve individual treatment record from file ✓ For new patient, fill-up new individual treatment record | Rural Health Midwife/Worker | Municipal Health Office/ Barangay Health Station | 2 minutes |
| 2 | Proceed to interview and physical examination | ✓ Interview and assess patient, take vital signs ✓ Conduct physical examination according to health problem | Rural Health Midwife/Worker | Municipal Health Office/ Barangay Health Station | 5 minutes |



| 3 | Consult with Doctor/Nurse/ Midwife | √ ✓ | Patient consultation Further interview and physical examination | MHO RHM PHN | Municipal Health Office | 10 minutes |
|---|---|------------|--|--------------------------------|--|------------|
| 4 | Dispensing of medicines and IEC or counseling | | Provide medicines and advise the patient if available Give health education Demonstrate and instruct patient on medications Advise patient | Rural Health Midwife/Worker | Municipal Health Office/ Barangay Health Station | 10 minutes |
| 5 | Repeat instructions if understood | √ | Gives instructions to patient for follow-up or referral for further work-up | Rural Health Midwife/Worker | Municipal Health Office/ Barangay Health Station | 3 minutes |
| 6 | Client submit to return follow-up check-up if needed | √ | Give schedule of return visit | Rural Health Midwife/Worker | Municipal Health Office | 5 minutes |

3.6.2 EXPANDED PROGRAM ON IMMUNIZATION

ABOUT THE SERVICE:

The Municipal Government in partnership with the Department of Health (DOH) offers free child immunization for BCG, Pentavalent vaccine (DPT, anti-Hepatitis B, Hib), antimeasles vaccine, MMR (measles, mumps, rubella, oral polio vaccine, Rotavirus vaccine WHO MAY AVAIL OF THE SERVICE:

- 1. 0-12 months old babies (BCG, Pentavalent, OPV, Rotavirus, AMV)
- 2. 12 15 months old babies (MMR)
- **REQUIREMENTS:** ECCD Card (Early Childhood Care and Development)
- SCHEDULE OF AVAILABILITY OF SERVICE: Every 1st Wednesday of every month
- P FEES: None
- MAXIMUM DURATION OF PROCESS: 12 minutes
- **Property** HOW TO AVAIL OF THE SERVICE:

| Step Custome Action | Office Action | Person Responsible | Location | Duration |
|---------------------|---------------|-----------------------|----------|----------|
|---------------------|---------------|-----------------------|----------|----------|



| 1 | Proceed with child to respective Barangay Health Centers and present the ECCD Card | ✓ Review ECCD Card ✓ Identify vaccine needed by the infant and give/inject vaccine ✓ Give post vaccination instructions | Rural Health Midwife | Municipal Health Office/ Barangay Health Station | 11 minutes |
|---|--|---|-------------------------|---|------------|
| 2 | Retrieve ECCD Card from the Health Worker | ✓ Return ECCD Card after documenting the service | Rural Health Midwife | Municipal Health Office/ Barangay Health Station | 1 minute |

3.6.3 INTEGRATED MANAGEMENT OF CHILDHOOD ILLNESSES (IMCI)

WHO MAY AVAIL OF THE SERVICE:

- 1. 0-5 years old children with signs and symptoms of pneumonia, diarrhea, ear infection, dengue, anemia, malnutrition and malaria.
- **REQUIREMENTS:** ECCD Card (Early Childhood Care and Development)
- SCHEDULE OF AVAILABILITY OF SERVICE: Monday Friday, 8:00 A.M. 5:00 P.M.
- P FEES: None
- MAXIMUM DURATION OF PROCESS: 27 minutes
- **PROOF TO AVAIL OF THE SERVICE:**

| Step | Customer Action | Office Action | Person Responsible | Location | Duration |
|------|--|---|-----------------------|--|---|
| 1 | Proceed with child to respective Barangay Health Centers and present the Early Childhood Care and Development (ECCD) card to the Health Worker | ✓ Assess and record the following: weight, temperature, respiratory rate ✓ Classify using IMCI standards ✓ Treat/manage as classified ✓ Refer if needed | Health Worker | Municipal Health Office/ Barangay Health Station | 8 minutes 1 minute 3 minutes 5 minutes |
| 2 | Go to the RHU/Hospital if referred by the health worker | ✓ Accomplish and give referral to patient | Health Worker | Municipal Health Office/Hospital | |



| 3 | Go back to | ✓ | Review return | Health | Municipal | 10 minutes |
|---|--------------------|---|----------------|--------|----------------|------------|
| | referring facility | | referral slip/ | Worker | Health Office/ | |
| | | ✓ | Repeat | | Barangay | |
| | | | instructions | | Health Station | |

3.6.4 CONTROL OF DIARRHEAL DISEASES

ABOUT THE SERVICE:

The Municipal Government provides through the Rural Health Unit Control of Diarrheal Diseases. Children with diarrhea (or loose bowel movement) are assessed using a guideline and mothers / caregivers are taught on the preparation and administration of Oral Rehydration Solution (ORS).

- WHO MAY AVAIL OF THE SERVICE: 0-5 years old children with diarrhea
 - **REQUIREMENTS:** ECCD Card (Early Childhood Care and Development)
 - SCHEDULE OF AVAILABILITY OF SERVICE: Monday Friday, 8:00 A.M. 5:00 P.M.
 - P FEES: None
 - MAXIMUM DURATION OF PROCESS: 14 minutes, 24 minutes if referred
 - PHOW TO AVAIL OF THE SERVICE:

| Step | Customer Action | Office Action | Person Responsible | Location | Duration |
|------|---|---|-----------------------|--|------------|
| 1 | Proceed with child to respective barangay health center and present the Early Childhood Care and Development (ECCD) Card to health worker | ✓ Assess and record the following: weight, temperature, respiratory rate ✓ Classify using Integrated Management of Childhood Illnesses (IMCI) standard ✓ Treat/manage as classified ✓ Refer if needed ✓ Record on PIDSR form if classified as acute bloody diarrhea | Health Worker | Municipal Health Office/ Barangay Health Station | 14 minutes |



| 2 | Go to the Municipal Health Office /Hospital if referred by the Health Worker | Accomplish reform Record under logbook | Municipal Health Office/ Hospital | |
|---|--|---|--|---------------|
| 3 | Go back to the referring facility | ✓ Review retur referral slip/✓ Repeat instru | Municipal Health Office/ Barangay Health Station | 10 minutes |

3.6.5 PRE-NATAL SERVICES

WHO MAY AVAIL OF THE SERVICE:

- 1. All pregnant women (First pregnancy and succeeding pregnancies)
- REQUIREMENTS: Maternal and Child Book (MCB)
- SCHEDULE OF AVAILABILITY OF SERVICE: Monday -Friday, 8:00 A.M.-5:00 P.M.
- P FEES: None
- MAXIMUM DURATION OF PROCESS: 50 minutes and 30 minutes for follow-up
- **PARTY NEWS TO AVAIL OF THE SERVICE:**

| Step | Customer Action | Office Action | Person Responsible | Location | Duration |
|------|--|---|-----------------------|---|------------|
| 1 | For new pregnant mothers, register for pre-natal check up to secure a Maternal and Child Book (MCB) Permit Physical Examination | ✓ Heartbeat of baby. ✓ Immunize with tetanus toxoid as per schedule ✓ Refer for routine and STI screening laboratory examination ✓ Dispense micronutrient supplement ✓ Give prescription as needed ✓ Conduct health education ✓ Issue filled-up MCB | Health Worker | Municipal Health Office/ Barangay Health Station Clinical Laboratory | 50 minutes |



| | For follow-up | ✓ | Assess and record | Rural Health | Municipal | 20 minutes |
|---|-------------------|---|--------------------------------------|--------------|----------------|------------|
| 0 | pre-natal visits, | | vital signs, | Midwife | Health Office/ | |
| 2 | present MCB to | | palpation, | | Barangay | |
| | Health worker | | auscultation and other findings Pre- | | Health Station | 10 minutes |
| | | | natal advices | | | |

3.6.6 MATERNAL AND CHILD PACKAGE (MCP) FOR MATERNAL LYING CLINIC

WIND WAY AVAIL OF THE SERVICE:

- 1. All expectant mothers in labor with no known risk factors
- REQUIREMENTS: Maternal and Child Book (MCB), Philhealth MDR form or 4ps ID
- SCHEDULE OF AVAILABILITY OF SERVICE: 24 hours on call
- P FEES:
 - 1. P 1,000.00 (first delivery)
 - 2. P 750.00 (succeeding deliveries)
 - 3. No charge for all Phil health members and dependents
- MAXIMUM DURATION OF PROCESS: About 8 hours and 16-40 minutes
- **PROOF THE SERVICE:**

| Step | Customer | Office Action | Person | Location | Duration |
|------|--|--|------------------------------------|--|--|
| | Action | | Responsible | | |
| 1 | Present Maternal and Child Book (MCB) to health worker | ✓ Assess and record vital signs, assess position of baby, count the heartbeat of baby, internal examination and other findings (check vaginal discharges and opening of cervix) ✓ Monitor stages of labor ✓ Monitor progress of labor ✓ Catches the baby when he/she comes out ✓ Delayed cord clamping ✓ Administer Oxytocin 10 IU IM ✓ Suturing of episiotomy/laceration ✓ Newborn care 1. Thorough drying of newborn 2. Cord care initiated | Rural Health Midwife/ Worker | Municipal Health Office/ Barangay Health Station | 25 minutes 70 minutes 90 minutes 30 minutes 2 minutes 1 hour 1 hour Every 15 minutes for 4 hours |



| | | Skin-to-skin contact with | | | |
|----------|---------------------|---|----------------------|---------------|------------|
| | | mother | | | |
| | | 4. Promote warmth | | | |
| | | Initiate to breastfeeding | | | |
| | | 6. Injects vitamin K 1 mg IM | | | |
| | | 7. Apply Terramycin | | | |
| | | ointment on both eyes | | | |
| | | 8. Take body measurements | | | |
| | | Administer anti-Hepa B | | | |
| | | vaccine birth dose | | | |
| | | ✓ Monitor vital signs | | | |
| For Pos | st-Partum Care (Cli | nic Setting): Mothers who delivered | to be visited within | 7 days and ex | camination |
| to be co | onducted within 35 | minutes. | | | |
| 2 | Present | ✓ Assess and record vital | Rural Health | Municipal | 35 |
| | MCB to Health | signs | Midwife/ Worker | Health | minutes |
| | Worker | ✓ Check for any sign of | | Office/ | |
| | | vaginal bleeding | | BHS | |
| | | ✓ Cord Care | | | |
| | | ✓ Health Education | | | |



3.6.7 PROVISION OF FAMILY PLANNING PROGRAM SERVICES

ABOUT THE SERVICE:

The Municipal Government in partnership with DOH provides through the Municipal Health Office provides free Family Planning Program services to all married couples who decide and desire to practice birth spacing. Family planning logistics available are hormonal contraceptives such as pills, DMPA, Implant; long term method such as IUD and natural family planning methods

WIND MUST AVAIL OF THE SERVICE:

1. Married couple who decide and desire to practice birth spacing according to their informed choice

REQUIREMENTS: None

SCHEDULE OF AVAILABILITY OF SERVICE: Monday - Friday, 8:00 A.M. - 5:00 P.M.

P FEES: DMPA (Injectable): User's fee: P 75.00/Injection

Other Methods: None

MAXIMUM DURATION OF SERVICE: 35 minutes

PROOF THE SERVICE:

| Step | Customer | Office Action | Person | Location | Duration |
|------|--|--|-------------------------|--|---------------|
| | Action | | Responsible | | |
| 1 | Proceed to Rural Health Unit/Barangay Health Station and give information to health worker | ✓ Receive the customer and get initial information | Rural Health Midwife | Municipal Health Office/ Barangay Health Station (BHS) | 5 minutes |
| 2 | Interview and physical examination | ✓ Conduct physical examination and provide information on method chosen | Rural Health Midwife | Municipal Health Office/BHS | 20 minutes |
| 3 | Accept contraceptive method Sign the Dispense to User Record Repeat instructions if understood | ✓ Provide contraceptive method ✓ Demonstrate and instruct customer ✓ Accomplish Client Form A (white form) | Rural Health Midwife | Municipal Health Office/BHS | 5 minutes |



| | | ✓ Fill-up Target Client List (TCL) and service record | | | |
|---|--|--|-------------------------|-----------------------------------|-----------|
| 4 | Advised on follow-up check-up every Thursday or other scheduled agreed upon with health worker | ✓ Conduct follow-up check up | Rural Health Midwife | Municipal Health Office/BHS | 5 minutes |

3.6.8 IMPLEMENTATION OF NATIONAL TUBERCULOSIS PROGRAM

ABOUT THE SERVICE:

The Municipal Health Office offers treatment for Pulmonary Tuberculosis (TB) for both children and adults

WITH WHO MUST AVAIL OF THE SERVICE:

- 1. Tuberculosis Symptomatic Patients/Tuberculosis Patients (adults and children)
- **REQUIREMENTS**: Laboratory result (Sputum Examination and Chest X-ray)
- SCHEDULE OF AVAILABILITY OF SERVICE: Monday Friday, 8:00 A.M. 5:00 P.M.
- (P) FEES: None
- MAXIMUM DURATION OF SERVICE: 1 hour
- HOW TO AVAIL OF THE SERVICE:

| Step | Customer Action | Office Action | Person Responsible | Location | Duration |
|------|---|--|------------------------------------|----------------------------|-----------|
| | Proceed to Rural Health Unit and give information and answer questions asked by health worker | ✓ interview client ✓ take vital signs physical examination | Rural Health Midwife/ Worker | Municipal Health Office | 7 minutes |
| 2 | Submit for laboratory examination (Sputum examination) | ✓ Instruct client on proper sputum ✓ Collect sputum specimen | Rural Health Midwife/ Worker | Municipal Health Office | 5 minutes |



| 3 | Come back for the laboratory result at agreed time | ✓ | Instruct the patient to come back at agreed time | Rural Health Midwife/ Worker | Municipal Health Office | 5 minutes |
|---|---|----------|---|------------------------------------|----------------------------|---------------|
| 4 | Consultation with doctor or trained nurse for appropriate counseling | √ | Assess and determine appropriate treatment regimen | MHO/ trained nurses on NTP | Municipal Health Office | 10 minutes |
| 5 | Get medication | ✓ | Issue medication as prescribed with proper instructions Register client in TB register (for diagnosed TB clients) | Rural Health Midwife/ Worker | Municipal Health Office | 25 minutes |
| 6 | Return back later as scheduled for re-supply and follow-up sputum examination | √ | / | Rural Health Midwife/ Worker | Municipal Health Office | 5 minutes |

3.6.9 CLINICAL LABORATORY SERVICES

3.4.9.1 BLOOD CHEMISTRY DETERMINATION

ABOUT THE SERVICE:

The Municipal Health Unit provides Blood Chemistry Determination service. This will determine the level of fat (cholesterol, triglyceride & etc.), sugar and uric acid in the blood.

WITH WHO MUST AVAIL OF THE SERVICE:

1. Patients with request order from physician

REQUIREMENTS:

- 1. Laboratory Request Form
- 2. Fasting from food and drink from 12 midnight until blood collection
- 3. Serum sample
- SCHEDULE OF AVAILABILITY OF SERVICE: Tuesday and Thursday only, 7:45-8:30 A.M.

P FEES:

1. Total Cholesterol -P 130.00

2. Fasting Blood Sugar -P 130.003. Triglyceride -P 150.00



4. Blood Uric Acid -P 130.00

5. Others: as allowed by Revenue Code

Note: Fees may vary depending on revision of charges 6.

MAXIMUM DURATION OF SERVICE: 6 hours and 15 minutes

APPROOF THE SERVICE:

| Step | Customer Action | Office Action | Person | Location | Duration |
|------|--|--|---------------------------------|---------------------------------|-----------|
| | | | Responsible | | |
| 1 | Proceed to Clinical Laboratory and present Laboratory request form | ✓ Receive the client and ask information | Med Tech | Clinical Laboratory, RHU | 5 minutes |
| 2 | Pay the required fee at the Treasury Office for non-Phil health sponsored members | ✓ Issue Official Receipt | Treasury Office personnel | Treasury Office, Basement | 5 minutes |
| 3 | Make sure that the 6-8 fasting period was met. | ✓ Record the request ✓ Prepare the patient for the blood collection/veni puncture then process specimen | Med Tech | Clinical Laboratory | 6 hours |
| | Return at the laboratory clinic at agreed time Get Official result | ✓ Issue Official result to the patient after the test is completed | Med Tech | Clinical Laboratory | 5 minutes |

3.6.9.2 **BLOOD TYPING**

ABOUT THE SERVICE:

The Municipal Rural Health Unit provides Blood typing service to determine the ABO blood group (e.g. Blood type A,B,O, AB) and RH type of individuals (RH (+), RH (-)).

WIND MUST AVAIL OF THE SERVICE:

- 1. All pregnant mothers
- 2. All potential blood donors
- 3. Clients per request

- 1. Laboratory Request Form
- 2. Blood sample



SCHEDULE OF AVAILABILITY OF SERVICE: Monday – Friday, 8:00 A.M. – 11:40 A.M.,

1:00 P.M. – 4:40P.M. **(P) FEES**: P 35.00

MAXIMUM DURATION OF SERVICE: 25 minutes

HOW TO AVAIL OF THE SERVICE:

| Step | Customer Action | Office Action | Person Responsible | Location | Duration |
|------|--|---|---------------------------------|---------------------------------|---------------|
| 1 | Proceed to Clinical Laboratory and present Laboratory request form | ✓ Receive the patient and ask information | Medical Technologist | Clinical Laboratory, RHU | 5 minutes |
| 2 | Pay the required fee at the Treasury Office for non-Phil health sponsored members | ✓ Issue Official Receipt | Treasury Office Personnel | Treasury Office, Basement | 3 minutes |
| 3 | Prepare the finger where the blood sample is to be collected | ✓ Record the request✓ Prepare the patient for finger prick | Medical Technologist | Clinical Laboratory, RHU | 15 minutes |
| 4 | Wait for result at the waiting area Get Official Result Sign logbook for receiving result form | ✓ Issue Official result to the patient after the test is completed | Medical Technologist | Clinical Laboratory, RHU | 2 minutes |

3.6.9.3 COMPLETE BLOOD COUNT

ABOUT THE SERVICE:

The Municipal Rural Health Unit provides Complete Blood Count Service. A complete blood is an examination of the blood to determine the hemoglobin and hematocrit level, white blood cell and the different kinds of white blood cell of an individual.

WITH WHO MUST AVAIL OF THE SERVICE:

Patients as requested by the health worker

- 1. Laboratory Request Form
- 2. Blood Sample
- SCHEDULE OF AVAILABILITY OF SERVICE: Monday Friday, 8:00 A.M. 11:40 A.M.,



1:00 P.M. – 4:40 P.M.

P FEES: P 50.00

MAXIMUM DURATION OF SERVICE: 40 minutes

PROOF THE SERVICE:

| Step | Customer Action | Office Action | Person | Location | Duration |
|------|---|---|------------------------------|---------------------------------|------------|
| | | | Responsible | | |
| 1 | Proceed to Clinical Laboratory and present Laboratory request form | ✓ Receive the patient and ask information | Medical Technologist | Clinical Laboratory, RHU | 5 minutes |
| 2 | Pay the required fee at the Treasury Office for non-Phil health sponsored members | ✓ Issue Official Receipt | Treasury Office Personnel | Treasury Office, Basement | 5 minutes |
| 3 | Prepare finger where the blood sample is to be collected | ✓ Record the request✓ Prepare the patient for finger prick | Medical Technologist | Clinical Laboratory, RHU | 30 minutes |
| 4 | Wait for result at the waiting area Get Official Result | ✓ Issue Official result to the patient after the test is completed | Medical Technologist | Clinical Laboratory, RHU | 2 minutes |

3.6.9.4 DENGUE BLOT/DOT/QUICK STEP

ABOUT THE SERVICE:

The Municipal Rural Health Unit through the Rural Health Unit provides Dengue Blot Service. This laboratory test determines if a person is sick with dengue.

WITH WHO MUST AVAIL OF THE SERVICE:

Patients as requested by the health worker

REQUIREMENTS:

- 1. Laboratory Request Form
- 2. Blood Sample
- SCHEDULE OF AVAILABILITY OF SERVICE: Monday Friday, 8:00 A.M. 11:40 A.M.,

1:00 P.M. – 4:40 P.M.



P FEES: P 150.00

MAXIMUM DURATION OF SERVICE: 45 minutes

PROOF TO AVAIL OF THE SERVICE:

| Step | Customer Action | | Office Action | Person | Location | Duration |
|------|---|----------|---|------------------------------|---------------------------------|------------|
| | | | | Responsible | | |
| 1 | Proceed to Clinical Laboratory and present Laboratory request form | ✓ | Receive the patient and ask information | Medical Technologist | Clinical Laboratory, RHU | 5 minutes |
| 2 | Pay the required fee at the Treasury Office for non-Phil health sponsored members | ✓ | Issue Official Receipt | Treasury Office Personnel | Treasury Office, Basement | 5 minutes |
| 3 | Prepare finger where the blood sample is to be collected | ✓ | Record the request Prepare the patient for the blood collection/venip uncture | Medical Technologist | Clinical Laboratory, RHU | 35 minutes |
| 4 | Wait for result at the waiting area Get Official Result | √ | Issue Official result to the patient after the test is completed | Medical Technologist | Clinical Laboratory, RHU | 2 minutes |

3.6.9.5 GRAM STAIN

ABOUT THE SERVICE:

The Municipal Rural Health Unit provides Gram Stain service. This laboratory test examines body discharges or secretions to detect the presence of bacteria and classify them according to their appearance (rods, cocci) and color (pink or blue).

WITH WHO MUST AVAIL OF THE SERVICE:

Patients as requested by the health worker

REQUIREMENTS:

- 1. Laboratory Request Form
- 2. Specimen
- SCHEDULE OF AVAILABILITY OF SERVICE: Monday Friday, 8:00 A.M. 11:40 A.M.,

1:00 P.M. - 4:40 P.M.

P FEES: P 150.00



MAXIMUM DURATION OF SERVICE: 55 minutes

P HOW TO AVAIL OF THE SERVICE:

| Step | Customer Action | | Office Action | Person Responsible | Location | Duration |
|------|--|----------|--|------------------------------|---------------------------------|---------------|
| 1 | Proceed to Clinical Laboratory and present Laboratory request form | ✓ | Receive the patient and ask information | Medical Technologist | Clinical Laboratory, RHU | 5 minutes |
| 2 | Pay the required fee at the Treasury Office for non-Phil health sponsored members | ✓ | Issue Official Receipt | Treasury Office Personnel | Treasury Office, Basement | 5 minutes |
| 3 | Submit specimen if already available. If not, prepare self for specimen collection | ✓ | Record the request Receives/collect s the specimen then process it | Medical Technologist | Clinical Laboratory, RHU | 45 minutes |
| 4 | Wait for result at the waiting area Get Official Result | ✓ | Issue Official result to the patient after the test is completed | Medical Technologist | Clinical Laboratory, RHU | 2 minutes |

HEPATITIS B SURFACE ANTIGEN TEST 3.6.9.6

ABOUT THE SERVICE:

The Municipal Rural Health Unit provides Hepatitis B Surface Antigen Test service. This laboratory test determines the presence of Hepatitis B virus in the blood of individuals.

WIND MUST AVAIL OF THE SERVICE:

Patients as requested by the health worker

REQUIREMENTS:

- 1. Laboratory Request Form
- 2. Blood Sample
- SCHEDULE OF AVAILABILITY OF SERVICE: Monday Friday, 8:00 A.M. 11:40 A.M.,

1:00 P.M. - 4:40 P.M.

(P) FEES: P 150.00

MAXIMUM DURATION OF SERVICE: 40 minutes

PROOF THE SERVICE:



| Ste | Customer Action | Office Action | Person | Location | Duration |
|-----|---|--|---------------------------------|---------------------------------|------------|
| р | | | Responsible | | |
| 1 | Proceed to Clinical Laboratory and present Laboratory request form | ✓ Receive the patient and ask information | Medical Technologist | Clinical Laboratory, RHU | 5 minutes |
| 2 | Pay the required fee at the Treasury Office for non-Phil health sponsored members | ✓ Issue Official Receipt | Treasury Office Personnel | Treasury Office, Basement | 5 minutes |
| 3 | Prepare the arm where the blood sample is to be collected | ✓ Record the request ✓ Prepare the patient for the blood collection/veni puncture | Medical Technologist | Clinical Laboratory, RHU | 30 minutes |
| 4 | Wait for result at the waiting area Get Official Result | ✓ Issue Official result to the patient after the test is completed | Medical Technologist | Clinical Laboratory, RHU | 2 minutes |

3.6.9.7 MALARIAL SMEAR

ABOUT THE SERVICE:

The Municipal Health Unit provides Malarial Smear service. This laboratory test determines the presence of malaria parasite in the blood of individuals.

WAST AVAIL OF THE SERVICE:

Patients as requested by the health worker

- **REQUIREMENTS:**
 - 1. Laboratory Request Form
 - 2. Blood Sample
- SCHEDULE OF AVAILABILITY OF SERVICE: Monday Friday, 8:00 A.M. 11:40 A.M.,

1:00 P.M. - 4:40 P.M.

P FEES: P 50.00

MAXIMUM DURATION OF SERVICE: 54 minutes

HOW TO AVAIL OF THE SERVICE:

| Step | Customer Action | Office Action | Person | Location | Duration |
|------|-----------------|---------------|-------------|----------|----------|
| | | | Responsible | | |



| 1 | Proceed to Clinical Laboratory and present Laboratory request form | ✓ Receive the patient and ask information | Medical Technologist | Clinical Laboratory, RHU | 2 minutes |
|---|---|--|---------------------------------|---------------------------------|---------------|
| 2 | Pay the required fee at the Treasury Office for non-Phil health sponsored members | ✓ Issue Official Receipt | Treasury Office Personnel | Treasury Office, Basement | 5 minutes |
| 3 | Prepare finger where the blood sample is to be collected | ✓ Record the request ✓ Prepare the patient for finger prick | Medical Technologist | Clinical Laboratory, RHU | 45 minutes |
| 4 | Wait for result at the waiting area Get Official Result | ✓ Issue Official result to the patient after the test is completed | Medical Technologist | Clinical Laboratory, RHU | 2 minutes |

3.6.9.8 PLATELET COUNT

ABOUT THE SERVICE:

The Municipal Health Unit provides Platelet Count Service. This laboratory test counts the platelet (clotting factor) in the blood to determine the bleeding tendency of a patient.

WHO MUST AVAIL OF THE SERVICE:

Patients as requested by the health worker

REQUIREMENTS:

- 1. Laboratory Request Form
- 2. Blood Sample
- SCHEDULE OF AVAILABILITY OF SERVICE: Monday Friday, 8:00 A.M. 11:40 A.M., 1:00 P.M. –

4:40 P.M.

(P) FEES: P 80.00

MAXIMUM DURATION OF SERVICE: 54 minutes

PROOF THE SERVICE:

| Step | Customer Action | Office Action | Person | Location | Duration |
|------|---------------------------------------|-------------------------------|-------------------------|-------------------------|-----------|
| | | | Responsible | | |
| 1 | Proceed to Clinical Laboratory and | ✓ Receive the patient and ask | Medical Technologist | Clinical Laboratory, | 3 minutes |
| | present Laboratory request form | information | | RHU | |



| 2 | Pay the required fee at the Treasury Office for non-Phil health sponsored members | • | Issue Official Receipt | Treasury Office Personnel | Treasury Office, Basement | 5 minutes |
|---|---|---|--|------------------------------|---------------------------------|---------------|
| 3 | Prepare finger where the blood sample is to be collected | ✓ | Record the request Prepare the patient for finger prick | Medical Technologist | Clinical Laboratory, RHU | 45 minutes |
| 4 | Wait for result at the waiting area Get Official Result | ✓ | Issue Official result to the patient after the test is completed | Medical Technologist | Clinical Laboratory, RHU | 2 minutes |

3.6.9.9 PREGNANCY TEST

ABOUT THE SERVICE:

The Municipal Health Unit provides Pregnancy Test service. This laboratory test determines the presence of Human Chorionic Gonadotropin (Hormone of pregnant women) to test if a woman is pregnant or not or to determine if there are disease related to the hormone.

WITH WHO MUST AVAIL OF THE SERVICE:

Patients as requested by the health worker

REQUIREMENTS:

- 1. Laboratory Request Form
- 2. 5 ml urine specimen
- SCHEDULE OF AVAILABILITY OF SERVICE: Monday Friday, 8:00 A.M. 5:00 P.M.

(P) FEES: P 100.0

MAXIMUM DURATION OF SERVICE: 20 minutes

Property HOW TO AVAIL OF THE SERVICE:

| Step | Customer Action | Office Action | Person Responsible | Location | Duration |
|------|--|---|-------------------------|--------------------------------|-----------|
| 1 | Proceed to Clinical Laboratory and present Laboratory request form | ✓ Receive the patient and ask information | Medical Technologist | Clinical Laboratory, RHU | 3 minutes |



| 2 | Pay the required fee at the Treasury Office for non-Phil health sponsored members | √ | Issue Official Receipt | Treasury Office Personnel | Treasury Office, Basement | 5 minutes |
|---|--|----------|--|------------------------------|---------------------------------|------------|
| 3 | Collect the urine specimen about 5 ml and submit at the Clinical Laboratory together with the request form | ✓ ✓ | Record the request Receive specimen then process it | Medical Technologist | Clinical Laboratory, RHU | 10 minutes |
| 4 | Wait for result at the waiting area Get Official Result | √ | Issue Official result to the patient after the test is completed | Medical Technologist | Clinical Laboratory, RHU | 2 minutes |

3.6.9.10 ROUTINE FECALYSIS

ABOUT THE SERVICE:

The Municipal Health Unit provides Routine Fecalysis service. This laboratory test determines the presence of intestinal parasite by examining the feces (stool).

WITH WHO MUST AVAIL OF THE SERVICE:

Patients as requested by the health worker

REQUIREMENTS:

- 1. Laboratory Request Form
- 2. Thumb size stool specimen Keeping time 30 minutes to 1 hour
- SCHEDULE OF AVAILABILITY OF SERVICE: Monday Friday, 8:00 A.M. 11:40 A.M.,

1:00 P.M. – 4:40 P.M.

P FEES: P 30.00

MAXIMUM DURATION OF SERVICE: 25 minutes

PHOW TO AVAIL OF THE SERVICE:

| Step | Customer Action | Office Action | Person | Location | Duration |
|------|------------------------|---------------|-------------|----------|----------|
| | | | Responsible | | |



| 1 | Proceed to Clinical Laboratory and present Laboratory request form | ✓ Receive the patient and ask information | Medical Technologist | Clinical Laboratory, RHU | 3 minutes |
|---|---|---|------------------------------|---------------------------------|---------------|
| 2 | Pay the required fee at the Treasury Office for non-Phil health sponsored members | ✓ Issue Official Receipt | Treasury Office Personnel | Treasury Office, Basement | 5 minutes |
| 3 | Collect the thumb size stool specimen which is not contaminated with urine and water | ✓ Record the request✓ Receive specimen then process it | Medical Technologist | Clinical Laboratory, RHU | 15 minutes |
| 4 | Wait for result at the waiting area Get Official Result | ✓ Issue Official result to the patient after the test is completed | Medical Technologist | Clinical Laboratory, RHU | 2 minutes |

3.6.9.11 ROUTINE URINALYSIS

ABOUT THE SERVICE:

The Municipal Health Unit provides Routine Urinalysis service. This laboratory test detects the presence of infection in the urinary tract or possible presence of kidney stones.

WITH WHO MUST AVAIL OF THE SERVICE:

Patients as requested by the health worker

- 1. Laboratory Request Form
- 2. 10 ml urine specimen
- SCHEDULE OF AVAILABILITY OF SERVICE: Monday Friday, 8:00 A.M. 5:00 P.M.
- **P FEES:** P 30.00
- MAXIMUM DURATION OF SERVICE: 25 minutes
- **PROOF TO AVAIL OF THE SERVICE:**

| Step | Customer | Office Action | Person | Location | Duration |
|------|----------|---------------|-------------|----------|----------|
| | Action | | Responsible | | |
| | | | - | | |



| 1 | Proceed to Clinical Laboratory and present Laboratory request form | ✓ | Receive the patient and ask information | Medical Technologist | Clinical Laboratory, RHU | 3 minutes |
|---|---|----------|--|------------------------------|---------------------------------|------------|
| 2 | Pay the required fee at the Treasury Office for non-Phil health sponsored members | √ | Issue Official Receipt | Treasury Office Personnel | Treasury Office, Basement | 5 minutes |
| 3 | Collect the midstream urine specimen about 10 ml and submit at the Clinical Laboratory together with the request form | ✓ | Record the request Receive specimen then process it | Medical Technologist | Clinical Laboratory, RHU | 15 minutes |
| 4 | Wait for result at the waiting area Get Official Result | √ | Issue Official result to the patient after the test is completed | Medical Technologist | Clinical Laboratory, RHU | 2 minutes |

SPUTUM ACID FAST BACILLI 3.6.9.12

ABOUT THE SERVICE:

The Municipal Health Unit provides Sputum Acid Fast Bacilli service. This laboratory test determines the presence of bacteria in the sputum of patients with pulmonary tuberculosis.

WIND MUST AVAIL OF THE SERVICE:

Patients as requested by the health worker

- 1. Laboratory Request Form
- 2. Sputum Specimen
- SCHEDULE OF AVAILABILITY OF SERVICE: Monday Friday, 8:00 A.M. 11:40 A.M, 1:00 P.M. – 4:40 P.M.
- P FEES: None
- MAXIMUM DURATION OF SERVICE: 1 Hour



PROOF TO AVAIL OF THE SERVICE:

| Step | Customer Action | Office Action | Person Responsible | Location | Duration |
|------|---|--|-----------------------------|--------------------------------|-----------|
| 1 | Proceed to Clinical Laboratory and present application and assessment forms from the Mayor's and Treasurer's Office | ✓ Interview the client and refer to clinical laboratory for laboratory examination | Rural Sanitary Inspector | Municipal Health Office | 5 minutes |
| 2 | Submit sputum specimen | ✓ Receive specime then process it | n Medical Technologist | Clinical Laboratory, RHU | 6 hours |
| 3 | Go back to the laboratory clinic after 6 hours Get Official Result | ✓ Issue Official result to the patient after the test is completed | Medical Technologist | Clinical Laboratory, RHU | 2 minutes |

3.6.9.13 TYPHI DOT

ABOUT THE SERVICE:

The Municipal Health Unit provides Typhi Dot service. This laboratory test determines the presence of typhoid fever in patients.

WHO MUST AVAIL OF THE SERVICE:

Patients as requested by the health worker

REQUIREMENTS:

- 1. Laboratory Request Form
- 2. Blood sample
- SCHEDULE OF AVAILABILITY OF SERVICE: Monday Friday, 8:00 A.M. 11:40 A.M.,

1:00 P.M. - 4:40 P.M.

P FEES: P 285.00

MAXIMUM DURATION OF SERVICE: 44 minutes

PROOF THE SERVICE:



| Step | Customer Action | Office Action | Person Responsible | Location | Duration |
|------|---|---|---------------------------------|---------------------------------|---------------|
| 1 | Proceed to Clinical Laboratory and present Laboratory request form | ✓ Receive the patient and ask information | Medical Technologist | Clinical Laboratory, RHU | 2 minutes |
| 2 | Pay the required fee at the Treasury Office for non-Phil health sponsored members | ✓ Issue Official Receipt | Treasury Office Personnel | Treasury Office, Basement | 5 minutes |
| 3 | Prepare the arm where the blood sample is to be collected | ✓ Record the request ✓ Prepare the patient for the blood collection/venipuncture | Medical Technologist | Clinical Laboratory, RHU | 35 minutes |
| 4 | Wait for result at the waiting area Get Official Result | ✓ Issue Official result to the patient after the test is completed | Medical Technologist | Clinical Laboratory, RHU | 2 minutes |

3.6.10 ISSUANCE OF HEALH CERTIFICATES AND SANITARY PERMITS

ABOUT THE SERVICE:

All food establishments and food handlers are required to secure both sanitary permits and food handler's health certificate from the Rural Health Unit. Food handlers are people who prepare and serve food to the public.

WIND MUST AVAIL OF THE SERVICE:

1. All food establishments and food handlers in the Municipality of Banaue

- 1. Assessment Form
- 2. Stool Examination Result
- 3. Hepatitis B Surface Antigen Test
- SCHEDULE OF AVAILABILITY OF SERVICE: Monday Friday, 8:00 A.M. 5:00 PM
- **P FEES:** P 180.00
- MAXIMUM DURATION OF SERVICE: 25 minutes
- PHOW TO AVAIL OF THE SERVICE:



| Step | Customer Action | (| Office Action | Person Responsible | Location | Duration |
|------|---|----------|---|-------------------------------|---------------------------------|---------------|
| 1 | Proceed to Clinical Laboratory and present Laboratory request form | ✓ | Receive the patient and ask information | Medical Technologist | Clinical Laboratory, RHU | 3 minutes |
| 2 | Proceed to Treasury Office and Pay required fee | √ | Receive payment and give official receipt | Treasury Office Personnel | Treasury Office, Basement | 5 minutes |
| 3 | Proceed to the clinical laboratory for examination of blood and stool | √ | Examines blood and stool | Medical Technologist | Clinical Laboratory, RHU | 45 minutes |
| 4 | Secure Health Certificate | √ | Prepare, sign and issue Health Certificate | Rural Sanitation Inspector | Municipal Health Office | 5 minutes |

3.6.11 PROVISION OF MEDICO-LEGAL EXAMINATION SERVICES

ABOUT THE SERVICE:

A Medico-Legal examination is a requirement for court and other legal proceedings.

WITH WHO MUST AVAIL OF THE SERVICE:

- 1. Clients referred due to VAWC
- 2. Clients referred for medico-legal examination
- REQUIREMENTS: Medico-Legal Referral Form
- SCHEDULE OF AVAILABILITY OF SERVICE: Monday Friday, 8:00 A.M. 5:00 P.M.
- P FEES: None
- MAXIMUM DURATION OF SERVICE: approximately 2 Hours depending on nature of case/scenario

PHOW TO AVAIL OF THE SERVICE:

| Step | Customer Action | Office Action | Person Responsible | Location | Duration |
|------|--|---|--|-------------------------------|-----------|
| 1 | Proceed to Rural Health Unit and request for medico- legal examination | ✓ Accept Client ✓ Ensures privacy during examination and interview | Health Worker Midwife/ Worker | Municipal Health Office | 5 minutes |



| 2 | Interview and physical examination | ✓ Interview and assess the client in counseling room ✓ Take vital signs ✓ Conduct complete physical examination | Rural Health Midwife/ Worker | Municipal Health Office | 20 minutes |
|---|--|---|---|-------------------------------|---|
| 3 | Proceed to Physician's examination and further interview | ✓ Accompany client to Doctor ✓ Examination of client ✓ Collect specimen for laboratory as needed | Rural health Midwife/ Worker MHO Med Tech | Municipal Health Office | 5 minutes 30 minutes 30 minutes |
| | | ✓ Prescribe medication as needed ✓ Fill-up Medico-Legal report ✓ Issue Medico-Legal report upon request by PNP ✓ Refer to PNP and MSWD for VAWC case | MHO | Municipal Health Office | 16 minutes |
| 4 | Dispense medicines as needed Referral as needed for further examination to appropriate facility | ✓ Refer to Dr. Mae Diaz at Lagawe, Ifugao | Rural Health Midwife/ Worker MHO | Ifugao General Hospital | 10 minutes 2 minutes |

3.6.12 PROVISION OF SEXUALLY/REPRODUCTIVE TRACT TRANSMITTED (STI) INFECTIONS/HIV - AIDS PREVENTION AND MANAGEMENT SERVICES

ABOUT THE SERVICE:

All risk populations and general population are encouraged to avail of STI/HIV-AIDS preventions services to prevent complications and further spread of infection

WIT WHO MUST AVAIL OF THE SERVICE:

- 1. Clients who are engaged in risk behavior for STI/HIV-AIDS transmission
- 2. Clients referred for STI/HIV-AIDS screening and counseling
- 3. All pregnant mothers
- REQUIREMENTS: Individual Client Form (ICF)
- SCHEDULE OF AVAILABILITY OF SERVICE: Monday Friday, 8:00 A.M. 5:00 P.M.

- (P) FEES: None
- MAXIMUM DURATION OF SERVICE: 2 Hours more or less



PHOW TO AVAIL OF THE SERVICE:

| Step | Customer Action | Office Action | Person Responsible | Location | Duration |
|------|--|--|------------------------------|--|----------------------|
| 1 | Proceed to Rural Health Unit and request for STI/HIV- AIDS services | ✓ Accept Client ✓ Prepare counseling room for interview ✓ Review MCB / ICF for follow-up patients ✓ Take vital signs | Trained health worker | Municipal Health Office | 5 minutes |
| 2 | Proceed to Physician's/ trained Nurse for examination and further interview | ✓ Ensures privacy during counseling and interview ✓ Interview and assess the client in counseling room ✓ Conduct complete physical examination | Trained Nurse/ MHO | Municipal Health Office | 20 minutes |
| 3 | Submit specimen as needed for STI/HIV-AIDS screening/testing | ✓ Collect specimen for laboratory as needed | Trained Nurse/Med Tech | Municipal Health Office | 1 hour |
| 4 | Client counseling session | ✓ Thorough counseling done especially on behavioral change and partner notification ✓ Completes ICF data entries | Trained Nurse/ MHO | Municipal Health Office | 16 minutes |
| 5 | Repeat instructions by health worker Referral as needed for further examination to appropriate facility | ✓ Dispense medicines as needed ✓ Advice follow-up sessions ✓ Encodes ICF on STI Database | Trained Nurse/ MHO | Municipal Health Office/ Ifugao General Hospital/ BGH-MC | 10 minutes 2 minutes |

3.6.13 PROVISION OF AMBULANCE SERVICES

ABOUT THE SERVICE:

Priority for Ambulance Use is given to emergency cases

WITH WHO MUST AVAIL OF THE SERVICE:

- 1. Emergency cases
- 2. Walk-in clients requesting for ambulance use



3. RHU MCP-Lying In admissions/OPD patients requiring immediate referral

REQUIREMENTS:

- 1. Request for Ambulance Form duly signed by proper personnel
- 2. Official receipt from Treasury Office (Ambulance Fee)
- 3. Request form may be waived for emergency case
- SCHEDULE OF AVAILABILITY OF SERVICE: 24/7
- P FEES: please refer to Ambulance Fees approved as per Municipal Ordinance No. 85 -2013
- MAXIMUM DURATION OF SERVICE: Varies according to location of referral hospital

PHOW TO AVAIL OF THE SERVICE:

| Ston | Customer Action | Office Action | Person | Location | Duration |
|------|---|--|--|-------------------------------|---|
| Step | Customer Action | Office Action | | Location | Duration |
| | | | Responsible | | |
| 1 | Proceed to Mayor's Office for filling-up of Request for Ambulance Use Form | ✓ Accept Client✓ Processes request | Mayor's Office Personnel | Mayor's Office | 5 minutes |
| 2 | Proceed Municipal Health Office for approval of request from authorized personnel (MHO/PHN) Client arranges with Ambulance Driver on Time of departure | ✓ Approves of request ✓ Refer to Treasury Office for payment of appropriate fees ✓ Notifies Ambulance Driver of request | MH Officer/ PHN | Municipal Health Office | 10 minutes |
| 3 | For Cases beyond office hours clients shall contact Ambulance Driver | ✓ Ambulance Driver proceeds to hospital facility at requested time of departure ✓ Advises clients for payment of fees/gasoline ✓ Treasury Office issues Official receipt during office hours | Ambulance Driver | Municipal Health Office | Time varies depending on location of facility |
| 4 | Emergency Cases | ✓ Ambulance refers emergency cases as soon as possible ✓ Payment of fees may be waived | Ambulance Driver/ MH Office Personnel | Municipal Health Office | Time varies depending on location of facility |



| 5 | Patients admitted at | ✓ | Alerts Ambulance Driver | MHO/ | Capable | Time |
|---|--|--------|---|-----------|----------|-----------------------------------|
| | MCP Lying In and | | of referral | MHO | Referral | varies |
| | OPD patients needing immediate referral are advised of hospital care | ✓ ✓ | Prepares Referral form if time permits MHO Personnel accompanies client | Personnel | Hospital | depending on location of facility |

3.7 MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE (MSWDO)

3.7.1 PREPARATION OF SOCIAL CASE STUDY FOR ASSISTANCE

WIND CAN AVAIL OF THE SERVICE

- 1. Indigent client needing referrals for:
 - Medical Assistance
 - Vocational Skills training
 - > Educational Assistance
- 2. Clients needing legal assistance
 - Violence Against Women and their Children (VAWC) Cases
 - Child Abuse involving minor children
 - Children in conflict cases involving minor children
- 3. Clients in need of:
 - Rehabilitative services
 - Institutionalization
 - Custody
- 4. Application for Adoption and Foster Care Service
 - Placement
 - Custody

- A. Social case study report and referral for financial/medical assistance from PSWDO, DSWD, PCSO)
 - Medical Certificate or medical abstract duly signed by the attending physician with license number
 - 2. Statement of hospital accounts
 - 3. Prescriptions/Official Receipt
 - 4. Photocopy of Valid ID of Claimant
 - 5. Certificate of Residency/Indigency from the Punong Barangay
 - 6. Clients personal Letter (for PCSO)
 - 7. Mayor's Endorsement (for PCSO)



B. Social Case Study and referral of calamity victims for Financial and/or Emergency shelter Assistance to DSWD/PSWD and PDRRM

- 1. Barangay Certificate
- 2. BDRRM Endorsement
- 3. MDRRM Endorsement
- 4. Picture of damaged house
- 5. Police Blotter
- 6. BFP report (Fire)

C. Social Case Study and referral for Educational Assistance

- 1. Enrolment assessment form or certificate of enrolment or registration
- 2. Photocopy of School ID
- 3. Barangay certificate of Indecency and residency
- 4. Photocopy of any valid ID of parent or claimant

D. Social Case Study given to the court institution for Rehabilitation of CICL, victims of Abuse

- 1. Birth Certificate
- 2. Medical Certificate
- 3. Referral Letter from BCPC
- 4. Others as requested

E. Social Case Study given to applicants for Adoption/Foster Care

HOME STUDY REPORT

- 1. Authenticated Birth Certificate
- 2. Marriage Certificate of Adoptive applicant
- 3. Written consent to the Adoption
- 4. Physical and Medical evaluation
- 5. Psychological evaluation
- 6. NBI/ Police Clearance
- 7. Latest Income Tax return
- 8. Three (3) Character References
- 9. 3x5 photo of applicants

FOR FOSTER CARE

- 1. Barangay Certificate of residency and of Good Moral Character
- 2. Certificate of Attendance of a Foster Care Forum

FOR FOREIGN NATIONAL

1. Certification of applicant for legal capacity to adopt

Certification from embassy of no legal impediment to adopt

CHILD STUDY REPORT

- 1. Birth/Foundling Certificate /Child Profile
- 2. Deed of Voluntary commitment
- 3. Medical health profile and history



- 4. Psychological evaluation
- 5. Photo of the child
- 6. Others Needed
- SCHEDULE OF AVAILABILTY OF SERVICE: Monday Friday at 8:00 A.M to 5:00 P.M.
- P FEES: None
- **A** HOW TO AVAIL OF THE SERVICES:

| Step | Customer | Office Action | Person | Location | Duratio |
|------|--|--|--|-----------|--|
| | Action | | Responsible | | n |
| 1 | Proceed to the MSWDO and Submit required documents | ✓ Receive/review documents ✓ Interview client/applicant ✓ Asses and Document case situation | SWO III Aguinaya D. Cabanayan SWA Luzvimnda Caluya | MSWDO | 1 hour |
| | | ✓ Gather collateral information✓ Home visitation | SWO III Aguinaya D. Cabanayan SWA Luzviminda Caluya | Community | 2 days |
| | | ✓ Prepare case study ✓ Review and sign case study ✓ Submit case study to funding agency/court/institution ✓ Counseling Provided | MSWDO -Teresita Nawew SWO III- Aguinaya D. Cabanayan SWA- Luzviminda Caluya | MSWDO | 8hrs.(7- 10 days for adoption/ foster care) 3-4hours |

3.7.2 PROVISION OF ASSISTANCE TO VICTIMS OF VIOLENCE AND ABUSES

WHO MUST AVAIL OF SERVICE:

1. Families/ Individuals who are victims of violence and abuses.

- 1. Certification from Punong Barangay
- 2. Referral letter
- 3. Medical Certificate
- 4. Death Certificate for the Dead
- SCHEDULE OF SERVICE: Monday to Friday 8:00AM 5:00PM
- P FEES:
- HOW TO AVAIL OF THE SERVICE:



| Step | Customer | Office Action | Person | Location | Duration |
|------|---|---|--|--------------------------------|---------------|
| | Action | | Responsible | | |
| 1 | Client/family member proceed to MSWDO and give certification from the Punong Barangay/ Referral letter or medical certificate | ✓ Explain needed supporting papers ✓ Receive certification/ Referral Letter from the Punong Barangay ✓ Interview, asses and make collateral information about the clients' status/ condition ✓ Accomplish Certificate of Eligibility and other supporting papers ✓ Process voucher for financial assistance | MSWDO Teresita Nawew SWO III Aguinaya D. Cabanayan SWA Luzviminda Caluya AAIV Loida Limangan | MSWDO | 10 minutes |
| 2 | Return when financial assistance is ready | ✓ Inform client when financial assistance is ready | SWO III Aguinaya D. Cabanayan SWA Luzviminda Caluya AAIV Loida Limangan | MSWDO | 20 minutes |
| 3 | Sign and Receive financial assistance | ✓ Release financial assistance | Martha Ballangi Mun.Treasurer | Treasury Office Basement | 10 minutes |

3.7.3 PROVISION OF ASSISTANCE FOR CHILDREN IN CONFLICT WITH THE LAW

3.7.4 ISSUANCE OF IDs TO PERSONS WITH DISABILITIES AND SOLO PARENTS

WIND MUST AVAIL OF SERVICE:

- 1. Persons with Disabilities
- 2. Solo Parents

- 1. Birth Certificate
- 2. ID Picture- 2 pcs. 1x1
- 3. Accomplished application form
- 4. Medical certificate for Persons with Disabilities



SCHEDULE OF SERVICE: Monday to Friday 8:00AM - 5:00PM

P FEES: None

MAXIMUM DURATION OF SERVICE:

PROOF TO AVAIL OF THE SERVICE:

| Step | Customer Action | Office Action | Person Responsible | Location | Duration |
|------|---|--|---|-------------------------|---------------|
| 1 | Proceed to the MSWD office and Secure application form and fill it up | ✓ Interview and asses eligibility of applicants ✓ Issue application forms to qualified applicants | SWO III- Aguinaya D. Cabanayan AAIV- Loida Limangan | MSWDO OSCA Office | 20 minutes |
| 2 | Return filled-up application form with the required documents | ✓ Receive and review filled up application form and other required documents ✓ Filling up of ID cards | SWO III Aguinay D. Cabanayan AAIV Loida Limangan | MSWDO OSCA | 15 minutes |
| 3 | Wait for duly signed ID Card | ✓ Bring ID Card to the Mayor's Office for Mayor's Signature ✓ Sign ID Card | MSWDO Staff Hon. Jerry U. Dalipog | Mayor's Office | 10 minutes |
| 3 | Receive ID Card and Sign in the receipt logbook | ✓ Issue ID Card | SWOIII Aguinay D. Cabanayan AAIV Loida Limangan | MSWDO | 3 min utes |

3.7.5 PROVISION OF EMERGENCY ASSISTANCE (for FOOD, MEDICAL ASSISTANCE, TRANSPORTATION, DAMAGED HOME, INJURED, DEAD, AND CALAMITY VICTIMS)

WIND MUST AVAIL OF SERVICE:

2. Families/ Individuals in crisis situation due to illness, death, and stranded victims

3. Calamity victims

- 5. Certification from Punong Barangay
- 6. Referral letter



- 7. Medical Certificate
- 8. Death Certificate for the Dead
- SCHEDULE OF SERVICE: Monday to Friday 8:00AM 5:00PM
- P FEES:
- **HOW TO AVAIL OF THE SERVICE:**

| Step | Customer Action | Office Action | Person Responsible | Location | Duration |
|------|---|---|---|--------------------------------|---------------|
| 1 | Client/family member proceed to MSWDO and give certification from the Punong Barangay/ Referral letter or medical certificate | ✓ Explain needed supporting papers ✓ Receive certification/ Referral Letter from the Punong Barangay ✓ Interview, asses and make collateral information about the clients' status/ condition ✓ Accomplish Certificate of Eligibility and other supporting papers ✓ Process voucher for financial assistance | MSWDO Teresita Nawew SWO III Aguinaya D.Cabanayan SWA Luzviminda Caluya AAIV Loida Limangan | MSWDO | 10 minutes |
| 2 | Return when financial assistance is ready | ✓ Inform client when financial assistance is ready | SWO III Aguinaya D.Cabanayan SWA Luzviminda Caluya AAIV Loida Limangan | MSWDO | 20 minutes |
| 3 | Sign and Receive financial assistance | ✓ Release financial assistance | Martha Ballangi Mun.Treasurer | Treasury Office Basement | 10 minutes |

3.7.6 PRE-MARRIAGE/MARRIAGE COUNSELING

WIND MUST AVAIL OF SERVICE:

- 1. Those applying for Marriage License
- 2. Applicants for Adoption and Foster Care
- 3. Victims of VAWC
- 4. Other couples in need of counseling

- 1. For Pre- Marriage Counseling 2nd and 4th Monday of the Month
- 2. For other in need of counseling arrange schedule with the concern employee



Property How to Avail of the Service:

| Step | Customer Action | Office Action | Person Responsible | Location | Duration |
|------|---|---|--|-----------|-----------|
| 1 | Proceed to the MSWD Office for Registration | ✓ Interview client/applicant ✓ Assess and document case situation | MSWDO Teresita Nawew SWO III Aguinay D. Cabanayan SWA Luzviminda Caluya | MSWDO | 1 hour |
| | | ✓ Gather collateral information and conduct Home visitation for VAWC/Adoptio n Cases | SWA Luzviminda Caluya | Community | 2 days |
| | | ✓ Counseling provided✓ Referral | MSWDO Teresita Nawew SWO III Aguinay D. Cabanayan SWA Luzviminda Caluya | MSWDO | 1 hour |

3.7.7 PROVISION OF DAY CARE SERVICES

ABOUT THE SERVICE:

The Day Care program prepares the child for formal education and promotes the psycho-social development of children. Children may be left in the care of a Day Care Worker while the parents pursue their activities or occupations.

WHO MUST AVAIL OF SERVICE: Children ages 3-6 years old

REQUIREMENTS: Birth Certificate of the child

SCHEDULE OF SERVICE: Monday to Friday 8:00AM - 5:00PM

P FEES:

MAXIMUM DURATION OF SERVICE:

PROOF TO AVAIL OF THE SERVICE:

| Step | Customer Action | Office Action | Person | Location | Duration |
|------|------------------------|---------------|-------------|----------|----------|
| | | | Responsible | | |



| 1 | Parent and child proceed to the Day Care Center and submit required documents and fill up form | V | Receive required documents. Conduct interview of parents with children for admission in day care program | Elizabeth Tayaban | 10 Minutes |
|---|--|----------|--|----------------------|---------------|
| 2 | Attend initial meeting | ✓ | Conduct initial meeting with day care parents. | | Half day |
| 3 | Parents attend meetings | ✓ | Conduct monthly meetings with parents. | | |

3.8 MUNICIPAL NUTRITION COUNCIL

3.8.1 FOOD SUPPLEMENTATION PROGRAM

3.9 SERVICES OF THE SENIOR CITIZEN'S AFFAIRS

3.9.1 ISSUANCE OF SENIOR CITIZEN'S ID

3.10 MUNICIPAL DISASTER RISK REDUCTION AND MANAGEMENT SERVICES

3.10.1 PROVISION OF ASSISTANCE ON CALAMITIES

WHO MUST AVAIL OF SERVICE: Bonafide residents and farmers of Banaue

REQUIREMENTS:

1. List of damage report and supporting documents (pictures and certification) by responsible barangay official

SCHEDULE OF SERVICE: Monday to Friday 8:00AM – 5:00PM

Weekends- as the need arises (On Call during emergencies)

(P) FEES: None

MAXIMUM DURATION OF SERVICE: 1 day and 40 minutes

PROOF TO AVAIL OF THE SERVICE:

| Step | Customer | Office Action | Person | Location | Duration |
|------|----------|---------------|-------------|----------|----------|
| | Action | | Responsible | | |



| 1 | Consult the MDRRM Office and present lists of names with address and properties affected. | ✓ | Record necessary information being presented | Simeon H. Mundatag | Municipal Disaster Risk Reduction and Manageme nt Office (MDRRMO) | 10 minutes |
|---|---|----------|--|--|---|--|
| 2 | Must be present during the inspection of site affected | ✓ ✓ | Inspect, asses and evaluate the needs and submit report to MSWDO for the case study preparation Coordinate with the MHO for medical assistance Submit summary report to the Local Chief Executive | Simeon H. Mundatag Teresita Nawew Dr. Lorna Baga MDRRMO Staff | MDRRMO MSWDO RHU | Depends on the location of inspection |
| | | • | Coordinate with other Line Agencies for augmentation of materials and prepare heavy equipment such as backhoe- loader for clearing of roads and emergency vehicles for transportation of affected individuals. | Simeon H. Mundatag MDRRMO Staff | MDRRMO | 30 minutes |
| 3 | Wait for any assistance (Cash or In kind) | ✓ | Provide for assistance (Cash or in kind) | | | 1 day |

3.10.2 PROVISION OF ASSISTANCE DURING EMERGENCY/ACCIDENT /DISASTER

WHO MUST AVAIL OF SERVICE: Residents and visitors of Banaue

P REQUIREMENTS:

1. Call/ Report from an identified caller

SCHEDULE OF SERVICE: Monday to Friday 8:00AM – 5:00PM

Weekends- as the need arises (On Call during emergencies)

P FEES: None



MAXIMUM DURATION OF SERVICE: 1 day and 19 minutes

PROOF THE SERVICE:

| Step | Customer Action | Office Action | Person Responsible | Location | Duration |
|------|--|---|----------------------------------|-------------------|---|
| | -Call or Report the hotline of the MDRRMO | ✓ Record necessary information reported | Hon. Jerry U. Dalipog | Mayor's Office | 10 minutes |
| | He/she must give | ✓ Prepare rescue vehicles and | Dr. Lorna Baga | MDRRMO | |
| | his/her full name and phone number. | materials, and form the rescue team for | Teresita Nawew | RHU | |
| | Report what type of emergency, address of incident, time occurrence, and the number of individuals involve in the incident | response ✓ Coordinate with the MHO for medical assistance and other Line Agencies ✓ Coordinate with the PDRRMO for augmentation of needed additional equipment ✓ Report incident to LCE. | Simeon H. Mundatag MDRRMO Staff | MSWDO | |
| 2 | -On standby verification/follow-up by the MDRRM Officer | ✓ Call the customer for verification | Simeon H. | | 2 minutes |
| 3 | -Assist the rescue team | ✓ Dispatch security and triage team on the site, and call appropriate hospital for proper referral of patients ✓ Submit summary report to the Local | Mundatag MDRRMO Staff | MDRRMO | 5 minutes Immediat ely after terminati |



| | Chief Executive and | | on of the |
|--|---------------------|--|-----------|
| | to PDRRMO | | rescue |

3.10.3 PROVISION ON TRAINING

WHO MUST AVAIL OF THE SERVICE: Schools, Barangays, Government and Non-Government Agencies

REQUIREMENTS:

1. Request letter or training proposal from the Customer/Agency/Organization

SCHEDULE OF SERVICE: Monday to Friday 8:00AM – 5:00PM

P FEES: None

MAXIMUM DURATION OF SERVICE: 3-5 days

HOW TO AVAIL OF THE SERVICE:

| Step | Customer Action | Office Action | Person | Location | Duration |
|------|---|---|------------------------------------|-------------------|------------|
| | | | Responsible | | |
| 1 | Submit request letter or proposal to the Mayor's Office for approval | ✓ Receive, record and provide a copy for the MDRRMO | Hon. Jerry U. Dalipog and staff | Mayor's Office | 5 minutes |
| 2 | Wait for confirmation from the MDRRM Office | ✓ Send confirmation to customer | Simeon H. Mundatag | MDRRMO | 5 minutes |
| | | MDRRMO to prepare materials to be used on the | | | 30 minutes |
| | | training and Coordinate with MHO and Other | MDRRMO Staff | | |
| | | supporting line agencies | Dr. Lorna Baga | RHU | |
| | | | SF02 Romando | | |
| 3 | Assist the Training Team | Meet with the customer and conduct the desired training requested | Mannod | | 3-5 days |



3.10.4 PROVISION OF INFORMATION EDUCATION CAMPAIGN

WHO MUST AVAIL OF SERVICE: Schools, Barangays, Government and Non-Government Agencies

REQUIREMENTS:

1. Request letter from the Customer/Agency/Organization

SCHEDULE OF SERVICE: Monday to Friday 8:00AM - 5:00PM

P FEES: None

MAXIMUM DURATION OF SERVICE: 2.3 hrs.

PARTY NEWS TO AVAIL OF THE SERVICE:

| Step | Customer Action | Office Action | Person Responsible | Location | Duration |
|------|---|--|------------------------|----------|---------------------|
| 1 | Prepare and submit request letter to the MDRRMO | ✓ Receive request letter from the Customer | Simeon H. Mundatag | MDRRMO | 5 minutes |
| | | ✓ Check office schedule if not in conflict with other activities | Simeon H. Mundatag | MRDDMO | 5 minutes |
| | | ✓ Coordinate with MHO, PNP, and | Dr. Lorna Baga | RHU | 30 minutes |
| | | BFP for additional personnel as lecturer/facilitator | PCI Ronald Vizcara | PNP | |
| | | for the activity | SF02 Romando Mannod | BFP | |
| 3 | Assist training team in the conduct of the IEC | ✓ Conduct activity | Simeon H. Mundatag | MDRRMO | 2 hours to 1 day |
| | | | MDRRMO Staff | | |

3.10.5 PROVISION OF ASSISTANCE DURING SPORT ACTIVITIES

WHO MUST AVAIL OF SERVICE: Schools, Barangays, Government and Non-Government Agencies

REQUIREMENTS:

1. Request letter from the Customer/Agency/Organization



SCHEDULE OF SERVICE: Monday to Friday 8:00AM – 5:00PM Weekends- as the need arises

(P) FEES: None

MAXIMUM DURATION OF SERVICE: 1 day and 3 minutes/depends on the request of the customer

PACE : HOW TO AVAIL OF THE SERVICE:

| | A HOW TO AVAIL OF THE SERVICE. | | | | | | | | |
|------|--|---|--|-------------------|--|--|--|--|--|
| Step | Client Step | Agency Action | Person Responsible | Location | Duration | | | | |
| 1 | Make request letter and submit at the Mayor's Office | ✓ Receive, record and provide a copy to the MDRRMO | Hon. Jerry U. Dalipog Mun. Mayor | Mayor's Office | 5 minutes | | | | |
| 2 | Wait for confirmation from responsible Office | ✓ Prepare materials needed, Responder Team to send confirmation letter to customer ✓ Coordinate with the MHO for augmentation and medical supplies | Engr. Antonio K. Gayumma Dra. Lorna Baga | MDRRMO MHO | 5 minutes | | | | |
| 3 | Assist the Team | ✓ Meet with the customer and provide assistance to the activity | Simeon H. Mundatag MDRRMO Staff | MDRRMO | Depends on the duration of Activity | | | | |

3.10.6 PROVISION OF ASSISTANCE TO SEARCH MISSING **INDIVIDUALS**

WHO MUST AVAIL OF SERVICE: Bonafide residents of the Municipality of Banaue and visitors

REQUIREMENTS:

- 1. Request letter or verbal request from the customers/agencies/organizations, residents of Banaue, visitors
- 2. Personal appearance to the MDRRMO
- SCHEDULE OF SERVICE: Monday to Friday 8:00AM - 5:00PM

Weekends as the needs arise

- (P) FEES: None
- MAXIMUM DURATION OF SERVICE: Depends on the progress result of the search operation



HOW TO AVAIL OF THE SERVICE:

| Step | Client Step | Agency Action | Person Responsible | Location | Duration |
|------|--|--|---|--|---|
| 1 | Consult MDRRMO and provide necessary information of the missing individual (picture of the missing, sex, and age) | ✓ Record information presented and reproduce data for posting | Simeon H. Mundatag MDRRMO Staff | MDRRMO | 5 minutes |
| 2 | Wait for office action | ✓ Prepare materials to be used for the search ✓ Coordinate with the MHO, DILG, MSWDO, and other Line Agencies ✓ Inform Local Chief Executive on the incident | Hon. Jerry U. Dalipog Engr. Antonio Gayumma Teresita Nawew Dr. Lorna Baga Roselle Aplosen | Mayor's Office MDRRMO RHU DILG | 20 minutes |
| 3 | Wait for progress report from the MDRRMO | ✓ Inform customer and LCE on the progress report of the search | Engr. Antonio Gayumma | MDRRMO | 1 day or more depends on the search result |

3.11 POPULATION SERVICES

3.11.1 PROVISION OF PRE-MARRIAGE COUNSELING SERVICES

WIND MUST AVAIL OF SERVICE:

- 5. Those applying for Marriage License
- 6. Applicants for Adoption and Foster Care
- 7. Victims of VAWC
- 8. Other couples in need of counseling

REQUIREMENTS:

- 3. For Pre- Marriage Counseling 2nd and 4th Monday of the Month
- 4. For other in need of counseling arrange schedule with the concern employee

PROOF TO AVAIL OF THE SERVICE:



| Step | Customer Action | Office Action | Person Responsible | Location | Duration |
|------|---|---|--|-----------|-----------|
| 1 | Proceed to the MSWD Office for Registration | ✓ Interview client/applicant ✓ Assess and document case situation | MSWDO Teresita Nawew SWO III Aguinaya Cabanayan SWA Luzviminda Caluya | MSWDO | 1 hour |
| | | ✓ Gather collateral information and conduct Home visitation for VAWC/Adoptio n Cases | SWA Luzviminda Caluya | Community | 2 days |
| | | ✓ Counseling provided✓ Referral | MSWDO Teresita Nawew SWO III Aguinaya Cabanayan SWA Luzviminda Caluya | MSWDO | 2 hour |

3.12 MUNICIPAL AGRICULTURAL SERVICES

3.12.1 PROVISION OF TILAPIA FISH FINGERLING DISPERSAL

ABOUT THE SERVICE:

The Municipal Agriculture Office (MAO) will procure fish fingerlings from reliable fish hatchery in any part of Luzon for dispersal to farmers.

WHO MUST AVAIL OF THE SERVICE:

Farmers who are interested to engage in Tilapia production

REQUIREMENTS:

- 1. Farmer equity is to provide cost of packing materials and feeds
- 2. Must undergo training on fish production or present certificate of training
- 3. Available area for fish raising

SCHEDULE OF THE AVAILABILITY OF THE SERVICE:

Monday to Friday from 8:00 A.M. to 5:00 P.M.

- MAXIMUM DURATION OF SERVICE: 5 days



| Cto- | Customer | Office Action | Person | Location | Durotion |
|------|--|--|---|---|---------------|
| Step | Action | Office Action | Responsible | Location | Duration |
| 1 | Log in and consult the A.T. or MAO or the Officer of the Day | ✓ Inquire on the clients need and inform him on his equity, schedule for validation ✓ Inform concern office where to get fish fingerlings. | MAO: Aida Paganaje A.T Jenelyn Limmong | Municipal Agriculture Office Basement | 35 minutes |
| 2 | Client improves his area Client pay cost of packaging materials | ✓ A.T Concern-Conduct site validation, determine stocking density, water source security of stock ✓ Conduct training on fish production. ✓ A.T collect payments of packing materials and submit to the personnel of the fish hatchery. | A.T's: Anastacia Bahatan (Tam-an, Amganad and Balawis) Meralyn Allama (Bocos, Viewpoint, and Poblacion) Marivic Lingayo (Ibayong, Kinakin and Poitan) Ruby Ann Gumayon Jenelyn Limmong Bernadeth Bayninan | On site | 1 day |
| | Clients wait for the fish fingerlings at the drop point. | ✓ Inform clients on the delivery date of fingerlings and other equity needed. ✓ Hire PUJ to haul Fingerlings. | MAO: Aida Paganaje A.T's: Anastacia Bahatan, Marivic Lingayo, Meralyn Allama, Jenelyn Limmong, Barnadeth Bayninan, Ruby Ann Gumayon | Municipal Agriculture Office Basement | 1/5 Day |
| 3 | Client gets fingerlings and stock in his farm Inform the office of any mortality in his farm Submit harvest report and other production data | ✓ A.T distributes fingerlings to the recipients. ✓ Remind the client on farm to manage week old fish fingerlings ✓ Periodic monitoring and evaluation ✓ Assist clients in data collection | MAO: Aida Paganaje A.T's: Anastacia Bahatan Marivic Lingayo, Meralyn Allama, Bernadeth Bayninan, Jenelyn Limmong, Ruby Ann Gumayon | Municipal Agriculture Office- Basement | 1 hour |



| ✓ | Analyze submitted | MAO: Aida | On site | 1 | day |
|---|-------------------|--------------------|---------|---|-----|
| | data as basis for | Paganaje | | | |
| | sustainability | A.T's: | | | |
| | Make | Anastacia Bahatan | | | |
| | recommendation | Marivic Lingayo, | | | |
| | | Meralyn Allama, | | | |
| | | Bernadeth Bayninan | | | |
| | | Jenelyn Limmong | | | |
| | | RubyAnn Gumayon | | | |

3.12.2 PROVISION TREATMENT, VACCINATION AND OF CASTRATION OF POULTRY AND LIVESTOCK

ABOUT THE SERVICE:

Vaccination and treatment of poultry and livestock and castration services are offered to the public to control and prevent spread of diseases. This service can be provided through request of clients.

- **WHO MAY AVAIL OF THE SERVICE:** Bonafide residents of the Municipality
- REQUIREMENTS: Equity (cash) to pay drugs and biologics used in vaccination and treatment
- SCHEDULE OF AVAILABILITY OF SERVICE: Monday-Friday, 8:00 A.M. to 5 P.M., Saturday, Sunday & Holiday Service
- **P FEES**: (Please refer to approved fees per medicine used)
- MAXIMUM DURATION OF PROCESS: 1 day/depending on service to be rendered
- **Proof of the service:**

| Ste p | Customer Action | Office Action | Person Responsible | Location | Duration |
|----------|---|--|--|--|------------|
| 1 | Log in the visitor's log book. | ✓ Get important information about the need. | | | 15 minutes |
| | Consult the Officer of the Day | ✓ Schedule the vaccination and treatment/ Castration | Officer of the day | Municipal Agricultur al Office Basement | 5 minutes |
| | | ✓ Instruct the client on the medicine to be bought or if available in the office, inform the client of payment. | | | 1 day |
| 2 | Assist Agricultural Technologists during the vaccination, | ✓ Record OR # and amount of medicine. | MAO: Aida Paganaje A.T's: Anastacia Bahatan. | On site | 1 Day |



| | castration, and treatment and pay required cost medicine to the treasury and get receipt | ✓ Conduct vaccination castration or treatment. | Marivic Lingayo, Meralyn Allama, Bernadeth Bayninan, Jenelyn Limmong, Municipal Treasury Office: Collection Clerk | Treasury Office at the Basement | | |
|---|---|---|---|--|---|---------|
| 3 | Give update on the effect of the treatment | - Monitor Treatment | A.T's: Anastacia Bahatan, Marivic Lingayo Meralyn Allama, Bernadeth Bayninan Ruby Ann Gumayon | On Site | 5 | minutes |

3.12.3 PROVISION OF AGRI-INPUTS (SEEDS OF VEGETABLES OR RICE)

ABOUT THE SERVICE:

Distribution of Certified Seeds and Seedlings to farmers to encourage entrepreneurship and augment income of farmers.

WHO MAY AVAIL OF THE SERVICE: Farmers of Banaue

REQUIREMENTS:

- 1. Farmers who have farms or backyard garden
- 2. Knowledgeable on vegetable gardening, citrus, banana and coffee production
- 3. Equity in hauling the seedlings from the drop points to their farm.
- SCHEDULE OF AVAILABILITY OF THE SERVICE: Monday to Friday 8:00 am-5:00pm
- MAXIMUM DURATION OF SERVICE: 2 days and 2 ½ hours
- **PARTY OF THE SERVICE:**

| Step | Customer action | | Office action | Person Responsible | Location | Duration |
|------|---------------------------|----------|---|------------------------------|--|---------------|
| 1 | Sign in Logbook | ✓ | Interview client and get | A.T. assigned as | Municipal | 30 minutes |
| | Undergo | | important information about the need. | Officer of the Day | Agriculture Office - | minutes |
| | interview | ✓ | Schedule site validation with the farmer. | | Basement | |
| | | ✓ | Conduct field inspection and validate request | A.T's: Anastacia Bahatan, | On site | 1 day |
| 2 | Prepare area for planting | √ | Release seeds or seedlings to the client | A.T's: Anastacia Bahatan, | Municipal Agriculture Office - Basement | 2 days |



| 3 | Plants seeds/seedlings | ✓ | Monitor every 2 weeks for seeds and monthly for seedlings | A.T's: Anastacia Bahatan, | On site | 1 d | ay | / |
|---|---|----------|---|------------------------------|---|-----|----|---------|
| 4 | Submit report of produce and report any unusual observation | √ | Evaluate and make recommendation | A.T's: Anastacia Bahatan, | Municipal Agriculture Office, Basement | 1 | | da y |

3.12.4 PROVISION OF TECHNICAL ASSISTANCE ON AGRICULTURE

WHO MAY AVAIL OF THE SERVICE: Farmers and bonafide residents of Banaue

REQUIREMENTS: None

SCEDULE OF AVAILABILITY OF THE SERVICE: Monday to Friday 8:00 am-5:00pm

MAXIMUM DURATION OF SERVICE: 1 day

HOW TO AVAIL OF THE SERVICE:

| Step | Customer Action | | Office Action | Person Responsible | Location | Duration |
|------|---------------------------------------|----------|--|--|---|---------------|
| 1 | Log in and Submit request | ✓ ✓ | Get important information about the need of the client Provide necessary recommendation on the client's need | MAO: Aida Paganaje ATs: Anastacia Bahatan- High Value Crop Commercial Dev't. Program Bernadeth Bayninan Meralyn Allama, Rice Jenelyn Limmong- Fishery Marivic Lingayo Livestock Ruby Ann Gumayon & Poultry | Municipal Agricultur e Office - Basement | 30 minutes |
| 2 | Be present during the site inspection | ✓ | Inspect, assess and evaluate the need and make recommendation | A.T's: Anastacia Bahatan- High Value Crop Commercial Dev't. Program Bernadeth Bayninan Meralyn Allama, Rice Jenelyn Limmong- Fishery Marivic Lingayo Livestock Ruby Ann Gumayon & Poultry | On site | 1 day |

3.12.5 PROVISION OF CAPABILITY BUILDING SERVICES



ABOUT THE SERVICE:

Capability building such as farmers class, organizational strengthening, seminars, trainings to farmers and fisherfolks.

WHO MUST AVAIL OF THE SERVICE:

Farmers and bonafide residents of Banaue.

REQUIREMENTS: None

SCHEDULE OF AVAILABILITY OF THE SERVICE: To be scheduled

P FEES: None

MAXIMUM DURATION OF THE SERVICE: 2-3 days

PROOF TO AVAIL OF THE SERVICE:

| Step | Customer Action | Office Action | Person Responsible | Location | Duration |
|------|---|--|---|--|----------|
| 1 | Log in and submit request | ✓ Validate request ✓ Set schedule | Agricultural Technologist assigned per Banner | MAO Office | |
| 2 | Undergo interview and scheduling of activity | ✓ Conduct farmers meeting to schedule date of training | Program Anastacia Bahatan- High Value Crop Commercial Dev't. Program | | 1/2 day |
| 3 | Attend training | ✓ Conduct farmers training | Bernadeth Bayninam Meralyn Allama, - Rice | On site or at the Mun. training Center | 2-3 days |
| 4 | Apply technology learned from the training | ✓ Follow up trained participant | Jenelyn Limmong- Fishery Marivic Lingayo Ruby Ann Gumayon Livestock and Poultry | | 1 day |

3.13 MUNICIPAL TOURISM SERVICES

3.13.1 PROVISION OF TECHNICAL ASSISTANCE TO FILMING, DOCUMENTARY AND RESEARCH TOURISM PROJECTS

ABOUT THE SERVICE:

Revised Revenue Code of 2004 Article 1, section 41.01 states that "There shall be collected the following permit fee from any person who shall go on location-filming within the territorial jurisdiction of this municipality."

All film producers, directors, researchers and all possible conductors of filming, documentary and research projects to secure Mayor's Permit before any related project or activity is undertaken within the municipality.

WIND MUST AVAIL OF THE SERVICE:



- 1. Local and Foreign Media
- 2. TV Stations represented by their Producers/Directors and Researchers
- 3. Any Freelance Film Makers

REQUIREMENTS:

- 1. Letter request from the applicant stating the intention of the project to be conducted.
- 2. Payment of fees
- SCHEDULE OF SERVICES: Monday-Friday 8:00 A.M.-5:00 P.M.
- P FEES:
 - 1. Commercial Movies

Php 15,000.00/ film

2. Independent films (Independent Films Makers)

Php 10,000.00/film

3. Commercial Advertisements/Documentary -

Php 7, 500.00/ film

PROOF TO AVAIL OF THE SERVICE:

| Step | Customer Action | | Office Action | Person | Location | Duration |
|------|---|----------|--|--------------------------|--|--------------------|
| | | | | Responsible | | |
| 1 | Coordinate thru phone, e-mail, or personal visit to the Tourism Office | ✓ | Advise applicant to forward a letter of application stating the purpose of the project. | STOO Rio Dale Humiwat | Municipal Tourism Center (marker) | 5 minutes |
| 2 | Forward a letter of application address to the LCE and copy furnish the | ✓ | Inform and coordinate with the LCE regarding the project. | STOO Rio Dale Humiwat | Municipal Tourism Center (marker) | 5 to 10 minutes |
| | Tourism Office. | * | Inform applicant of the result of the evaluation thru phone or letter whether approved or disapproved and at the same time inform the applicant of the necessary requirements. | STOO Rio Dale Humiwat | Municipal Tourism Center (marker) | 5 minutes |



| 3 | Payment of required fee at least 3 days before the activity commence | ✓ Advise the applicant to proceed to Treasury office for payments of required fee. | Mun. Treas. Martha Ballangi, or the RCCs: Helen Gelman, Elma Sanchez, Ben Dalipe | Municipal Treasury Office (Basement of the Mun. Town Hall) | 3 minutes |
|---|---|---|--|--|--|
| 4 | Proceed to the BPLO, Mayor's Office with the Receipt | ✓ Prepare the Mayor's Permit | Licensing Officer I, Maricel Dagoh | BPLO, Mayor's Office | 7 minutes |
| 5 | Conduct activity | Assist the applicants and coordinate the activity as needed to the concerned people or barangay | STOO Rio Dale Humiwat | Municipal Tourism Center (marker) | 2 – 3 days or more |
| 6 | Upon completion of the project Forward an edited and final copy(DVD/CD) to the Municipal Tourism Office | Review the output of the project received. | Mayor Jerry Dalipog, STOO Rio Dale Humiwat and others concerned | Mayor's Office, 3 rd floor or Municipal Tourism Center (Marker) | Time depends on the forwarded copy |

3.13.2 PROVISION OF TECHNICAL ASSISTANCE TO APPLICANTS FOR LOCAL TOUR GUIDE LICENSE AND DOT ACCREDITATION

ABOUT THE SERVICE:

The Municipal Tourism Office provides Technical Assistance to the Banaue Tourism Council as partner in Tourism Development in this locality. Particularly this office check on the legitimacy of tourism activities of Local Tour Guides therefore offers its assistance to the Banaue Tour Guides Organization for Local Tour Guide Licensing and DOT Accreditation.

3.13.2.1 FOR LOCAL TOUR GUIDE LICENSE

WHO MUST AVAIL OF THE SERVICE: Members of the Banaue Tour Guides Organization

REQUIREMENTS:

- 1. Police Clearance
- 2. Medical Certificate for Local Tour Guide License
- 3. Official Receipt for Local Tour Guide License
- SCHEDULE OF AVAILABILITY OF SERVICES: Monday-Friday 8:00 A.M.-5:00 P.M.

P FEES: Mayor's Permit for Local Tour Guide License : Php 415.00



MAXIMUM DURATION OF SERVICE: 25mins.

HOW TO AVAIL OF THE SERVICE:

| Step | Customer | | Office Action | Person | Location | Duration |
|------|--|----------|---|---|--|--------------|
| | Action | | | Responsible | | |
| 1 | Pay required fee for Police Clearance and Medical Certificate and Local Tour Guide License | ✓ | Issue official receipt to applicant | Mun. Treas. Martha Ballangi, or the RCCs: Helen Gelman, Elma Sanchez, | Municipal Treasury Office (basement of Municipal Town Hall) | 3 minutes |
| 2 | Submit Police Clearance and Medical Certificate and | ✓ | Check documents if complete | STOO Rio Dale Humiwat | Municipal Tourism Center (marker) | 3 minutes |
| | Official Receipt of tour guide license to the Municipal | √ | Prepare the permit | STOO Rio Dale Humiwat | Municipal Tourism Center (marker) | 5 minutes |
| | Tourism Office | ✓ | Bring prepared permit/s to Mayor's Office for the Chief Executive Signature | Robert Immotna, Jess Eliezer Gannaban Roxane Liwliwa | Municipal Tourism Center (marker) | 5 minutes |
| | | √ | Retrieved signed permit/s keep office files | Robert Immotna, Jess Eliezer Gannaban Roxanne Liwliwa | Municipal Tourism Center (marker) | 5 minutes |
| 3 | Apply for Local Tour Guide ID production | √ | Notify Mr. Darwin Mangili for the making of the Tour Guide ID | STOO Rio Dale Humiwat | Municipal Tourism Center (marker) | 3 minutes |
| 4 | Received Local Tour Guide ID | √ | Release of Local Tour Guide ID | Mr. Darwin Mangili | DM Computer Shop | 2 minutes |

3.13.2.2 FOR DOT ACCREDITATION

WIND MUST AVAIL OF THE SERVICE:

1. Members of the Banaue Tour Guides Organization

REQUIREMENTS:

- 1. Police Clearance
- 2. Medical Certificate from the Rural Health Unit



- 3. Mayor's Permit/Local Tour Guides' License
- 4. Duly accomplished form for DOT Guide Accreditation
- SCHEDULE OF AVAILABILITY OF SERVICE: Mondays Fridays, 8:00 A.M -5:00P.M.
- P FEES:
 - 1. DOT Accreditation (to be paid at DOT-CAR Office): Php 180.00
- **PROOF TO AVAIL OF THE SERVICE:**

| Step | Customer Action | Office Action | Person Responsible | Location | Duration |
|------|--|---|--------------------------|--|-------------------------------|
| 1 | Submit photo copy of the following requirements; Medical certificate, Police Clearance | ✓ Check documents if complete | STOO Rio Dale Humiwat | Municipal Tourism Center (marker) | 1 minutes |
| 2 | Fill up DOT Form and pay required Fee | ✓ Provide DOT form and collect required fee | STOO Rio Dale Humiwat | Municipal Tourism Center (marker) | 1 minutes |
| | | ✓ Consolidate and forward or bring applications and payments to DOT CAR, Baguio City Office | STOO Rio Dale Humiwat | Municipal Tourism Center (marker) | 2 minutes |
| 3 | Wait for notification for the release of DOT ID and certificate | ✓ Follow up DOT accreditations ID's of Applicants from DOT Office | STOO Rio Dale Humiwat | Municipal Tourism Center (marker) | 2 minutes |
| 4 | Received DOT Local Guide Accreditation IDs and Certificates | ✓ Distribute DOT IDs to applicants | STOO Rio Dale Humiwat | Municipal Tourism Center (marker) | 15 seconds per clients. |

3.13.3 PROVISION OF TOURISM INFORMATION AND TOUR DISSEMINATION AND ARRANGEMENT

ABOUT THE SERVICE:

The Municipal Tourism Center offers Accurate and Quality Tourism Information to



Customers/Visitors and disseminates details of available tour packages.

WHO MUST AVAIL OF THE SERVICE:

- 1. Local and Foreign Tourists
- 2. Visitors

SCHEDULE OF AVAILABILITY OF SERVICE:

- Mondays Fridays, 6:30 A.M- 5:00 P.M
- Saturdays & Sundays, 6:30 A.M. 3:30 P.M.

P FEES:

1. Environmental Fee : Php 20.00/person

HOW TO AVAIL OF THE SERVICE:

| Step | Customer Action | | Office Action | Person Responsible | Location | Duration |
|------|--|----------|---|--|--------------------------------|---------------|
| 1 | Visit the Municipal Tourism Center/Office | ✓ | Welcome the Tourists/ visitors, advise them to register and disseminate payment of environmental fee | Tourism Personnel on duty Roxanne Liwliwa or STOO Rio Dale Humiwat | Municipal Tourism Center | 1 minute |
| 2 | Pay the Environmental Fee | ✓ | Receive payment and issue Official receipt and after advice tourists/visitors to proceed inside for information needed. | Roxanne Liwliwa | Municipal Tourism Center | 2 minutes |
| 3. | Avail of tourism information in the office to the tourism officer on duty. | ✓ | Provide accurate and quality tourism information needed to tourists/visitors. And disseminate and give details of Banaue Tour Packages. | Tourism Personnel on duty STOO Rio Dale Humiwat | Municipal Tourism Center | 10 minutes |
| 4 | Confirm booking and fill up confirmation slip for regular guided tour packages or any other guided tours if interested | ✓ | Provide confirmation slip | Tourism Personnel on duty STOO Rio Dale Humiwat | Municipal Tourism Center | 3 minutes |
| 5 | Payment of Tour Package | √ | Collect and keep payment and advise tourists/visitors to be at | Tourism Personnel on duty | Municipal Tourism Center | 3 minutes |



| | | ✓ | the Office 15 minutes before departure time on the set date of tour. Inform the guides and | STOO Rio Dale Humiwat | Municipal | 2 minutes |
|---|---|----------|---|---|--------------------------------|-----------|
| | | | transportation concern for the tour details. | Personnel on duty STOO Rio Dale Humiwat | Tourism Center | 2 minutes |
| 6 | Proceed to the office 15 minutes on the day of the tour | √ | Check confirmation slip and prepare guest and tourism front liners (guides and drivers) for the tour. | Tourism Personnel on duty STOO Rio Dale Humiwat | Municipal Tourism Center | 5 minutes |
| 7 | Proceed for the tour | ✓ | Meet and greet (visitors and tourism front liners) | Tourism Personnel on duty STOO Rio Dale Humiwat | Municipal Tourism Center | 2 minutes |
| | | ✓ | After the tour pay the guides and transportation concerned | Tourism Personnel on duty STOO Rio Dale Humiwat | Municipal Tourism Center | 3 minutes |

3.13.4 PROVISION OF INFORMATION AND TOURISM STATISTICS DATA

ABOUT THE SERVICE:

The Municipal Tourism Center/Office ensures the provision of recent Tourism Statistics.

WITH WHO MUST AVAIL OF THE SERVICE:

- 1. Government Offices, Non-Government Tourism Related Offices and Individuals who requests for the documents.
- REQUIREMENTS: Letter request or appearance to the office
- SCHEDULE OF AVAILABILITY OF SERVICE: Mondays Fridays, 8:00 A.M. 5:00 P.M.
- P FEES:None
- **HOW TO AVAIL OF THE SERVICE:**

| Step Customer Office Action Action | Person Responsible | Location | Duration |
|------------------------------------|-----------------------|----------|----------|
|------------------------------------|-----------------------|----------|----------|



| 1 | Forward letter request or visit and coordinate personally to the office | ✓ | Receive letter request or welcome visitors to the office | Tourism Personnel on duty STOO Rio Dale Humiwat | Municipal Tourism Center(Marker) | 5 minutes |
|---|---|----------|---|---|--|------------|
| 2 | Receive documents needed | ✓ | Prepare and print requested tourism statistics documents and hand over or forward to concern offices or individuals | Roxanne Liwliwa | Municipal Tourism Center(Marker) | 10 minutes |

3.14 MUNICIPAL BUSINESS PERMIT AND LICENSING SERVICES

3.14.1 GRANTING OF NEW AND RENEWAL OF EXISTING BUSINESS PERMITS

ABOUT THE SERVICE:

All businesses are required to secure and fill-up the prescribed Business Permit and Licensing System (BPLS) standard form as provided by joint Memorandum Circular 01, series of 2010 of the Department of Interior and Local Government (DILG) and Department of Trade Industry (DTI) prior to operating a new business or to continue operating an existing business.

WHO MUST AVAIL OF SERVICE:

- 1. Business Owners
- 2. Services (Cooperatives, Hospitals and Clinics)

REQUISITES FOR NEWLY OPENED BUSINESS:

- 1. Location sketch of the new business
- 2. Department of Trade and Industry (DTI) registration certificate with approved application forms, in case of single proprietorship.
- 3. Security Exchange Commission (SEC) registration and articles of incorporation and by-laws in case of partnership or corporation.

- 4. A certificate attesting to the tax exemption of the business if exempt.
- Certification from the Office In-Charge of Zoning that the location of the new business in in accordance with zoning regulations.
- 6. Tax Clearance showing that the operator has paid all tax obligations in the municipality.



- 7. Barangay Clearance/ proof of filling (in case of non-issuance of barangay clearance).
- 8. Sanitary/ Health Certificate for all food handlers, and those required under Chapter 3 Article A Section 30A-01 (b) of the Revenue Code.
- 9. Community Tax Certificate (Cedula)
- 10. Contract of Lease, if Leasing
- 11. Fire Clearance Certificate/ Fire Safety Inspection Certificate from the Bureau of Fire Protection Office.
- 12. Other requirements depending on the business applied for.

FOR RENEWAL OF EXISTING BUSINESS PERMITS:

- 1. Previous year's Mayor's Permit
- 2. Copies of the annual or quarterly tax payments
- Copies of all receipts showing payment of all regulatory fees as provided for in this Code
- 4. Certificate of tax exemption from local taxes or fees, if exempt.
- 5. Declaration of previous year's gross sales/receipts/audited financial statement prescribed by the Bureau of Internal Revenue for the next preceding year.
- 6. BIR tax clearance
- 7. Sanitary/Health Certificate from the Municipal Health Office
- 8. Fire Clearance certificate/ Fire Safety Inspection Certificate from the Bureau of Fire Protection Office.
- SCHEDULE OF SERVICE: Monday to Friday 8:00AM 5:00PM
- P FEES: As computed depending on the kind of business
- **MAXIMUM DURATION OF SERVICE:** 30 minutes
- **PROOF OF THE SERVICE:**

| Step | Customer action | Office action | Person responsible | Office location | Duration |
|------|---|--|--------------------------------|--------------------|------------|
| 1 | Proceed to the Mayor's Office to secure and fill up unified application form w/ attached required documents | ✓ Provide the client a short briefing on the list of requirements to be accomplished | Maricel Dagoh Daisy Duntugan | Mayor's Office | 15 minutes |
| | & assessment of fees, charges & business taxes. | ✓ Advised client to Proceed to the Treasury Office for payment of fees. | Elma Sanchez | | |
| 2 | Payment of Fees, | ✓ Issue Official | Helen Gelman, | Treasury | 5 minutes |
| | Charges and Taxes | Receipts | Grace Francisco Merlyn Abluyen | Office Basement | |
| 3 | Proceed to Mayor's Office | ✓ Preparation, signing & release | Maricel Dagoh | Mayor's Office | 10 minutes |



| of approved | Daisy Duntugan | |
|----------------|----------------|--|
| Mayor's permit | Hon. Jerry U. | |
| | Dalipog | |

3.14.2 GRANTING OF A MOTORIZED TRICYCLE OPERATOR'S PERMIT MTOP (Franchise) OR OPERATORS OF MOTORCYCLE FOR HIRE (MCH) AT THE SANGGUNIANG BAYAN OFFICE

ABOUT THE SERVICE:

All operators of motorcycle for hire are required to renew their franchise in order to operate tricycle for hire in specified zones within the Municipality of Banaue.

WHO MUST AVAIL OF SERVICE:

- 1. Tricycle Owners
- 2. Operator/Drivers operating within the Municipality

REQUIREMENTS FOR TRICYCLE PERMIT (NEW APPLICANTS):

- 1. Secure Barangay Clearance
- 2. Secure Motorized Tricycle Operators issued at the Sangguniang Bayan (SB) Office
- 3. Secure Fire Safety Inspection Certificate at the Bureau of Fire Protection (BFP)
- 4. Photocopy of renewed Official Receipt of Certificate of Registration (from LTO)
- 5. Original/Photocopy of waiver of rights/Deed of Sale
- 6. I.D. picture (1x1/2x2 white/blue background)
- 7. Certificate/Confirmation of Membership of the Organization/Association (route)
- 8. Secure Sanitary Permit issued by the Municipal Health Office
- 9. Photocopy of Driver's License
- 10. Photocopy Insurance Policy/Authorization
- 11. Photocopy Certificate of Emission Compliance (LTO)
- 12. Spittoon Box

FOR RENEWAL OF TRICYCLE PERMIT:

- 1. Barangay Clearance
- 2. Motorized Tricycle Operators issued from the Sangguniang Bayan Office (SB)
- 3. Fire Safety Inspection Certificate (FSIC) from the Bureau of Fire Protection (BFP)
- 4. Official Receipt from LTO
- 5. Sanitary Permit issued by the Municipal Health Office
- 6. Certificate of Membership to the Organization (route)
- 7. Driver's License (if expired)
- SCHEDULE OF SERVICE: Monday to Friday 8:00AM 5:00PM
- P FEES: As computed depending on the unit/s
- MAXIMUM DURATION OF SERVICE: 30 minutes
- **Property** HOW TO AVAIL OF THE SERVICE:

| Step | Customer Step | Agency Action | Person | Location | Duration |
|------|---------------|---------------|-------------|----------|----------|
| | | | Responsible | | |



| 1 | Proceed to the Mayor's Office to | ✓ Provide the client a short briefing on | Maricel Dagoh | Mayor's Office | 15 minutes |
|---|--|---|---|-------------------|---------------|
| | secure and fill up unified application | the list of requirements to be | Daisy Duntugan | - Cilio | Timidioo |
| | form w/ attached required documents and assessment of fees, charges and business taxes | accomplished ✓ Advice client to proceed to the Treasury Office for payment of Fees | Elma Sanchez | | |
| 2 | Payment of fees, | ✓ Issue Official | Helen Gelman, | Treasury | 5 minutes |
| _ | Charges and Taxes | Receipts | Grace Francisco Merlyn Abluyen | Office (Basement) | |
| 3 | Proceed to Mayor's Office | ✓ Preparation, signing & release of approved Mayor's permit | Maricel Dagoh Daisy Duntugan Hon. Jerry U. Dalipog | Mayor's Office | 10 minutes |

Note: Business One Stop Shop (BOSS) during January at the Municipal Treasury Office

3.14.4 ISSUANCE OF CERTIFICATE OF CLOSURE FOR BUSINESS

ABOUT THE SERVICE:

If Business Operators intends to stop operating or close his/her establishments, a written notification/report must be submitted to the Market Inspector or at the Mayor's Office.

WHO MUST AVAIL OF SERVICE: Business Operators

REQUIREMENTS:

- 1. Secure certification from the Barangay where the business is located
- 2. Make a written letter addressed to the Mayor if the business operator intend to stop
- 3. Secure certification fee at the Municipal Treasury Office
- 4. Issue certificate of closure attested by the Market Inspector and Licensing Officer noted by the Municipal Mayor
- SCHEDULE OF SERVICE: Monday to Friday 8:00AM 5:00PM
- P FEES: Php.115.00
- MAXIMUM DURATION OF SERVICE: 10 minutes
- **PARTY NEWS TO AVAIL OF THE SERVICE:**

| Step | Customer Action | Office Action | Person Responsible | Office Location | Duration |
|------|--------------------|---------------|-----------------------|--------------------|----------|
| | | | | | |



| 1 | Proceed to | ✓ Asses requirements for | Daisy | Mayor's | 3 minutes |
|---|-------------|----------------------------|----------------|----------|-----------|
| | the Mayor's | closure of Business | Duntugan | Office | |
| | Office | ✓ Advice client to proceed | | | |
| | | to the Treasury Office | Maricel Dagoh | | |
| | | for the payment of fees | | | |
| 2 | Payment of | Issue Official Receipt | Treasury Staff | Treasury | 2 minutes |
| | fees | | | Office | |
| 3 | Proceed to | ✓ Preparation, signing and | Maricel Dagoh | Mayor's | 5 minutes |
| | the Mayor's | approved certificate of | Daisy Duntugan | Office | |
| | Office | closure of Business | Hon. Jerry U. | | |
| | | | Dalipog | | |

3.15 PUBLIC EMPLOYMENT SERVICES

3.15.1 PROVISION OF THE SPECIAL PROGRAM FOR EMPLOYMENT OF STUDENTS (SPES)

ABOUT THE SERVICE:

R.A. 7323 otherwise known as the Special Program for the employment of students is a venue for them to work during summer vacation for the purpose of augmenting their funds for school expenses. Students can be employed for 20 days and their services paid by the Municipal Government and the Department of Labor and Employment.

WITH WHO MAY AVAIL OF THE SERVICE:

- 1. Students (15-23 years old)
- 2. Annual income of parents not exceeding P 36,000.00

REQUIREMENTS:

- 1. Copy of Birth/Baptismal Certificate
- 2. Form 138
- 3. Barangay Clearance
- 4. Latest Income Tax Return of Parents (get from BIR, Lagawe)
- 5. Community Tax Certificate
- SCHEDULE OF AVAILIBILITY OF SERVICE: April May, 8:00 A.M 5:00 P.M.
- P FEES: None
- MAXIMUM DURATION OF PROCESS: 3 days(As long as all SPES applicants complied with the above requirements)

Property HOW TO AVAIL OF THE SERVICE:



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|------|--|--|--|--------------------------------|--|--|--|
| Step | Customer Action | Office Action | Person Responsible | Location | Duration | | |
| 1 | Submit specified requirements | ✓ Review if all requirements are complete | Loribelle Grace Baguilat | PESO Office | 3 minutes | | |
| 2 | Qualified applicants attend Orientation | ✓ Conduct seminar on work values formation ✓ Assign areas of employment and when to start work | Loribelle Grace Baguilat | PESO | 5 hours | | |
| 3 | Get, fill-up and submit accomplished SPES Forms | ✓ Verify SPES forms if all entries are correct ✓ Submit to DOLE Office, Lagawe ✓ Record GSIS Insurance payment | Loribelle Grace M. Baguilat | PESO | | | |
| 5 | Report to work | ✓ Monitor/supervise students in their areas of assignment until the term ends | Brgy. Officials & Labor & Employment Officer | | 20 days | | |
| 6 | Submit Daily Time Record and submit proof of | ✓ Validate documents submitted✓ Prepare payroll and voucher | Loribelle Grace Baguilat HRMO Staff | PESO/ HRM Section | 2 hours | | |
| | enrolment | ✓ Processed Payroll Voucher | Loribelle Grace Baguilat HRMO Staff | PESO/ HRM Section | Depends on the availability of the Signatories | | |
| 7 | Receive wages and sign payroll from MLGU | ✓ Disburse wages and ensure receipt | Martha Ballangi Municipal Treasurer | Treasury Office Basement | 3 minutes | | |
| 8 | Receive wage claim from DOLE | ✓ Disburse claim wage from DOLE | Loribelle Grace Baguilat | PESO Office | After 2-3 weeks | | |

3.15.2 PROVISION OF THE EMPLOYMENT FACILITATION SERVICES TO OVERSEAS EMPLOYERS



ABOUT THE SERVICE:

The Public Employment Services Office (PESO) assists in informing the public on overseas jobs, facilitates job interviews and establishes linkages between companies in need of skilled labor, employment agencies and job applicants.

WITH WHO MAY AVAIL OF THE SERVICE:

- 1. Licensed Recruitment Agencies
- 2. Residents of Banaue

REQUIREMENTS:

- 1. Special Recruitment Activity (SRA) approved by POEA
- 2. Confirmed and updated Job Orders
- 3. Updated Company License
- SCHEDULE OF AVAILIBILITY OF SERVICE: Monday-Friday, 8:00 A.M 5:00 P.M.
- PFEES: None for applicants and P515.00 for recruitments agencies
- MAXIMUM DURATION OF PROCESS: Depending upon the needed service and information
- **HOW TO AVAIL OF THE SERVICE:**

| Step | Customer Action | Office Action | Person Responsible | Location | Duration |
|------|---|--|--|----------------------------------|---------------|
| 1 | Proceed to the PESO Office and ask for requirements and make clarificatory inquiries | ✓ Provide the customer a briefing on the service and its requirement | Loribelle Grace Baguilat LEO II | PESO 2 nd Floor | 3 minutes |
| 2 | Coordinate and present the following documents: 1. POEA License 2. Affidavit of undertaking issued by the President 3. Accreditation by the Principal 4. Balance of Job Order | ✓ Check the documents properly if approved by the DOLE ✓ Schedule recruitment | Loribelle Grace Baguilat | PESO 2 nd Floor | 30 minutes |
| 3 | Pay Mayor's Permit | ✓ Receive and record payment✓ Release permit | Treasury Personnel | Treasury Office (Basement) | 5 minutes |
| 4 | Provide flyers/Tarpaulin/ Streamers | ✓ Distribute flyers/hand streamers/tarpauli n in public places | Loribelle Grace Baguilat | PESO Office | |

SPECIAL RECRUITMENT PERIOD



| 1 | Sign CNMR | ✓ Conduct pre- employment counseling | Loribelle Grace Baguilat | PESO Office | |
|---|--|---|------------------------------------|----------------|--|
| 2 | Sign Application Form from the Recruitment Agency Submit requirements needed | ✓ Receive application and requirements ✓ Conduct preliminary interview | Recruitment Agency Personnel | PESO Office | |
| 3 | Submit Special Recruitment Activity Report | ✓ Receive and sign special Recruitment Activity Report ✓ Submit report to DOLE ✓ Continuous monitoring on the applicant's update until deployed by the Recruitment Agency | Loribelle Grace Baguilat | PESO Office | |

3.16 MUNICIPAL ENGINEERING SERVICES

3.16.1 PROVISION OF ENGINEERING ACTIVITIES ON PROPOSED INFRASTRUCTURE SUPPORT PROJECTS FUNDED UNDER CALAMITY FUND

ABOUT THE SERVICE:

The Municipal Engineering office provides engineering services on proposed projects under the calamity fund.

WHO MAY AVAIL OF THE SERVICE: Community end users and Barangay Officials

REQUIREMENTS:

1. Note from the Mayor based on the approved MDRRM Plan

SCHEDULE OF AVAILABILITY OF THE SERVICE:

Monday to Friday 8:00 am- 5:00pm

MAXIMUM DURATION OF SERVICE:

3 to 10 days (If requirements are complete and signatories are present)

♠ HOW TO AVAIL OF THE SERVICE:



| Step | Customer | Office Action | Person | Location | Duration |
|------|---|--|--|--|--|
| 1. | Action Proceed to the Mayor's office and get approval note from the Mayor | ✓ Provide Notice of project based on the approved list from the MDRRM Plan | Responsible Municipal Mayor: Hon. Jerry U. Dalipog | Mayor's Office | 30 minutes |
| 2. | Present notes from the mayor to the Engineering Office | ✓ Set schedule for technical validation and ocular inspection of requested project | Engr. Antonio Gayumma Engineer II: Julius Padduyao Marvin Pakiwon Pelotin Tinapay | Municipal Engineering Office | 20 minutes |
| 3. | Accompany Engineer during Validation/site visit | ✓ Conduct technical validation of the project | Engr. Antonio Gayumma Engineer II: Julius Padduyao Marvin Pakiwon Pelotin Tinapay | At project site | 1-3 day (include travel time for far distant project) |
| | | ✓ Prepare detailed designs, plans, plotting, structural details estimates, and program of work | Engr. Antonio Gayumma Engineer II: Julius Padduyao Marvin Pakiwon Pelotin Tinapay | Municipal Engineering Office | 3-10 days (depending on the scope of project) |
| | | ✓ Review the program of work for approval | Engr. Antonio Gayumma | Municipal Engineering Office | 1-2 days (depending on the scope of project) |
| | | ✓ Prepare certification of availability of fund | Engineering Aide: Zeny Accangan | Municipal Engineering Office | 30 minutes |
| | | ✓ Signing of certificate of availability of fund | Mun. Budget Officer: Zeny Belingon Mun. Accountant: Cherry Marie Pallay Mun. Treasurer: Martha Ballangi Municipal Mayor: Hon. Jerry U. Dalipog | Budget Office Accounting Office Treasury Office Mayor's Office | 1 hour depending on the availability of signatories |
| 4 | | ✓ BAC Activities | Bids and Awards Committee | BAC Office | 15-20 days |



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|----|---|---|---|--|--|
| 5 | | ✓ Arithmetic bid evaluation | Engineering TWG | Engineering Office | 2 hours |
| 6 | | ✓ Prepare notice to proceed✓ Sign the notice to proceed | Engineering Aide: Zeny Accangan Hon. Jerry U. Dalipog/ Engr. Antonio Gayumma | Mun. Engineering Office Mayor's Office/ Engineering Office | 30 minutes |
| 7 | Start project | ✓ Conduct pre construction and Assist the contractors on the staking of project | Engr. Antonio Gayumma Engineer II: Julius Padduyao Marvin Pakiwon Pilotin Tinapay | At office and project site | 1-3 days (include travel time to project site) |
| 8 | Submit request for pre-final/final inspection | ✓ Received request for inspection & set schedule for validation | Engineering Aide: Zeny Accangan | Engineering Office | 10 minutes |
| 9 | Accompany inspectorate team for inspection | Conduct pre-final/final inspection of completed project | Engr. Antonio Gayumma Engineer II: Julius Padduyao Marvin Pakiwon Pilotin Tinapay and Inspectorate team | Project site | 1 day (depends on the location of project) |
| | | Preparation of as-built plans, SWA and inspection report for signing | Engr. Antonio Gayumma Engineer II: Julius B. Padduyao Marvin Pakiwon Pilotin Tinapay | Engineering Office | 2 hours |
| 10 | Bring pre, during and post pictures of completed projects and Certificate of Acceptance signed by the Punong Barangay | Prepare voucher and other pertinent documents for billing | Engineering Aide: Zeny Accangan | Engineering Office | 1 hour |
| | | Review and sign as- built plans, inspection reports, SWA & voucher | Engr. Antonio Gayumma Engineer II: Julius Padduyao Marvin Pakiwon Pilotin Tinapay | Engineering Office | 1 hour |



3.16.2 PROVISION OF ENGINEERING ACTIVITIES ON PROPOSED INFRASTRUCTURE SUPPORT PROJECTS FUNDED UNDER THE 20% DEVELOPMENT FUND AND SPECIAL FUNDS

ABOUT THE SERVICE:

The Municipal Engineering office provides engineering services on proposed infra projects under the 20% MLGU Development Fund and other special funds.

WHO MUST AVAIL OF THE SERVICE:

1. Community ends users and barangay officials

REQUIREMENTS:

1. Request/notice from the Mayor

SCHEDULE OF AVAILABILITY OF SERVICE: Monday-Friday 8:00 am - 5:00 pm

PARTY HOW TO AVAIL OF THE SERVICE:

| Step | Customer Action | Office Action | Person Responsible | Location | Duration |
|------|---|--|---|------------------------------------|---|
| 1 | Get notice from the mayor based on the 20% Development Fund list on the AIP and approved infra projects from other agencies | ✓ Set schedule for validation of project | Engr. Antonio Gayumma Engineering II: Julius Padduyao Marvin Pakiwon Pilotin Tinapay | Municipal Engineering Office | 15 minutes |
| 2 | Accompany Validation team/staff to project site | Conduct physical site validation Preparation of: Detailed engineering designs, plans, and program of works | Engr. Antonio Gayumma Engineer II: Julius Padduyao Marvin Pakiwon Pilotin Tinapay | Municipal Engineering Office | 1-10 days depending on the scope of works |
| | | - Approval of the Mun. Mayor | Municipal Mayor Hon. Jerry U. Dalipog | Mayor's Office | 30 minutes |
| | | - Preparation of Cert. of | Engineering clerk: Zeny Accangan | Engineering Office | 30 minutes |



| | | Availability of | | | |
|---|---|--|---|---|---|
| | | Availability of Fund (CAF) | | | |
| | | - signing of Cert. of Availability of Fund (CAF) | Municipal Budget Officer: Zeny Belingon Municipal Treasurer: Martha Ballangi Municipal Accountant: Cherry Marie Pallay Municipal Mayor Jerry U. Dalipog | Budget Office, Treasury Office, Accounting Office, Mayor's Office | 2hrs Dependin g on the availability of signatorie s |
| 3 | | BAC will Prepare Invitation to apply for eligibility and to bid | BAC Secretariat: | BAC Office | 30 minutes |
| | | Posting of ITB on bulletin board, PHILGEPS and on newspaper on national circulation for projects above five million pesos | BAC Secretariat | BAC Office | 30 minutes to 2hrs depending on the speed of internet signals |
| | | Prepare and binding of bidding documents | BAC Secretariat: Technical Working Group (TWG) | BAC Office | 2 days |
| | | Conduct pre-bid | Bid and Awards Committee(BAC) Technical Working Group (TWG) | BAC Office | 1 day |
| | | Conduct Bid- opening | Bid and Awards Committee(BAC) Technical Working Group (TWG) | BAC Office | 1 day |
| | | Prepare abstract of bids | Julianida Akilit and Technical Working Group | BAC Office | 1 day (dependin g on the no. of package) |
| | _ | Conduct post qualification of lowest calculated and responsive bidders | BAC/TWG | Bidders office and equipment's yards, other areas and | 1 day (dependin g the location of |



| | | WCE OF IX | 1 | | , |
|---|---|--|----------------------------------|---|--|
| | | | | offices declared by the bidders | the bidders) |
| | | Prepare post qualification report | BAC TWG/Secretariat | BAC Office | 1 hour |
| | | Prepare resolution to awards | Bids and Awards Committee | | 1 day (dependin g on the no. of package) |
| | | Prepare contract signing of | Engineering Clerk: Hon. Jerry U. | Engineering Office Mayor's | 1day 1 day |
| | | contracts | Dalipog,LCE | Office | luay |
| | | Issue Notice Proceed | LCE | | 1 day (depending on the no.package) |
| 4 | Start Construction | Conduct pre construction meeting, staking of project | Engineers | Engineering Office | 1 day |
| | | Monitoring of the progress of the work | Engineers | Project site | Duration of the contract |
| 5 | Request for inspection | Received request & set schedule for final inspection | Engineering Clerk | Engineering Office | 15 minutes |
| | | Inspection | Engineers/Inspecto rate team | Engineering Office, Budget Office, Treasury Office Mayor's Office, SB Office, Liga Office | 1 day (dependin g on the no. of package) |
| 6 | Submit 5pcs picture of completed projects & Certificate of Acceptance signed by the | Preparation of inspection reports, SWA and vouchers and others attachment for billing. | Engineering Clerk | Engineering Office | 1 day (depending on the no. of package) |



| Punong | | |
|----------|--|--|
| Barangay | | |

3.16.3 SECURING A BUILDING PERMIT

WHO MUST AVAIL OF THE SERVICE: Building permit applicants

REQUIREMENTS:

- 1. Tax declaration/title of lot
- 2. Zoning Clearance
- 3. Environmental Clearance Certificate (ECC)
- 4. Architectural, Structural Plans and Details
- 5. Design Calculations
- 6. Cost-estimates
- 7. Machine copy of PRC, PTR & TIN of signing professionals
- SCHEDULE OF AVAILABILITY OF SERVICE: Monday-Friday 8:00 am 5:00 pm
- **P FEES:** Application Fee of P100.00, Building Permit Fees (to be computed)
- MAXIMUM DURATION OF SERVICE: 10 days
- **PROOF THE SERVICE:**

| Step | Customer Action | Office Action | Person | Location | Duration |
|------|---|---|---|------------------------------------|---------------|
| | | | Responsible | | |
| 1 | Secure checklist and application form | ✓ Issue application form | Engr. Antonio Gayumma, Building Official | Municipal Engineering Office | 5 minutes |
| 2 | Payment of application fee | ✓ Issue receipt | Treasury Staff | Treasury Office - Basement | 5 minutes |
| 3 | Secure Zoning Clearance | ✓ Issue Zoning Clearance | MPDC- Perfecta Dulnuan | Office of the MPDC | 20 minutes |
| 4 | Bring 5 copies of the following: a. design calculations b. plans & details c. estimates d. photo copy of PRC & PTR of signing professionals e. Tax declaration of lot | ✓ Review documents & give recommendations | Engr. Antonio Gayumma, Building Official | Engineering Office | 5 days |



| 5 | ✓ | Send communication to the Municipal Fire Marshal | Building Official- Engr. Antonio Gayumma | Engineering Office | 1 hour |
|---|----------|---|---|-----------------------|---------------|
| 6 | ✓ | Review documents & give recommendations regarding fire safety | Municipal Fire Marshal | Fire Station | 5 days |
| 7 | ✓ | Computation of required building permit fees & issue schedule of payment | Building Official- Engr. Antonio Gayumma | Engineering Office | 1 hour |
| 8 | ✓ | Issue receipts | Treasury Staff | Treasury Office | 30 minutes |
| 9 | > | Issue building permit | Building Official- Engr. Antonio Gayumma | Engineering Office | 1hour |

3.17 MUNICIPAL ACCOUNTING SERVICES

- 3.17.1 CHECKING/ENSURING COMPLETENESS OF ATTACHMENTS OF VOUCHERS
- 3.17.2 ISSUANCE OF CERTIFICATE OF REMITTANCES
- 3.17.3 PROVISION OF FAIR, ACCURATE FINANCIAL INFORMATION TO USERS

3.18 MUNICIPAL BUDGET SERVICES

- 3.18.1 TECHNICAL ASSISTANCE IN PRELIMINARY REVIEW OF BARANGAY BUDGET
- 3.18.2 TECHNICAL ASSISTANCE IN BARANGAY BUDGET PREPARATION



3.19 MUNICIPAL TREASURY SERVICES

3.19.1 COLLECTION OF REAL PROPERTY TAXES

ABOUT THE SERVICE:

Real Property Taxes are imposed on properties such as lands, buildings, machineries and equipment's owned by individual and juridical persons except

those which are

exempted as provided by law.

WITH WHO MUST AVAIL OF SERVICE:

1. Owners of land, buildings and machineries and equipment situated within the territorial limits of the municipality

REQUIREMENTS:

- 1. Latest official receipt of tax payment
- SCHEDULE OF SERVICE: Monday to Friday 8:00AM 5:00PM
- P FEES:
- **HOW TO AVAIL OF THE SERVICE:**

| Step | Customer Action | Office Action | Person Responsible | Location | Duration |
|------|--|---|---|--------------------------------|--|
| 1 | Proceed to the treasury office and state intention to pay taxes Present latest Official Receipt (if available) or tax declaration | Retrieve corresponding Real Property Tax Account Register (RPTAR) card for verification if taxes have been paid and | Treasury office: Elma Sanchez Helen Gelman Grace Francisco | Treasury Office Basement | 5 minutes |
| 2 | Pay real property tax based on assessment | Compute Taxes Due | | | 20 minutes (Depending on the number of properties involved) |
| 3 | Claim Official Receipt as evidence of payment | Issue Official Receipt | | | 3-5 minutes |

3.19.2 ISSUANCE OF TAX CLEARANCE



ABOUT THE SERVICE:

Real property tax clearance can be availed of when the realty property taxes of the property concerned, including the current year are fully paid.

WIND MUST AVAIL OF SERVICE:

1. All persons, natural or juridical owning real property including improvements therein located within the Municipality of Banaue.

REQUIREMENTS:

1. Official Receipt of latest payment of real property tax.

SCHEDULE OF SERVICE: Monday to Friday 8:00 AM - 5:00 PM

P FEES: P115.00

PHOW TO AVAIL OF THE SERVICE:

| Step | Customer Action | Office Action | Person Responsible | Location | Duration |
|------|--|---|--|--------------------------------|---------------|
| 1 | Proceed to the Treasury Office and present letter request or ask for tax clearance | Validate in the Real Property Tax Roll | Treasury Staff: MT Martha Ballangi Elma Sanchez Helen Gelman Grace Francisco | Treasury Office Basement | 5 minutes |
| 2 | Pay Tax Clearance Fee | 1.Issue Official Receipt 2. Prepare and Issue Tax Clearance | | | 10 minutes |

3.19.3 COLLECTION OF TRANSFER FEE

ABOUT THE SERVICE:

There shall be imposed/levied/collected a fee on the transfer of Real Property ownership in connection with the sale, donation, barter or any mode of transferring ownership or title of Real Property.

WIND MUST AVAIL OF SERVICE:

1. Individuals/ corporations transferring ownership of Real Properties located within the territorial jurisdiction of the Municipality of Banaue

REQUIREMENTS:

- 1. Two copies of Real Property Tax Declaration.
- 2. Two copies of Deed of Sale/Conveyance, Judicial/Extra judicial Settlement, exchange, affidavit or Consolidation or any applicable document proving transfer of property ownership.



3. One set documentary stamp.

SCHEDULE OF SERVICE: Monday to Friday 8:00 AM - 5:00 PM

PACE : HOW TO AVAIL OF THE SERVICE:

| Step | Customer Action | Office Action | Person Responsible | Office Location | Duration |
|------|---|---|--|--------------------------------|---------------|
| 1 | Proceed to the Treasury Office and present the required documents | 1. Check corresponding RPTAR for confirmation of tax payment/ tax delinquencies | Treasury Staff: Elma Sanchez Helen Gelman Grace Francisco | Treasury Office Basement | 10 minutes |
| | | 2. Review Documents presented for computation of transfer fee | | | |
| 3 | Pay Transfer fee based on assessment | Issue Official Receipt | | | 4 min utes |

3.19.4 SECURING COMMUNITY TAX CERTIFICATE

ABOUT THE SERVICE:

There shall be imposed a Community Tax Certificate "CEDULA" on persons, natural or juridical person eighteen (18) years of age or over residing in the municipality.

WHO MUST AVAIL OF SERVICE: All persons eighteen (18) years old and over.

REQUIREMENTS: Personal appearance

SCHEDULE OF SERVICE: Monday to Friday 8:00AM – 5:00PM

PROOF THE SERVICE:

| Step | Customer Action | Office Action | Person Responsible | Location | Duration |
|------|--|---|--|--------------------------------|------------|
| 1 | State personal intention to secure Community Tax Certificate | Prepare community tax certificate and compute tax due | Treasury Staff: Elma Sanchez Helen Gelman Grace Francisco | Treasury Office Basement | 10 minutes |
| 2 | Affix signature and thumb mark at the space provided in the CEDULA and pay corresponding community tax | | | | |



| 3 | Pay community tax and claim Community Tax Certificate | Issue official receipt and the Community Tax Certification | | 5 | minutes |
|---|---|--|--|---|---------|
| | | | | | |

3.19.5 COLLECTION OF BUSINESS TAX/ES, FEES AND OTHER CHARGES

ABOUT THE SERVICE:

Business taxes are taxes paid for the operation of any legally organized businesses or activity, while fees and charges are paid for services rendered and cost of regulation by the local government unit.

Renewal of business permits starts from January1 - 20 every year. Renewal paid after the deadline shall be charged twenty five 25 % surcharge plus 2% percent interest per month.

WHO MUST AVAIL OF SERVICE:

1. All business enterprises operating within the municipality of Banaue whether single, proprietorship, corporation/partnership, tricycle operators.

P REQUIREMENTS:

- 1. Accomplished application form for Business Permit/license (NEW/RENEWAL)
- 2. Charge slip from other departments within the LGU
- SCHEDULE OF SERVICE: Monday to Friday 8:00AM 5:00PM
- HOW TO AVAIL OF THE SERVICE:

| Step | Customer Action | Office Action | Person Responsible | Location | Duration |
|------|--|---|---|--------------------------------|---------------|
| 1 | Present approved application form or charge slip for payment | Assessment of business taxes, fees and charges. Verify prior year tax delinquencies and determine previous gross receipt for the previous year. Verify the individual tax payer card and assess type of business and corresponding fees. compute tax, fees and charges | Treasury Staff: Elma Sanchez Grace Francisco | Treasury Office Basement | 15 minutes |



| 2 | Payment of | Issue official Receipt | | 5 |
|---|------------------|------------------------|--|---------|
| | business tax, or | | | minutes |
| | other fees and | | | |
| | charges and | | | |
| | claim official | | | |
| | receipt as | | | |
| | evidence of | | | |
| | payment | | | |

3.19.6 PAYMENT OF APPROVED VOUCHER

| Step | Client Step | Agency Action | Person Responsible | Location | Duration |
|------|--|-------------------------|---|--------------------------------|---------------|
| 1 | Proceed to Treasury Office to claim payment and issue official receipt/ RER/A.R. | Release/deliver payment | Treasury Staff: Elma Sanchez Helen Gelman Grace Francisco | Treasury Office Basement | 10 minutes |

3.20 BIDS AND AWARDS SERVICES

3.20.1 BIDDING OF GOODS, INFRASTRUCTURE AND CONSULTING SERVICES

3.21 MUNICIPAL HUMAN RESOURCE MANAGEMENT SERVICES

3.21.1 MANPOWER POOLING PROGRAMS

ABOUT THE SERVICE:

The Human Resource Management Section offers Manpower Pooling Service.

- **WITH WHO MAY AVAIL OF THE SERVICE:**
- REQUIREMENTS:
- SCHEDULE OF AVAILIBILITY OF SERVICE: Monday Friday, 8:00 A.M 5:00 P.M no noon break
- P FEES: none
- ♦ HOW TO AVAIL OF THE SERVICE:

| Step | Customer Action | Office Action | Person Responsible | Location | Duration |
|------|---------------------------------------|--|-----------------------|---------------------|----------|
| 1 | Inquire at the public assistance desk | ✓ Greet and ask personal circumstances about | Action Officer | Information Desk | 1 minute |



| | 1 | I | II. II. | | 1 | 1 |
|---|--|----|---|--|---------------------|--|
| | | | the client including his/her needs | | | |
| 2 | Log in at the Record Book | ✓ | Assist the client | Action Officer | Information Desk | 1-2 minutes |
| 3 | Receive route slip from the Action Officer | ✓ | Issue a route slip as client's guide to concerned employee | Action Officer | Information Desk | 1 minute |
| 4 | Hand in the route slip & express his/her purpose | • | Greet client and provide any of the following desired & appropriate services: Interaction with client Issuance of the following: Service Record Certification of Leave Credits Certificate of No leave without pay Certification of Employment Certificate of No Pending Case Certification of Performance Rating | HRMO staff Lilian/ Glenda Lilian/ Glenda Lilian/ Glenda Lilian/ Glenda | HRMO Office | 2 minutes 1-2 minutes for active 5-7 minutes for passive 3-5 minutes 3-5 minutes 3-5 minutes |
| | | 3. | Provision of the following services on employees' welfare & benefits: Information, Education, Counseling and guidance | Lilian | HRMO Office | 2-3 minutes |
| | | | Provision of other services to job seekers/ applicants: Hiring process information Guidance | HRMO staffs | HRMO Office | 2-3 minutes |
| | | 5. | Provide assistance to any Municipal Officials, | HRMO staffs | HRMO Office | As the need arises |



| | employees and | | |
|--|---------------|--|--|
| | stakeholders | | |

3.21.2 ISSUANCE OF SERVICE RECORD, CERITIFICATE OF EMPLOYMENT AND 201 DOCUMENTS

3.21.3 ISSUANCE OF APPOINTMENT PAPERS OF NEWLY HIRED AND PROMOTED EMPLOYEES

3.22 DISBURSEMENTS ON PURCHASE OF GOODS, SERVICES AND CIVIL WORKS

WIT WHO MUST AVAIL OF SERVICE:

Individuals who request for payments

REQUIREMENTS:

Mandatory minimum supporting documents for common transactions

PAYROLL FOR SALARIES/WAGES:

- 1. Appointment duly approved by the appointing authority/Contract of Service
 - 2. Certificate of Service/Accomplishment Report or Daily Time Record

TRAVEL EXPENSES:

- 1. Communication from inviting agency
- 2. Duly approved Travel Order
- 3. Approved Itinerary of Travel and Certificate of Travel completed/Appendix A & B
- 4. Certificate of Appearance
- 5. Tickets
- 6. Receipts, if entitled to travel representation allowance
- 7. Travel Report

PURCHASES:

- 1. Approved Purchase Request
- 2. Approved Purchase Order



- 3. Canvass of three (3) different suppliers
- 4. Abstract of Canvass
- 5. Inspection Report
- 6. Memorandum Receipt (for issued material/equipment)
- 7. Attendance in the case of meals and accommodation expenses (i.e. trainings, meetings) and jitney/van hires
- 8. Narrative Report (i.e. trainings)
- 9. Additional Requirements for:
- a. Emergency Purchase at least three (3) price quotations from bonafide dealers and Certificate of Emergency Purchase
- b. Purchase thru Exclusive Distributors Certificate of Exclusive Distributorship and Certificate that there are no Sub-Dealers selling at lower prices and that no suitable substitute is available
- 10. Receipts, if reimbursement

CLAIM FOR REPAIRS:

- 1. Pre-inspection Report by the mechanic
- 2. Approved Purchase Request
- 3. Canvass of three (3) different suppliers
- 4. Abstract of Canvass
- 5. Approved Purchase Order
- 6. Post-inspection Report
- 7. Report of Waste Material

PAYMENT OF INFRA PROJECTS:

- 1. Certificate for Availability of Appropriation of Funds
- 2. Program of Work
- Contract of Agreement duly notarized
- 4. Notice to Proceed
- 5. Statement of Work Accomplishment
- 6. Inspection Report
- 7. Certificate of Turnover and Acceptance
- 8. Tax Clearance Certificate
- 9. Additional requirements for:
- a. For Public Bidding: Abstract of Bids supported by winning bidder's offer and bid tenders of other participants and letter of award/acceptance performance bond of winning bidder.
- For Negotiated Contracts Infra Authority to enter into negotiated contract and contract documents, performance bond and contractor's accreditation

10. Three (3) pieces pictures of completed project

NOTE:



- 1. All supporting documents should be properly accomplished, signed and approved before attaching to the disbursement voucher.
- 2. Requesting office to prepare all supporting documents with disbursement voucher and Allotment and Obligation Slip (ALOBS)
- 3. Pre-audit by the Commission on Audit (COA) on selective transactions before payment.
- SCHEDULE OF SERVICE: Monday to Friday 8:00AM 5:00PM
- P FEES: None
- MAXIMUM DURATION OF SERVICE: 1 hour
- **HOW TO AVAIL OF THE SERVICE:**

| Step | Customer | | Agency Action | Person | Location | Duration |
|-------|---|-------------------------------|--|--|---|---------------|
| 2.013 | Step | | goo,c | Responsible | | |
| 1 | Prepare Obligation Request and the Disbursement Voucher | √ | Certify the Obligation Request as to the propriety of the transaction | Head of Requesting Office | Office Concerned | 5 minutes |
| 2 | Proceed to Budget Office | ✓✓ | Review the availability of Appropriation Record the expenses in the logbook and enter in the Registry of Allotments Certify as to the Availability of Appropriation | Zeny Belingon – Budget Officer and staff | Budget Office Basement Extension | 10 minutes |
| 3 | Proceed to Accounting Office | ✓ | Review documents as to the completeness and legality in accordance with Government Accounting and Auditing Standards Record the expenses in the logbook Certify as to the completeness and legality of the documents | Cherry Marie I. Pallay Mun. Accountant And staff | Accounting Office Basement Ext. | 10 minutes |
| 4 | Proceed to Treasury Office | √ | Review and Certify as to availability of Funds | Martha Ballangi Mun. Treasurer And Staff | Treasury Office | 3 minutes |
| 5 | Proceed to the Mayor's Office | √ | Approve Disbursement Voucher | Hon. Jerry U. Dalipog Mun. Mayor | Mayor's Office | 5 minutes |
| 5 | Back to Treasury Office | √ | Prepare Check | Martha U. Ballangi Treasury Staff | Treasury Office Basement | 3 minutes |



| ✓ | To Mayor's Office for Signature | Hon. Jerry U. Dalipog | Mayor's Office | 3 minutes |
|---|---|------------------------------|--------------------|---------------|
| ✓ | To accounting Office for Preparation of Check Advice | Cherry Marie Pallay | Accounting Office | 10 minutes |
| ✓ | Issue Check | Martha Ballangi and Staff | Treasury Office | |

^{***} Issuance of Check depends on the availability of the Check signatories.
***Disbursement of salaries depends on the availability of cash on hand.



PROCUREMENT FLOWCHART

PURCHASE REQUEST

- Signed by the head of office / requisitioning office.
- b. Approved by the LCE.



TO BAC SECRETARIAT FOR NUMBERING



REQUISITIONING OFFICE

- 1. Prepare 3 copies of Request for quotation.
 - a. Bring Request for Quotation for signature by the MBAC Chairman.
 - b. Get 1 copy and 2 copies retained for the MBAC to canvass c/o MBAC Secretariat.



MBAC MEETING

Every Thursday at 2:00 PM.



BID OPENING AND AWARD TO LOWEST BIDDER

MBAC SECRETARIAT

- 1. Prepare Abstract of Bids & Purchase Order.
- Bring Abstract of Bids & P.O. to Requisitioning Office.



REQUISITIONING OFICE

- 1. Bring P.O. to LCE/Vice Mayor for Approval
- Bring to Ellene Ellat or Isabel Bimmahat/Mayor's Office for numbering.
- 3. Let the P.O. be conformed by the supplier/dealer.
- 4. Submit 1 copy of P.O to MBAC secretariat for submission to Commission on Audit.
- 5. Prepare supporting documents (See supporting documents per expenditures.)

PROCESS IN THE SIGNING OF VOUCHER

- a. Inspection Report to be signed by the Inspectorate Team. (1 representative at the Mayor's Office, Treasury Office and Accounting Office.)
- b. Obligation Slip
 - The Head Requesting Office/ Authorized Representative must be signed.
 - Bring Obligation Slip to budget office for review, log and signature by the Budget Officer, Ms. Zeny Belingon.
- Acknowledgement Receipt of Equipment (ARE) to be signed by the Property Custodian (Mrs. Merlyn Abluyen)

FOR SEMI-EXPENDABLE EQUIPMENT

- d. Pre-post Inspection Report to be signed by the Inspectorate team (for vehicles, computer/laptop, generator)
- e. Waste Material to be signed by the Property Custodian.
- f. Voucher
 - Bring voucher with complete supporting documents to Accounting Office for review and recording
 - Signature by the Municipal Accountant, Ms.
 Cherry Marie Pallay (IF documents are complete)
 - Bring approved voucher to the Treasury Office.



TREASURY OFFICE

 Prepare check and bring check to LCE/Vice Mayor for signature.



ACCOUNTING OFFICE

- Treasury office to bring voucher with check for Accountant's advice
- 2. To bring advice to LBP
- 3. Voucher duly approved by LCE



TREASURY OFFICE

1. Release Check



Performance Pledge

We, the Officials and Employees of the Local Government Unit of Banaue in the spirit of genuine public service commit to:

Provide and deliver services with utmost efficiency, reliability, accuracy and promptness during office days from 8:00 AM to 5:00 PM.

Assure strict compliance to the service standards set forth in this charter with written explanation for any delay in our frontline services.

Look for the welfare and convenience of our clients and ensure honesty, integrity, loyalty, timeliness and efficiency in public.

Bind ourselves to answer the complaint/s about our services the soonest possible time, to recognize feedbacks, comments and/or suggestions as a means for improvements in good governance and efficiency in public service.

All these, we sincerely pledge, for you deserve excellent service.

| MUNICIPAL MAYOR'S OFFICE | | | | |
|---|---|---|--|--|
| JERRY U. DALIPOG, C.E Municipal Mayor | | | | |
| LILIAN C. LIGERALDE Administrative Officer IV | JAMES N. DAMOYAN Senior Administrative Asst. II | CLARIJANE C. GUINYANG Executive Assistant I | | |
| LORIBELLE GRACE M. BAGUILAT Labor and Employment Officer II | DAISY U. DUNTUGAN Administrative Assistant II | SILVERIO N. DOPLAH Electronics Communications and Equipment Technician II | | |
| RUBEN D. HANGDAAN Administrative Aide III | WILLIAM I. KIMMAYONG Administrative Aide I | ANICETO P. ORDILLO Administrative Aide I | | |
| HERMINIA N. PUMIHIC Administrative Aide I | JULIUS D. DOGWE Local Disaster Risk Reduction and Management Officer II | JASMINE G. AGUSTIN Local Disaster Risk Reduction and Management Officer I | | |
| MARICEL B. DAGOH Licensing Officer I | BENJAMIN P. AGUIDO Driver II | EDUARDO T. BANDAO, JR. Administrative Aide IV(Driver II) | | |
| JUANITO I. GANGGANGAN Tourism Operator officer | | | | |



| SANGGUNIANG BAYAN OFFICE | | | | | |
|--|---|---|--|--|--|
| JOEL B. BUNGALLON Municipal Vice Mayor | | | | | |
| HYGELAC T. CAYONG Sangguniang Bayan Member | CHESTER D. BAHATAN Sangguniang Bayan Member | LINO A. MADCHIW Sangguniang Bayan Member | | | |
| FERNANDO B. CHULIPA Sangguniang Bayan Member | DONALD L. MONGOLNON Sangguniang Bayan Member | ULYSES JOHN I. BALANHI Sangguniang Bayan Member | | | |
| AGUSTIN B. DUPINGAY Sangguniang Bayan Member | ORLANDO H. ADDUG Sangguniang Bayan Member | GENOVEVA C. POCOPIO Sangguniang Bayan Member | | | |
| FERDINAND A. DAGUIO Sangguniang Bayan Secretary | VERONICA G. NGIPOL Administrative Assistant II | SHIRLEY P. BUCCAHAN Local Legislative Staff II | | | |
| JOHNNY B. BUNGALLON Private Secretary II | Jovi L. Tillay Local Legislative Staff Officer III | AMELIA U. LIMMICNA Local Legislative Staff Officer II | | | |
| MURPHY T. BANGNGO Personal Driver | | | | | |

| MUNICIPAL ACCOUNTING OFFICE | | | |
|--|-----------------------------------|--|--|
| CHERRY MARIE I. PALLAY Municipal Accountant | JULIANIDA T. AKILIT Bookkeeper | | |

| MUNICIPAL AGRICULTURE OFFICE | | | | |
|--|---|---|--|--|
| AIDA U. PAGANAJE Municipal Agricultural Officer ANASTACIA D. BAHATAN Agricultural Technologist Agricultural Technologist Agricultural Technologist | | | | |
| MARIVIC P. NAVAN Agricultural Technologist | BERNADETH M. BAYNINAN Agricultural Technologist | RUBY ANN C. GUMAYON Agricultural Technologist | | |

| MUNICIPAL ASSESSOR'S OFFICE | | | | |
|-------------------------------------|--|--|--|--|
| PETER A. UDAN Municipal Assessor | NAZIWARREN P. BAGUILAT Local Assessment Officer II | BONIFACIA M. PIOG Assessment Clerk II | | |



MUNICIPAL BUDGET OFFICE

ZENY M. BELINGON *Municipal Budget Officer*

LYDIA B. BATTON
Budget Officer II

CHERYL N. TUNDAGUI Administrative Assistant II

MUNICIPAL CIVIL REGISTRAR

GERTRUDE T. DAGUIO Municipal Civil Registrar IMELDA D. BENOYACO Registration Officer I JOCELYN L. MARTIN Administrative Aide VI

| MUNICIPAL ENGINEERING OFFICE | | | | |
|---|---|--|--|--|
| ANTONIO K. GAYUMMA Municipal Engineer JULIUS B. PADDUYAO Engineer II EvangeLine in Engineer | | | | |
| MARVIN T. PAKIWON Engineering II | ZENY G. ACCANGAN Administrative Aide IV | | | |

| MUNICIPAL HEALTH OFFICE | | | | |
|---|-----------------------------------|-----------------------------------|--|--|
| LORNA D. BAGA Municipal Health Officer | ROMANA A. LINGAN Nurse II | ANGELICA A. PADDUYAO Nurse I | | |
| CAROLINA M. ISILEN Medical Technologist | MINDA G. MANGILI Midwife III | GLORIA L. BALENGA Midwife II | | |
| BALBINA R. PAGADDUT Midwife II | BELEN T. NANGLIHAN Midwife II | ROSEBELLE B. NGOHAYON Midwife II | | |
| MERLYN C. BUNGULAN Midwife I | AGNES B. PABLO Midwife I | BERNADETTE B. DULNUAN Midwife I | | |
| EVELYN D. OTTENGAN Midwife I | TERESITA B. CABLIN Midwife II | JULIA P. CHORHANGON Midwife I | | |
| FLORENCE A. BINOHLAN Midwife I | Vacant <i>Midwife I</i> | JULIET N. PUHYAH Midwife I | | |
| Vacant Administrative Aide IV (Driver II) | | | | |



| MUNICIPAL TREASURY OFFICE | | | | |
|---|--|--|--|--|
| MARTHA U. BALLANGI Municipal Treasurer | ELMA L. SANCHEZ Local Treasury Operations Officer II | HELEN K. GELMAN Revenue Collection Clerk III | | |
| Vacant Revenue Collection Clerk II | GRACE M. FRANCISCO Revenue Collection Clerk II | MERLYN U. ABLUYEN Administrative Aide IV (Storekeeper I) | | |
| | MILAGROS G. BANGNGO Administrative Aide IV | | | |

| MUNICIPAL PLANNING AND DEVELOPMENT OFFICE | | | |
|---|--|--|--|
| Vacant Municipal Planning and Development Coordinator | Vacant Administrative Aide IV (Book Binder II) | | |
| Vacant Project Development Officer II | | | |

| MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE | | | | |
|--|--|--|--|--|
| TERESITA B. NAWEW Municipal Social Welfare and Development Officer | LUZVIMINDA B. CALUYA Social Welfare Assistant | | | |
| JULIE A. IMMOLIAP Day Care Worker II | ELIZABETH C. TAYABAN Day Care Worker I | | | |

MUNICIPAL TOURISM OFFICE

RIO DALE HUMIWAT

Supervising Tourism Operation Officer



Annex D. DIRECTORY OF PUNONG BARANGAYS

| | BARANGAY | PUNONG BARANGAY | OFFICE | MOBILE PHONE NUMBER |
|-----|------------------------------|-------------------------------------|-------------------------------|---------------------------|
| 1. | Amganad | Hon. Samuel B. Baguilat | Amganad Barangay Hall | 09161414140 |
| 2. | Anaba | Hon. Lamberto H. Limmid | Anaba Barangay Hall | 09198501466 |
| 3. | Balawis | Hon. Bernard T. Dulnuan | Balawis Barangay Hall | 09358510628 |
| 4. | Banao | Hon. Johnny W. Guinongo | Banao Barangay Hall | |
| 5. | Bangaan | Hon. Dominga A. Na-od | Bangaan Barangay Hall | |
| 6. | Batad | Hon. Alex P. Chorhangon | Batad Barangay Hall | 09291631406 |
| 7. | Bocos | Hon. Genoveva C. Pocopio | Bocos Barangay Hall | 09061435060 |
| 8. | Cambulo | Hon. Jessie P. Beniahan | Cambulo Barangay Hall | 09079790749 |
| 9. | Ducligan | Hon. Benjamin L. Tugguin | Ducligan Barangay Hall | |
| 10. | Gohang | Hon. Glenn H. Immoliap | Gohang Barangay Hall | 09062685748 |
| 11. | Kinakin | Hon. Eliseo A. Fermin | Kinakin Barangay Hall | 09184030231 |
| 12. | Poblacion | Hon. Fernando G. Bahatan | Poblacion Barangay Hall | 09398347444 |
| 13. | Poitan | Hon. Leon A. Atolmom | Poitan Barangay Hall | 09168650390 |
| 14. | Pula | Hon. John G. Mawini | Pula Barangay Hall | |
| 15. | San Fernando | Hon. Peter P. Cayong | San Fernando Barangay Hall | 09165028941 |
| 16. | Tam-an | Hon. Julius B. Tayaban | Tam-an Barangay Hall | 09471725682 |
| 17. | Uhaj | Hon. Marcial P. Mundiguing | Uhaj Barangay Hall | 09353703388 |
| 18. | Viewpoint | Hon. Roger D. Kindipan | Viewpoint Barangay Hall | 09354822273 |
| 19. | Ibayong- Economic Zone | Administrator Marky G. Kimmayong | Ibayong Barangay Hall | |



Annex E. COMMUNITY RESPONSE AND CUSTOMER FEEDBACK FORM

Thank you for visiting our Municipal Government Offices and availing of services made possible through your taxes. Your responses to the following survey will help the Municipal Government to improve delivery of public services. On a scale of one (1) to five (5) with 5 as the highest score, kindly check the appropriate box.

| Dep | artment/Office Visited: | | | | | |
|------|--|---|---|-----|------|-----|
| Serv | vice(s) availed of: | | | | | |
| | | 1 | 2 | 3 | 4 | 5 |
| OFF | FICE | | | | | |
| 1. | Easy to locate | | | | | |
| 2. | Presence of signage/direction indicating location | | | | | |
| 3. | Cleanliness and Orderliness | | | | | |
| 4. | "No Smoking" and "No spitting Moma" areas observed | | | | | |
| REC | QUIREMENTS: | | | | | |
| 5. | Clear Information on requirements | | | | | |
| 6. | Information on amount of fees and penalties | | | | | |
| 7. | Clear direction on offices to be visited to get requirements | | | | | |
| 8. | Number of requirements | | | | | |
| OFF | FICE STAFF: | | | | | |
| 9. | Welcoming Attitude | | | | | |
| 10. | Availability of person-in-charge | | | | | |
| 11. | Person-in-charge is knowledgeable | | | | | |
| 12. | Compliance of transaction period | | | | | |
| 13. | Observance of Dress Code | | | | | |
| 14. | Well-mannered and Courteous | | | | | |
| 15. | Positive response to suggestions | | | | | |
| INF | ORMATION: | | | | | |
| 16. | Clear directions on Offices to be visited for information | | | | | |
| 17. | Information requested is readily available | | | | | |
| 18. | Data/Information requested is updated regularly | | | | | |
| 19. | Availability of other relevant information | | | | | |
| Com | ments | | | | | 6 |
| Sugg | estions: | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | _ | | |
| Namo | 2 : | | (| Opt | iona | al) |

This form is available at the Public Assistance Desk and should be submitted back after filling up.



| NAME: |
|--|
| ADDRESS: |
| PHONE NUMBER: |
| E-MAIL: |
| DEPARTMENT/OFFICE: |
| COMPLIMENT/COMMENT: |
| - |
| |
| |
| · |
| WHAT IS YOUR COMMENT/COMPLAINT? (Briefly describe or state your comment/complaint) |
| |
| · |
| WHEN DID IT HAPPEN? (Date and time) |
| WHAT WOULD YOU LIKE US TO DO? |
| |
| • |
| |
| SIGNATURE: Date: |
| Would you like a written reply? |
| Yes No |

Annex F. CUSTOMER COMPLAINT FORM



CLIENT STEPS IN PROCESSING COMPLAINT:

- 1. Get Client Complaint Form from the Public Assistance Desk Officer
- 2. Fill-up and submit to Public Assistance Desk Officer
- 3. Wait for result after five (5) working days for simple offense and ten (10) working days for complex offense

Annex G. ACCESSING FRONTLINE SERVICES:

Section 1: All Offices are enjoined to undertake on a continuing basis programs to promote customer satisfaction and improve services delivery and other similar activities for officers and employees in frontline services.

Section 2: Acceptance and Denial of the Applications and Requests

- 1) All officers or employees shall acknowledge receipt of such applications, requests, and/or document being submitted by customers of the office.
- 2) The responsible Officer or Employee shall acknowledge receipt of such application and/or request by writing or printing clearly thereon his/her name, the unit where he/she is connected with, and the time and date of receipt.
- 3) The receiving Officer or Employee shall perform a preliminary assessment of the request so as to promote a more expeditious action on request, and shall determine through a cursory evaluation the sufficiency of submitted requirements for a request or application, taking into consideration the determined response time for the transaction.
- 4) All applications and/or requests in frontline services shall be acted upon within the period prescribed under the Citizen's Charter, which in no case shall be longer than five (5) working days in the case of simple transactions and ten (10) working days in the case of complex transactions from the time the request or application was received.
- 5) Depending on the nature of the frontline services requested or the mandate of the Office or Agency under unusual circumstances, the maximum time prescribed above may be extended. For the extension due to the nature of frontline services, the period for the delivery of frontline services shall be indicated in the Citizen's Charter, which shall not be more than five (5) working days for simple transactions, and not more than ten (10) working days for complex transactions. The Office /Agency concerned shall notify the requesting party in writing of the reason for the extension and the final date of release of the frontline service/s required. In case the applicant disagrees, he/she may resort to the Grievance or Complaint Mechanisms prescribed in the Citizen's Charter.
- 6) No application or request shall be returned to the client without appropriate action. In case an applicant or request is disapproved the Officer or Employee who rendered the decision shall send formal notice to the client five (5) working days from the receipt of the request and/or application, stating therein the reason for disapproval including



a list of specific requirement/s which the client failed to submit. Any denial of request for access to government service shall be fully explained in writing, stating the name of the person making the denial and the grounds upon which denial is based. Any denial of request is deemed to have been made with the permission or clearance from the highest authority having jurisdiction over the government office or agency concerned.

- 7) This section shall also apply to government Offices which allow computer-based access to frontline services.
- Section 3. Working Schedule Heads of Offices which render frontline services shall adopt appropriate working schedules to ensure that all clients who are within their premises prior to the end of official working hours are attended to and serves even during lunch break and after regular working hours. Offices and Agencies may consider providing frontline services as early as eight o'clock (8:00) in the morning until as late as five o'clock (5:00) in the afternoon to adequately attend to clients. The frontline services must at all times be complemented with adequate staff by adopting mechanisms such as rotation system among office personnel, sliding flexi-time, reliever system especially in peak times of the transaction, or providing skeletal personnel during lunch and snack time.

To ensure the uninterrupted delivery of frontline services, the Heads of Offices and Agencies shall adopt the appropriate mechanisms within six (6) months from the effectivity of these rules.

- Section 4. Identification Card All Officers or employees transacting with the public shall be provided with an Official Identification Card which should be worn during office hours. The information on the Identification Card should be easy to read, such that the officials and employees concerned can be identified by the clients. For certain officials where an Identification Card is not provided, the Officers and Employees must wear nameplates or other means of identification.
- Section 5. Public Assistance and Complaint Desk (PACD) Each official shall establish a Public Assistance/Complaint Desk in their Office, where an Officer or Employee knowledgeable on frontline services shall at all times be available for consultation and advice. The desk shall be attended to even during break time. The office shall institute hotline numbers, short message service, information communication technology or other mechanisms by which the clients may adequately express their complaints, comments or suggestions. It may also institute one-stop-shop or walk-in service counters. Special lanes may be established for Pregnant Women, Senior Citizens and Persons with Disabilities.



EXECUTIVE ORDER NO. 20 Series of 2016

AN EXECUTIVE ORDER REORGANIZING THE STEERING COMMITTEE AND TASK FORCE FOR THE REVIEW AND IMPROVEMENT OF THE CITIZEN'S CHARTER FOR THE MUNICIPALITY OF BANAUE.

WHEREAS, the Anti-Red Tape Act of 2007, otherwise known as Republic Act No. 9485, declared the policy of the state to promote integrity, accountability, proper management of public affairs and public property as well as to establish effective practices aimed at the prevention of graft and corruption in Government;

WHEREAS, pursuant to Civil Service Commission Memorandum Circular No. 14, s 2016, All government agencies providing frontline services are enjoined to revisit and review their Citizen's Charter. They should review and reduce or remove redundant requirements and reengineer their procedures, especially for those services with transaction time that go beyond the three-day limit;

WHEREAS, in the nine years of implementation of R.A. 9485, the bureaucracy has made strides in improving public frontline service and customer satisfaction, However, public feedback on slow processes still persist;

WHEREAS, during the inaugural speech of President Rodrigo R. Duterte, he directed all heads of government agencies to reduce requirements and processing time of all applications, from submission to the release. The President's directive is anchored on the need to facilitate or improve a frontline service which is congruent to the objectives of the Anti-Red Tape Act of 2007, and bring back the people's trust in government;

WHEREAS, the leadership is aware of the benefits that implementation of a Citizen's Charter brought about to other LGU's and their constituents, such as less cost of public service delivery, reduced vulnerability to graft and corruption, availability of feedback mechanism, existence of basis for assessing the performance of the local government and staffs, as well as customer satisfaction, equal treatment of customer, availability of complaints and redress mechanism, opening of the opportunity for people participation on service improvement, among others;



WHEREAS, it is the leadership's desire for the Municipality of Banaue and its constituents, to reap the same benefits as mentioned above through the improvement of its own Citizen's Charter.

NOW, THEREFORE, I JERRY U. DALIPOG, Municipal Mayor of Banaue, by virtue of the powers vested in me by law, hereby **ORDERED**:

Section 1. Urgent Review and Improvement of Citizen's Charter for the Municipality of

Banaue. The Local Government Unit of Banaue shall review and improve the Citizen's Charter that communicates in simple terms, information on the services that it provides to its constituents. The said documents shall describe the step-by- step procedures for availing a particular service, and the guaranteed performance level that the constituents may expect for that service, and shall include the following information.

- Vision and mission of Local Government Unit of Banaue
- Identification of the frontline service offered and the recipients of such services
- The step-by- step procedures to obtain a particular service
- The officer or employee responsible for each step
- The maximum time to conclude the process
- Requirements to be presented by clients with clear indication of the relevance of said documents
- The amount of fees, if necessary
- ♣ The procedure for filling complaints in relation to requests and applications including the names and contact details of the officials/People to approach for the redress
- ♣ Allowable period for extension due to unusual circumstances i.e. unforeseen events beyond the control of government office or agency concerned, and
- ♣ Feedback mechanisms, contact numbers to call and/or persons to approach for recommendations, inquiries, suggestion, as well as complaints

SECTION 2. Reorganization of the Steering Committee on the Citizen's

Charter. A steering Committee on the Citizen's Charter shall be created to serve as primary advisory body to the local chief executive in the overall direction and supervision of the Citizen's Charter. The Steering Committee shall be composed of the following:

Chairperson : Hon. Jerry U. Dalipog- Municipal Mayor

Co-chairperson: **Hon. Joel B. Bungallon-** Municipal Vice Mayor

Member : Hon. Agustin B. Dupingay – SB Vice chairman on Rules, Legal

Matters, Good Governance, Public Ethics and Accountability

Engr. Antonio K. Gayumma – Municipal Engineer

Mr. Naziwarren P.Baguilat-Local Assessment Operations Officer-OIC

Ms. Aida U. Paganaje- Municipal Agricultural Officer

Ms. Perfecta D. Dulnuan – Municipal Planning and Development Coordinator



Dr. Lorna D. Baga- Municipal Health Officer

Ms. Blandina D. Campos – Municipal Social Welfare and Development

Ms. Martha U. Ballangi- Municipal Treasurer

Ms. Cherry Marie I. Pallay- Municipal Accountant

Ms. Zeny M. Belingon – Municipal Budget Officer

BODA President

Tri-Wheels Association President

Banaue Market Vendors Association President

Banaue Tourism Council President

Municipal Agriculture and Fishery Council President

OSCA Head - MOISES DULNUAN

Municipal Women Federation President

Ex- Officio Member: Ms. Gertrude T. Daguio – Task Force Head, Municipal Civil Registrar

SECTION 3. Duties and functions of the Steering Committee

The Steering Committee shall perform the following functions:

- ♣ Act as advisory body in the overall direction and supervision of the Citizen's Charter implementation.
- ♣ Assist the LCE in setting the goals and objectives of the Citizen's Charter.
- ♣ Assist the LCE in the review and refinement of the Citizen's Charter.
- ♣ Initiate periodic review and continues improvement of the Citizen's Charter.

SECTION 4: Reorganization of the Task Force on Citizen's Charter and Improvement.

A task force on Citizen's Charter review and improvement shall be created to take lead in the review and improvement, writing and packaging of the Citizen's Charter shall be composed of the following:

Task Force Head : Ms. Gertrude T. Daguio – Municipal Civil Registrar

Deputy Task Force Heads: Ms. Lilian C. Ligeralde – Human Resource Management Officer

Ms. Cherry Marie I. Pallay – Municipal Accountant Members

All heads of the Municipal Departments/ Offices All Section One employee from each Municipal Department who is providing Frontline Services

Section 5: Terms of reference for the Task Force. Member of the Task Force shall perform the following functions:

♣ The Department Heads, assisted by one or two their Senior Staff, shall lead in the review and improvement of their office's frontline services in terms of procedures, requirements, charges and fees, in the setting of new service standards, and in the conduct of



consultative meetings with the customers or beneficiaries of the services provided by their departments.

- ♣ The Department Heads shall also be in charge of writing their offices new procedures, list of requirements, and schedule of charges and fees for submission to the Task Force Head.
- ♣ The Task Force Head shall see to it that standards and deadlines with regard to the Citizen's Charter preparation are met, assume responsibility for the review, improvement, consolidation and finalization of the published form of the Charter.
- ♣ The Deputy Heads shall assist the Task Force Head in the review, improvement and consolidation of the department's outputs, as well as in the finalization of the Charter.

SECTION 6. Secretariat on the Citizen's Charter Preparation:

- 1. Ms. Jocelyn L. Martin- Administrative Aide VI
- 2. Ms. Dianalyn I. Onnon Administrative Aide IV

Issued this 16th day of August 2016 at Banaue, Ifugao.

JERRY U. DALIPOG, C.E.

Municipal Mayor